Multilingualism on the Web

A non-technical introduction to translation technology

by Chryss Mylopoulos

In March 2001, *Lingua Franca*, a national radio program of the Australian Broadcasting Corporation, presented an interview with David Crystal, professor of linguistics and editor of the *Cambridge Encyclopedia of English Language.* David Crystal's new book *Language and the Internet* was published by Cambridge University Press in late 2001. Professor Crystal notes that the "Internet's increasing multilingual character has been the most notable change since it started out, not so long ago, as a totally English medium". Surveys have invariably indicated that the number of people with Internet access in non-English speaking countries has increased and that the number of newly created non-English language Web sites surpassed the total for the English language sites.

These significant changes related to the access and development of non-English language Web sites have encouraged many influential people such as Ned Thomas, editor of *Contact,* the quarterly publication of the European Bureau of Lesser Used Languages. Thomas believes that "all languages will not be marginalized on the Net by English…on the contrary, there will be a great demand for multilingual Web sites, for multilingual data retrieval, for machine translation and for voice recognition to be multilingual". Less optimistic voices believe that the future of a multilingual Internet will depend on many factors such as content and technical ones.

We read in information technology literature that "content is king" and that unless there is substantial and useful good content in any local language people will use English or Web sites in languages that have managed to gather and offer significant information. For instance, according to Yoshi Mikami, an Internet author, 90% of Web pages in Japan are already in Japanese. This information speaks to the fact that some locally produced Web sites have managed to accumulate enough good information in the local language for its native users.

Moreover, with the "alphabetical" diversity of languages new coding systems such as Unicode, which allows the representation on screen of over 65,000 characters, need to be further implemented and adopted so that standardization may be facilitated.

Translation technology, which includes products, machine translation (MT) and translation memory (TM) belongs to the field of computational linguistics with a history of extensive research.

Machine translation, the automated translation of text in one language to text in another language works best when the subject matter is limited to a specific domain and the system is pre-configured, that is, it works in relation to customized translation products. For example, a customized translation product such as a dictionary that gives the "*machine dictionary*" a context, helps because it takes into consideration the terms and language used in a specific domain such as the library domain.

Machine translation products without a customized dictionary or other customization give only the gist of the written page; they improve comprehension which is better than
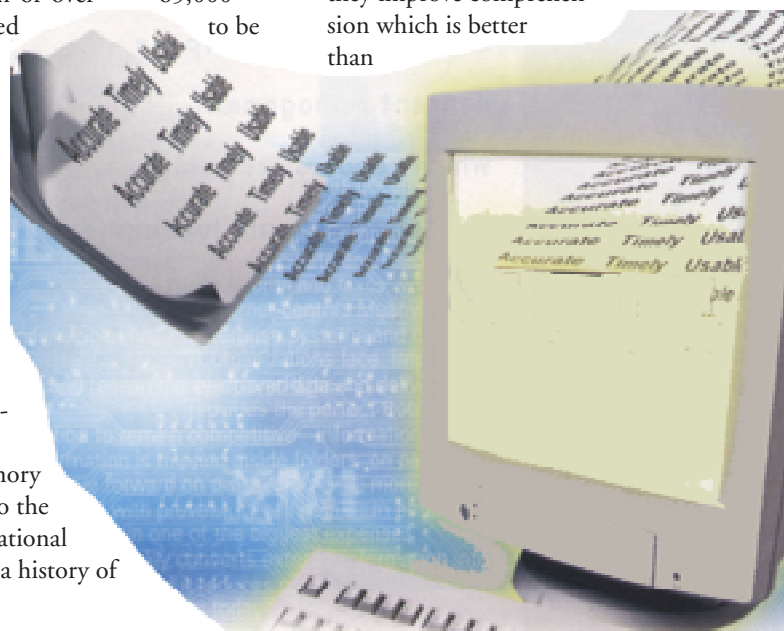
Message from the Chair

Dear IFLA Friends and Colleagues,

Time is moving swiftly and the Section's *Newsletter,* issue no. 2, spring 2002, is here for us. We have since Fall been working on several important issues such as updating the Section's Web site, preparing the Standing Committee (SC) program for Glasgow, organizing and holding the SC-midwinter meeting in Oslo, Norway and participating in the Coordinating Board's midwinter meeting in Helsingor, Denmark. We have also been working on clarifying the new Standing Committee's working program for the next couple of years, namely the strategic plan. With this plan, we hopefully have a useful tool which will help us to reach and fulfill our hopes and goals for the Section. Copies of the strategic plan will be sent electronically for review to Standing Committee members. Revising and improving the plan is important work for the Glasgow meeting. Please review the plan and send comments to the officers.

Kindest regards,
Jane Dreisig

Just published 2002

Celebrating Twenty Years: a Concise History of the IFLA Section on Library Services to Multicultural Populations by Marie F. Zielinska was published in January 2002 and was mailed to all members. If you are a Section 32 member and have not received your copy of this commemorative booklet, contact Barbara von Wahlde, Information Coordinator, at bvw@buffalo.edu. A copy of the publication can also be found on the Section's Web site.
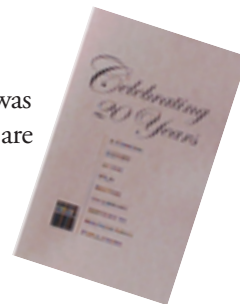
The *Newsletter* is the official publication of the IFLA Section on Library Services to Multicultural Populations. It is published three times per year — Fall, Spring, and Summer.

The *Newsletter* is mailed to all Section members as a benefit of membership. Issues are also available on-line at the Section's Web site at http://ifla.org/VII/s32/slsmp.htm.

Articles for publication and /or requests for information should be sent to Barbara von Wahlde at bvw@buffalo.edu or Jane Pyper at jpyper@tpl.toronto.on.ca

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DESIGN & LAYOUT **Donna Serafin**

Multilingualism

understanding nothing at all. They can be used to convey the general idea and determine whether a better human-assisted translation is needed. This process is called "gisting". For instance, the media use machine translation services which render the gist of a text into different languages. But when fidelity and accuracy are critical as it is in the case of many library functions, machine translation still requires human intervention.

At a conference on translation technology held at the University of Toronto last year, many leading companies presented their products and a panel of specialists discussed their research in the field. The general consensus of the specialists was that

machine translation (MT) products and translation memory (TM) are tools that assist the professional translators to work more productively and they are intended as the basis for further work. Machine translation, translation memory and human translation have to work together, at least for now.

If you are looking to facilitate the translation process, don't overlook the many search engines which provide translation service. For instance, the AltaVista search engine provides the service of translating any URL or text using technology from Systran. The system, however, has limitations. The translations are rough for the most part and are available in a limited number of European languages.

This kind of translation service is for general use. We tested the quality in terms of accuracy with the following sentence to be translated into Italian "the Public Library invites the Italian community to an evening of poetry and music." The result was satisfactory, the phrase could have been used to announce a program at a local library; but the translation into German had at least one major mistake. When we tried to translate the same sentence from Italian into English, the result was not satisfactory. In other words, the results were inconsistent.

In conclusion, translation services provided by search engines can facilitate the translation process (less work by the translator and less cost) but cannot eliminate the need for a human translator who would provide the quality needed to generate a document for the Web or other library publicity.■

Chryss Mylopoulos is Multicultural Services Specialist at the Toronto Public Library, Canada, cmylopoulos@tpl.toronto.on.ca

Visit our Web site at

http://ifla.org/VII/s32/slsmp.htm.

Musings on libraries & multilingual Internet access

by Andrew Cunningham

In an important sense library services are organic. They grow, adapt and evolve over time. Yet there is a tension within library services between the organic and amorphous on one hand and the need for structure and order on the other. Multicultural services exist at this nexus. The communities we provide services to are continually changing. Large established communities are ageing. Newer, small communities are emerging.

During the initial foray into the provision of services to culturally and linguistically diverse (CALD) communities, many libraries established standard library collections in a range of languages. Innovative libraries established a variety of language and cultural programs, but the core component of multicultural library services was the multilingual collection. Traditional multicultural collections face three limitations: demographic, financial and logistical. It was only practical to establish collections for larger culturally and linguistically diverse communities with sufficient infrastructure in place to easily source and purchase materials in those languages.

The introduction of the Internet into libraries began to produce a shift in how collections in national languages were perceived. The notion of "electronic" collections began to develop and evolve. In the initial phases of the development of the Internet, most electronic resources were written in English.

Even in the early days of the Internet, there was some non-English content. Non-English mailing lists and newsgroups evolved. When Web pages began to proliferate, non-English Web pages began to appear in small quantities.

A number of library services began to explore the possibilities of providing access to multilingual resources via the Internet, as language support in browsers developed. These services began to develop in the mid to late 1990s. The initial rationale was to provide a directory of Web resources in selected languages. WorldLinQ and Open

Road developed in this milieu. In the vacuum of the mid-90s it was necessary to develop directories that would allow our communities to access valuable resources in a range of languages. The Danish project FINFO explored another dimension, the provision of a community directory of immigrant services.

The initial trend in the provision of multilingual Internet access was to focus on supporting the languages the particular library services held major collections in. The Internet was one more medium that library services could add to their existing multicultural collections. Multilingual Internet access for the public mimicked our existing language collections.

Although, if we continue to follow the model developed in the nineties, we will miss the opportunities to enrich all the culturally and linguistically diverse communities we provide services to. The revolutionary aspect of the Internet is that it removes the limitations that shaped the growth of our existing collections. Multilingual public Internet access allows us to provide access to materials in any language that is present on the Internet. It allows us to support languages we cannot develop collections in.

What does this mean in practice? In essence, multilingual public Internet access means we can provide services to minority languages or individuals in our communities. Technology allows us to provide services to culturally and linguistically diverse communities and families isolated by distance. We can quickly adapt and provide resources to emerging CALD communities.

Existing Web directories and portals need to refocus and reinvent themselves. There is no longer the need for small Web directories providing access to resources in major community languages. The topological features of the Internet have changed. Web directories and search engines in the major languages are available. The major search engines used for locating English language resources are becoming multilingual,

allowing the user to search in many different languages. Slowly subject specialist directories in various languages are appearing, along with e-text archives and digital libraries.

It is now feasible to build multilingual portals in our major community languages pointing our users to all these resources. Indexing non-English Web sites in our major community languages is no longer feasible or practical. The growth rate of the non-English Web makes it impossible for library services to adequately index individual Web sites.

There still is a need for traditional multilingual Web directories. Web directories are required for small, minority languages that have a limited Web presence and are currently unsupported by existing Web directories and search engines.

If libraries are to successfully reinvent their services to CALD communities, international cooperation will be necessary. Multilingual portals providing meta-directories of Web directories and search engines and reference resources will require the knowledge of language specialist librarians from around the world, each contributing to a communal portal.

Join your colleagues for a week of workshops, sharing and networking at the 68th IFLA General Conference

August 18th - 24th, 2002

IFLA

GLASGOW 2002

AroundTheWorld
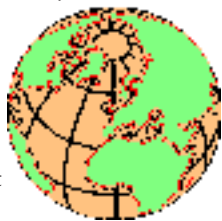
Queensland Community Books
By Robert Pestell

The State Library of Queensland maintains a central collection of international language books in 60 languages which are lent on request to any public library in Queensland. Approximately 10,000 books are purchased per year, primarily in adult and children's fiction, and the collection is now the largest in Australia. Six years ago, the main United Kingdom supplier of community language books closed down and I thought we might try buying directly from suppliers in the countries of origin. It is now apparent why so few mainstream book suppliers attempt to deal in foreign language books. Over the years, however, we have increased our vendor base to about 100 suppliers from about 50 countries. Three years ago, the State Library of Queensland started to purchase books for other libraries, and now supplies shelf-ready, catalogued books to fifteen public libraries in Australia and two in New Zealand. We sell books at half the cost of other Australian suppliers. Last year, the number of books acquired was 20,000 and we expanded into CDs and videos where possible. Due to the difficulties of overseas purchasing, unreliable bibliographic data, lack of publishers' catalogues, language barriers, limited numbers of books required, and distance from the rest of the world, etc., most of the vendor relationships have been established through attendance at the Frankfurt and other international book fairs, the Internet, and, most importantly, personal visits to countries to seek potential suppliers and to arrange the supply of books.

The major difficulty in acquiring foreign books has been the lack of library booksellers in the majority of countries, and often purchases have been made through small and medium-sized bookshops. The biggest accomplishments have been: finding 100 Khmer books in a supermarket in Phnom Penh (publishing virtually stopped after the American Red Cross left the refugee camps on the Thai border), meeting an English-speaking Serb in Belgrade who ran a bookshop (Serbian books have largely been unavailable for the last ten years), finding a supplier of Tamil and Sinhalese in the back streets of Colombo, discovering a five-floor bookshop in Krakow holding every Polish book one could wish, uncovering a Thai bookshop in Bangkok - where no one can speak English, but the staff cannot do enough for you, finding an Arabic supplier in Beirut (previously very expensive and difficult to obtain, apart from Egyptian) and managing to find three suppliers of Tagalog in Manila (unavailable for many years). The biggest failures were to find Bosnian books in Sarajevo (only a handful of Bosnian books are published), to overcome the bureaucracy of exporting Vietnamese books from Hanoi (although no problem with Ho Chi Minh City), and to buy books from Lithuania (my time ran out).

David Cohen/EMIERT Award

Irina Kuharets, Brigid Cahalan and Fred Gitner, the editorial team of the recently published book of essays, *Bridging Cultures: Ethnic Services in the Libraries of New York State,* win the first David Cohen/Emiert Multicultural Award.

The award, consisting of $300 and a citation of merit, is underwritten by Routledge and recognizes significant contributions to the understanding and promoton of multiculturism in libraries in North America through research and publication of articles. The award is presented by the Ethnic and Multicultral Information Exchange Round Table (EMIERT) of the American Library Association.

Nordic countries survey common multilingual cataloging
by Maria Tapaninem

The Multilingual Libraries in the four Nordic countries of Denmark, Finland, Norway and Sweden have begun a common inquiry into the area of acquisitions and cataloguing of books and media for immigrants.

The aim of the survey is to give a basis to continuing discussions and plans about Nordic cooperation concerning multilingual cataloguing. The Nordic Cultural Foundation is funding the five month investigation. It is hoped that one of the primary cooperative efforts will be in the common cataloging of original scripts.

Interviews with library leaders and librarians responsible for acquisitions and cataloguing at the International Library in Stockholm, the Central Multicultural Library in Helsinki, the Multilingual Library in Oslo and the Immigrant Library in Copenhagen will occur during April. The survey questionnaire will most likely be completed in May 2002.

Multicultural bridge
By Robert Pestell

The purpose of the Multicultural Bridge project is to produce Web pages that assist librarians in meeting the needs of ethnic communities by providing such things as templates for library brochures and Welcome signs in twelve languages. Continuing problems with the Persian and Vietnamese scripts and translations have meant we have had to drop these languages. Although not yet officially launched, stage two is about to start. This will be the translation of information pages from the State Library's Web pages, such as Internet Use policy, Guides to Collections, and Operating Hours.

National Library of Canada re-establishes multicultural resources and services

by Marie F. Zielinska

Since taking over the position of the National Librarian, Roch Carrier, committed himself to reestablishing the National Library's leadership in the provision of library services to Canada's multicultural communities. The first step was taken in August of 2000, when he established a Working Group on Collections Policies consisting of Maryna Nowosielski, then Director of Acquisitions; Pierre Gamache, Director of Collections Management; and Elizabeth Martin, Collections Development Policy and Planning Officer.

The Group's mandate was to review and to refocus the Library's collection policies to support the National Library's leadership role as the key source of the nation's published heritage, and also to define requirements to build a more broadly based collection for all Canadians, including collections in heritage languages.

In its interim report of November 2000, the Group recommended that two areas, the Aboriginal and the Multilingual Resources and Services, be studied in greater detail and that specific recommendations, based on consultations with the communities, be presented to the National Librarian and the Executive Committee by the Fall of 2001.

As planned, two draft reports were prepared and distributed for further discussion in September (Multicultural) and in November (Aboriginal). In March 2001 as part of their consultations, the Working Group surveyed approximately twenty-two Canadian public libraries involved in providing multilingual/multicultural resources and incorporated their recommendations in the report.

From the answers received to the questionnaire distributed to these libraries, it became clear, that only the largest ones are still able to maintain active resources and services in selected heritage languages and that medium and small libraries have a very difficult time in developing resources and providing services in languages represented by the new immigrants. Some libraries still depend on the old material received from the Multilingual Biblioservice in the mid-1990s, or on gifts from the community. All libraries indicated that they would benefit from a variety of services suggested by the National Library to be provided mainly through the Internet, including provision of online acquisition tools, cooperative cataloguing, access to evaluated Internet resources in heritage languages, directory of multilingual collections, creation of a multilingual/multicultural portal and of a Canadian database of languages and subject specialists. High on the wish list was direct access to the directory of Grants and Contributions.

In September 2001 the National Library announced that a permanent position of a Coordinator for Multilingual Resources and Services be immediately created, and in November 2001 Maryna Nowosielski accepted a 10 month assignment to the position to develop and to start implementing some of the Report's recommendations. As well in April another librarian, Kim Mijin, on assignment from the Canadian Library Association, will join her as a Multilingual Research Officer.

The National Library has also immediately assigned more resources to collecting heritage languages, Canadiana and also Canadiana published abroad, and is working on increasing collection budget in support of multilingual/multicultural resources and services.

Several information sheets in heritage languages explaining benefits of legal deposit have been published and distributed, and additional ones are in preparation. Also, more language specialists-cataloguers are being hired to reduce heritage languages cataloguing backlog. Additional resources will be allocated to develop Internet libraries

that will be linked to several smaller databases providing population statistics, acquisitions of multilingual collections and cataloguing, standards for transliterations, best practices and national and international contacts to name just a few. It is wonderful to see that the idea of federal help for public libraries to provide multilingual/multicultural materials and services, which led in the 1970s to the creation of the Multilingual Biblioservice resurrected, after almost a decade, like a phoenix from the ashes. The National Librarian deserves highest praise and gratitude from all Canadian ethnocultural communities for this initiative.

committee meeting highlights

boston 24/August/2001

- Fifty-five participants attended the Boston workshop *Library Services and Resources for Multicultural Populations.* Full details are in the *Newsletter*, no. 1, 2001 or at http://ifla.org/VII/s32/slsmp.htm

- The deadline for submitting the strategic plan, including the mission statement, priorities, and goals, is September 2001.

- A listserv will be created to facilitate communication among the committee members. Barbara von Wahlde, Information Coordinator, will host the listserv at her institution.

- The Section's promotional leaflet will be updated so it can be used to recruit new members.

Full minutes will be posted on the Web site at http://ifla.org/VII/s32/slsmp.htm

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Musings continued from pg. 3

The Internet is a communication and information sharing tool allowing members of our communities to sustain and to build relationships within our communities and across national borders. Likewise, our professional communication and resource building efforts need to reflect this transnational dimension of our local communities.

The Internet is also a medium for assisting and encouraging language retention in second and third generation speakers of an immigrant language. The reality is that some of the languages spoken by our immigrant communities are endangered languages. The provision of multilingual public Internet access coupled with training programs on multilingual Web design may provide the opportunity for some of these languages to adapt and survive.

The knowledge and experience of library services currently providing multilingual Internet services needs to be distilled and developed into training resources for all library services. Through international cooperation new projects could be developed. One possible project under investigation would be to document computer and Internet support issues for minority languages [http://www.openroad.net.au/languages/].

Technology presents us with the opportunity to provide new and innovative services to our culturally and linguistically diverse communities. Possibilities unfold before us.■

Andrew Cunningham is the Multilingual Technical Officer at the Accessibility and Evaluation Unit, Vicnet, State Library of Victoria, Australia   andrewc@vicnet.net.au

...Guidelines for Library Services

The English, French and Spanish translations of the publication *Multicultural Communities: Guidelines for Library Services*, 2nd.ed., are now available on the Section's Web site at http://www.ifla.org/VII/s32/slsmp.htm.
The German and Japanese translations will be posted also.

mclforum

The *Multicultural Libraries Forum (mclforum)* is an international forum created to facilitate the discussion of issues and ideas involved in the provision of library services to multicultural or linguistically diverse populations.
Areas of interest include:
• the use of technology to facilitate the provision of multicultural library services;
• multilingual Internet technology and Web site design;
• the provision of library services to communities across a diaspora;
• the effects of globalization on multicultural library services, and the possibilities and opportunities for capitalizing on these changes; and
• the opportunities for, both formal and informal, international cooperation in the provision of multicultural library services.
Information about subscribing can be found at http://groups.yahoo.com/group/mclforum/.

e-talk

MT-List

The European Association for Machine Translation (EAMT) has a mailing list dedicated to machine translation. MT-LIST is open to the public and serves as a forum for the discussion and exchange of information for all aspects of translation technology. For information about subscribing, visit their Web site at http://www.eamt.org

The European Association for Machine Translation (EAMT) is an organization that serves the growing community of people interested in machine translation (MT) and translation tools, including users, developers, and researchers of this increasingly viable technology.

The EAMT is one of three regional associations of the International Association for Machine Translation (IAMT). Its sister organizations are the Association for Machine Translation in the Americas (AMTA) and the Asian-Pacific Association for Machine Translation (AAMT).
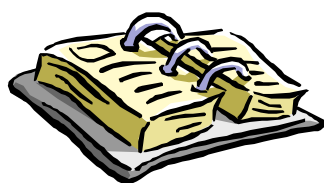
events

2002—July 3-5 Victoria, Australia
Building Communities—Networking Communities. Hosted by the Centre for Community Network Research, School of Information Management Systems, Monash University. Presentations from practitioners, academics and policy makers from Australia, New Zealand and other countries will cover a wide range of topics about the Internet including advocacy and activism, ageing, diversity issues, community building and service, government/community relationships and technical issues. Conference details are available at www.ccnr.net/2002/

2002—August 18-24, Glasgow, Scotland
68th IFLA General Conference
2003—Berlin, Germany
69th IFLA General Conference
2003—Ulrecht, the Netherlands
The Satellite meeting will be hosted in Ulrecht, the Netherlands. For more details, contact Lourina K. deVoogd at Lourina.deVoogd@let.uu.nl
2005—Stockholm, Sweden
Stockholm will host the 2005 satellite meeting which will be arranged by the Bibliotekforeningen og Internationella Bibliotek. For information, contact Maria Tapaninen at maria.tapaninen @tpb.se

Multilingual Translation Technology Centre

by Elaine Granatstein, Nicole Rosen,
and Solange Silverberg,

The inspiration for a machine translation service for the University of Toronto's multicultural academic community originated about five years ago. Librarians had observed that an increasing number of faculty members and students were seeking translations into English (and sometimes from English) for materials in a variety of languages. With enthusiastic support for the idea from the Chief Librarian, Carole Moore, and the goal of enhancing the teaching and learning environment at the University of Toronto, a small group was organized to move this idea forward.

In 1998, the project was very fortunate to receive its initial funding to support computer-assisted translation initiatives from the University Provost's Ethnocultural Academic Initiatives Fund. A project manager was hired to investigate and evaluate available tools, needs and interests of users, systems requirements and to make recommendations for future directions. That fall, a Machine Translation InfoSession was held to highlight for the academic community various machine-based translation and electronic dictionary products and to further help identify the particular needs and interests of our users. Over a hundred visitors from a broad spectrum of research and academic areas attended, firmly establishing both interest and need for this service.

The project was fortunate to continue to receive funding from the University and the Multilingual Translation Technology Centre (MTTC) was set up in the central library building. Its Web site http://www. library. utoronto.ca/translation/ keeps our clientele informed and provides links to online resources.

In addition to the online translation and electronic dictionary links, the MTTC provides onsite resources. Students and staff can come in person to the centre to translate documents using more sophisticated software than what is normally available freely on the Web. The centre is housed within the Resource Centre for Academic Technology, and is primarily directed at University of Toronto graduate students and faculty members to translate otherwise inaccessible research materials. It is growing in popularity as word spreads of the service, and the MTTC now has some 'regulars' who come for their weekly 'fix' of translation!

Typically, the centre's clients come with a book, a journal article or a dissertation that they think is relevant to their research. Being electronic translation however, the document to be translated must also be in electronic format. The MTTC has solved this problem by offering a flatbed scanner with automatic document feed and Optical Character Recognition (OCR) software. The OCR software recognizes the scanned picture as text, and is equipped with its own dictionary to recognize words in over fifty languages, including Latin and Cyrillic fonts. The client then scans the paper document, normally making it into an Microsoft Word or Rich Text Format (RTF) document, maintaining the formatting of the original text. This is the most time-consuming part of the process. Once the document is in electronic format, it may be translated using SYSTRAN software with a few clicks of a mouse. The client will choose the source and target languages, and any specialized dictionaries, for example physics, business, microbiology, etc. desired for the document in question. Then the translation appears in a new window and may be saved as a Word or an RTF document. Languages currently available for machine translation into English are French, German, Italian, Japanese, Portuguese, Russian and Chinese. Many people are surprised a machine translation service such as ours exists, and that it is freely available to the University of Toronto community. There are a few clients who overestimate the resulting quality of a text translated by a machine, but the majority underestimate it. Most people using the service have been very pleasantly surprised with the readability of the results, especially those who are familiar with an online translator, which uses a relatively simplistic translation module (normally word-by-word rather than sentence-by-sentence) and does not maintain any of the document's original formatting. While we normally let people know they may only get the 'gist' of a document, which will let them know whether it warrants professional translation, clients have often decided that the machine translation is sufficient, especially students, where the cost or accessibility of translators is often prohibitive.

At the moment, clients need to come in person to access the SYSTRAN software. However, the purchase of networkable translation software is currently being considered. Once the project is completed, it is hoped that the translation modules will be more readily available to the University of Toronto academic community. In addition to the networking, the number of translatable languages will be increased to include Korean, Albanian, Ukrainian, Serbo-Croatian, Czech, Polish and Slovak. Future plans also include the acquisition of OCR software for a variety of Asian and Semitic languages. The machine translation services offered by the University of Toronto Libraries appear unique among universities in North America, and this period of growth is very exciting.

For more information on the MTTC, please email the Project Manager, Nicole Rosen at mttc.library@utoronto.ca or call the Centre at 416-946-7455. ■

Elaine Granatsteinm is the Head of the Engineering & Computer Science Library. Nicole Rosen is Project Manager of the Multilingual Translation Technology Centre. Solange Silverberg is Faculty Liaison Coordinator, University of Toronto.

Editorial

by Jane Pyper

In my part of the world – Canada — an ordinary but important event occurred early in March of this year. What was that? The 2001 Census figures were released by our national agency, Statistics Canada. Why were they important? Because they tell us how our country and our community are changing and it is important to know that if we wish to provide relevant and meaningful library service. What did the new data tell us? Quite simply, those immigrants are now our lifeblood. Of the 1.16 million people added to the country's population over the last five years, immigrants make up the largest percentage, the first time this has happened since the Second World War. Without immigration, Canada's population would stagnate and even begin to decline.

I mention this, not because it is unique to Canada, but because many countries around the world are experiencing changes in their citizenry. For younger countries such as Canada, the demographic changes might be more radical, but the phenomenon is happening everywhere as the effects of globalization and transnational migration are felt in all countries. Libraries have an important role to play in contributing to a successful culturally and linguistically diverse society.

One of the important tools for providing these responsive services is the Internet and new technologies. In this issue, we have focused on those themes. We have articles on multilingual Internet access; the promise of machine translation; book reviews and journal articles on aspects of the Internet and language; and relevant Web sites. We hope that you find these articles interesting, inspiring, and useful in considering new directions for your own library service. We also hope they inspire you in another way – to provide us with articles and updates on your own activities and innovations for future articles!

Finally, I would like to recognize the hard work of Barbara von Wahlde and Donna Serafin in putting together this issue of the newsletter. They have graciously asked me to provide the editor's remarks, but all of the credit for the content and organization belong to them. Enjoy!

Seventh Heaven

A Project on Nordic Literature

IFLA @ Glasgow
August 18-24, 2002

The half-day workshop will introduce participants to the stories, pictures, songs, rhymes, sagas and mythology from Nordic children's literature. Through readings, storytelling and dialogue, participants will be presented with seven interactive areas of experience by means of art installations, color, light, sound, music, scents, and variations in temperature.

Appealing to all generations and to all nationalities, the program offers children and adults the opportunity to explore the literary landscape together.

The program objective is to arouse interest in the cultural, historical, social, and linguistic qualities in children's literature and also to encourage children's love of reading, fantasy and general education.

Sponsored by the IFLA Section of Library Services to Multicultural Populations, the *Seventh Heaven* program will be presented as a half-day workshop at the 68th IFLA General Conference in Glasgow during August 18-24, 2002.

committee meeting highlights

oslo, norway 18-19/february /2002

Chair's Report
The Coordinating Board provided a subsidy to publish the Section's commemorative anniversary booklet *Celebrating Twenty Years* by Marie F. Zielinska.

Treasurer's Report
• For ease of use, the standing committee's financial account will remain in Denmark. Susy Tastenen (Denmark) agreed to disburse funds.

• Jane Dreisig encouraged the committee to recruit new members as funding is based on membership.

Berlin 2003
• Plans are underway for the Berlin 2003 post-conference being organized by member Lourina K. deVoogd. The conference entitled *Multilingual collections, acquisitions and communications* will be hosted in Ulrecht, the Netherlands during August 11-12, 2003.

Discussion Papers
• Jane Pyper (Canada) volunteered with the assistance of Ana Asenio Rodriquez (Spain), Barbro Ejendal (Sweden), and Ekatarina Nikonorova (Russian Federation) to create a discussion document for the Glasgow conference on the broad definition of "multicultural".

• Ekatarina Nikonorova (Russian Federation) volunteered to translate the publication *Multicultural Communities: Guidelines for Library Services* into Russian.

Internationalization of the Web

by Anna Cocca and Chryss Mylopoulos

■ MULTILINGUALISM ON THE WEB

Babel at http://babel.alis.com

Babel is an Alis Technologies and Internet Society joint initiative to internationalize the Internet. The site includes information and documents on languages, localization, and multilingualism and is available in six languages: French, English, German, Spanish, Portuguese and Swedish.

Linguasphere at http://www.linguasphere.org

Explores the global linguistic environment. The themes and ideas of this Web site are the work of the Linguasphere Observatory, a transnational research institute which is devoted to the world-wide study and promotion of multilingualism.

UNESCO Communication and Information in the Knowledge Society at http://www.unesco.org/webworld/mul_recom/index.shtml

UNESCO's work on the promotion and use of multilingualism and universal access to cyberspace.

■ DEVELOPING MULTILINGUAL WEB SITES

Learn the Net at http://www.learnthenet.com/english/index.html

Comprehensive user-friendly Internet training in five major languages: English, Spanish, French, German and Italian. Instructions offered for surfing the net, sending emailing, downloading files, joining newsgroups and listservs, and building a Web site.

MultilingualWebmaster at http://www.multilingualwebmaster.com

A forum for developers and managers of multilingual Web sites to share information and innovation and to promote best practices in multilingual Web site design. A resources page offers useful links to related sites on translation and linguistics, programming and languages and design.

Multilingual World Wide Web at http://www.oasis-open.org/cover/nicol-multwww.html

A discussion paper that outlines the application requirements for a multilingual World Wide Web.

■ DIVERSITY, MULTICULTURALISM & LIBRARIES

American Library Association. Office for Diversity at http://www.ala.org/diversity/

The Office for Diversity is an active liaison with ALA membership that consults, facilitates, and trains on diversity issues that impact the profession, the workplace, and the quality of service and information delivery such as recruitment, retention, personal/professional leadership, organizational change, capacity building, and skill building for effective communications within library organizations and with library users.

Diversity & Libraries at http://skipper.gseis.ucla.edu/faculty/cchu/diversity/index/html

Resources to help librarians stay informed about the diverse communities they serve and for library educators to infuse multiculturalism in Library and Information Studies programs in order to train professionals to serve culturally diverse communities.

Metropolis International at http://www.international.metropolis.net/

An international forum for research and policy on migration, diversity and changing cities.

■ TECHNOLOGY AND THE MULTILINGUAL WEB

Multilingual Application Interface for Telematic Services (MAITS) at http://std.dkuug.dk/maits/

This site looks at the work of MAITS and their efforts in providing effective and productive multilingual communication. MAITS is a consortium formed to develop an Applications Programming Interface (API) for multilingual applications.

Systran: Information and Translation Technologies at http://www.systransoft.com

Systran, founded in 1968, develops and markets the leading machine translation technology, and provides a full range of automatic translation software products and services to millions of users.

World Wide Web Consortium (W3C) at http://www.w3.org/International/

W3C's efforts to internationalize World Wide Web technology and make it compatible with the many writing systems, languages, and cultural conventions of the global community.

■ TRANSLATION HELP ON THE WEB

Babel Fish at http://babelfish.altavista.com/

Provides translation of Web site text to and from English, German, French, Spanish, Portuguese and Korean, Japanese, and Italian.

Your Dictionary: The Global Language Resource at http://www.yourdictionary.com

Comprehensive and authoritative portal for language and language related products and services on the Web with more than 1800 dictionaries in more than 250 languages. The site is visited to look up general or specialized words in literally thousands of English and foreign language dictionaries.

Anna Cocca is Project Librarian at the Toronto Public Library. Chryss Mylopoulos, is Multicultural Services Specialist at the Toronto Public Library, Canada.

GlobalAccesstotheWeb

| review::articles | review::journals | review::books |

Large, Andrew and Haidar Moukdad. Multi-lingual Access to Web Resources: An Overview. *Program* vol. 34, no. 1, January 2000, pp. 43-58.

An overview of the developments that attempt to facilitate access to multilingual information resources is provided. These range from the availability of multilingual interfaces on some search engines, the opportunity to restrict retrieved sites to those in a specific language, and machine translation that can translate a search statement or a retrieved page from one language to another.

Despite the creation of multilingual tools to assist users of non-English language Web sites, obstacles remain. Several thousand languages are still used by human beings to exchange information of all kinds. But, not all languages are catered to by these tools. Machine translation is both a failure and a success; its output typically is but a rough and ready version of human translation and it works best in limited subject domains. Also, the variety of scripts in which written forms of world languages appear, create major problems in searching, inputting, displaying and printing text in non-roman scripts.

The Web has become a multilingual resource searched by a multilingual user community but without a common language. Technological developments for communication via a common language have not been entirely successful making language the barrier to the full exploitation of Web resources. The authors conclude that if the Web is truly to be considered a global information resource, then greater attention will have to be paid to problems of multi-lingual access and their solutions.

...for your info

Multiculturalism and diversity are the themes explored in the journal, **Library Management v. 23, no. 1/2, 2002.** One of the seven articles, includes Agot Berger's "*Recent trends in library services for ethnic minorities - the Danish experience*".

Journal of Multilingual and Multicultural Development

Editor: John Edwards, Department of Psychology, St. Francis Xavier University, Antigonish, Nova Scotia, Canada Publisher: Multilingual Matters. ISSN: 0143-4632

This well established journal publishes in-depth, academic articles on many aspects of multilingualism and multicultural issues. Topics covered include contributions to theory, reports of research studies, and accounts of teaching or learning strategies and assessment procedures. A recent issue included articles on regional and cultural identification in Spain, the teaching of English in educational institutions in Pakistan, and the use of Cree as the language of instruction in Cree communities on the east coast of James Bay (Quebec, Canada) and other inland areas. The JMMD includes a book review section that covers important titles of research in the field.

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D-Lib Magazine, March 2002

The March 2002 issue of *D-Lib Magazine* is now available at http://www.dlib.org/dlib/march02/03contents.html

This is a special issue of *D-Lib Magazine* on the theme of Digital Technologies and Indigenous Communities. There are four full-length articles, a guest editorial by Daniel E. Atkins and Maurita Peterson Holland, several smaller features in *D-Lib Magazine's* "In Brief" column, excerpts from recent press releases, and news of upcoming conferences and other items of interest in "Clips and Pointers". The featured collection for March is the Aboriginal and Torres Strait Islander Commission (ATSIC) Web site.

Crystal, David. Language and the Internet
Cambridge University Press, 2001
272 pages; $20.00 U.S.; ISBN 0-521-80212-1

This book surveys the discourse of the Internet from the perspective of a linguist. Author David Crystal, the editor of the *Cambridge Encyclopedia of the English Language* and 40 other books, is one of the foremost authorities on language and has used the Internet for research purposes from its earliest manifestations.

In four central chapters, he details the significant linguistic features at work in the major situations of the Internet; e-mail, chatgroups (including listservs and discussion groups), virtual worlds like MUDs and MOOs and the Web.

Crystal argues that the new, informal, even bizarre forms of language on the internet; the shedding of capitals, the minimalist punctuation, perverse spellings, goofy abbreviations like RUOK (are you ok?), the coining of terms at such a fast rate in contemporary language, neither threaten nor replace the existing varieties of language, but instead enrich them and extend our range of expression.

Computer-mediated communication, *Netspeak* as Crystal calls it, can be viewed as a new species of interaction which is evolving its own systematic rules to suit new circumstances. When compared to speech and writing, Netspeak with its electronic immediacy is a linguistic singularity and a genuine new medium.

This book is recommended by *Library Journal* for larger public libraries and all academic collections but is ideal for anyone curious about the evolving nature of language on the Internet.

—All reviews by Anna Cocca, Project Librarian, at the Toronto Public Library, Canada.

IFLA library services to **NEWSLETTER** *multicultural populations*

Member Profiles

Clara Chu

Dr. Clara M. Chu, an Associate Professor at the Department of Information Studies, University of California at Los Angeles, specializes in the social construction of information systems and institutions, and the information seeking behavior of underserved groups. Her work endeavors to understand the usage of and barriers to information in multicultural communities. Three of her current projects are: Facilitating the mediation activities of immigrant children: the role of librarians and educators; Multicultural information on the Internet, and Information infrastructure for the preservation of Chinese cultural heritage in Latin America.

Robert Pestell

After studies at the Leeds College of Librarianship, Mr. Pestell served as Chief Librarian in a small coal-mining town in West Yorkshire, U.K. and later as Deputy Regional Librarian in the newly reorganized authority. After 12 years in the U.K. the wanderlust set in, and a choice between the University of Saskatchewan or State Library of Tasmania, Australia. The latter won, and Robert was off to be another Deputy Regional Librarian. Sixteen libraries dotted the wilderness area, so field visits were quite exciting. A 90-acre farm, 200 sheep and various other animals kept Robert occupied for the next three years; then to the mainland as Deputy of the Public Libraries Division in the State Library of Queensland. With 350 public libraries spread over 1.7 million sq. kms. in the Outback (about the size of Europe or 1/3 of the U.S.), it seemed not a week went by without having to catch another plane or drive a couple of 1,000 kms.

Currently, Mr. Pestell is acting Director of the Reference, Information and Collection Services Programme. Involved with IFLA since 1988, Mr. Pestell served as Secretary, Treasurer and Chair of the Round Table of Mobile Libraries, and authored IFLA's Mobile Library Guidelines.

Barbro Ejendal

Barbro Ejendal began her career in 1977 by working as a librarian in Ljusdal, a small town north of Stockholm, where she planned and started a mobile library in this sparsely populated part of Sweden. From 1979 to 1990 Ms. Ejendal primarily worked with youth and children's literature in several school and public libraries.

In 1992 Ms. Ejendal became county librarian in Gotland, an island in the Baltic Sea, which plays an important role as a cultural hub for the Baltic states, Finland, Russia, Poland and Sweden. The position involved a lot of exchange with writers and librarians. From 1997 through 1999, Barbro was project leader for the planning and organization of a novel integrated public and university library in Visby, the major town on the island of Gotland. In April 1999, Ms. Ejendal accepted a new challenge as a project leader and head of the International Library in Stockholm. The International Library was inaugurated in 2000 and houses a collection of books written in 125 languages.

Barbro Ejendal has degrees in literature and also library science from the University of Uppsala.

Ekatorina Nikonorina

Ekaterina V. Nikonorova currently serves as Deputy General Director of the Russian State Library, Director of Science and Publishing. Prior to November 1999, she was professor at the Department of Ecology and Management of Natural Resources in the Russian Academy of Public Administration.

Ms. Nikonorova has a Master of Science Degree (Biology) from the Moscow State University. Her dissertation is *Methodological Aspects of Environmental Education of Young People,* May 1985. She also has a Doctor of Science Degree (Philosophy, Social Ecology) from the Russian Academy of Administration. Her dissertation topic: *Philosophical and Sociological Aspects of Ecological Culture Formation*, June 1994.

Susy Tastenen

Susy Tastenen graduated from the Royal School of Librarianship in Copenhagen and joined the Copenhagen Public Libraries in the Department for Physically Handicapped Persons in 1979. She became Head of the Audio Department in 1983 and was instrumental in the Department's production of talking books in several foreign languages. Since 1987 she has been involved in library services for immigrants and refugees and currently holds the position of coordinator of the services for Immigrants and Refugees in Copenhagen.

Lourina de Voogd

Lourina de Voogd, is working at the Netherland Association of Public Libraries (NBLC). During her fifteen years at NBLC, she coordinated the multicultural library services for public libraries in the Netherlands in the field of acquisition of materials, the training of librarians and the promoting of reading.

She studied orientalism and Middle-Eastern languages at Utrecht University and earned a masters degree from Leiden University in 1981. Presently she is finishing a two-year research project at the Utrecht University about the reading of (government) information in migrant families.

Ana Asenio Rodriquez

Ana Asenio Rodriquez is currently working at the Dos Hermanas Public Library in Seville, Spain and is very interested in providing library services to an increasingly immigrant population from North Africa and Russia. Ms. Rodriquez earned her degree in Information and Library Science from Granada University in Spain and her dissertation degree in Information and Library Science from the University of Aberystwyth in Wales, United Kingdom.

U.K. Diversity Council marks its first birthday

by Philip Pothen

The Diversity Council celebrated its first birthday with a "Change the World" seminar, held at Hounslow Library on the 15th March. The Diversity Council is an organisation set up to address the issues of under-recruitment of black and ethnic minority library and information workers, their career progression, training, as well as the issue of library services to users from these communities, within the public library services, the educational, and other sectors.

The keynote speaker was Professor Ismail Abdullahi of Clark Atlanta University, a regular visitor to the UK who has been instrumental in setting up the Diversity Council. Professor Abdullahi congratulated the Diversity Council on its first anniversary before saying that there had been three black presidents of the American Library Association. Only when the UK had similar role models would real change come about. We had, therefore, as an organisation, to confer status on those who were bringing about progress in this area, he said.

Bob McKee, Chief Executive, re-emphasised his personal commitment to diversity and promised that the new Chartered Institute of Library and Information Professionals (CILIP) would carry on the work of the Library Association in this area. Speakers from the DCMS, Resource and the Commission for Racial Equality all stressed the importance of encouraging diversity within the library profession and each expressed a wish to work closely with the new organisation.

A number of initiatives to promote diversity within the library and information profession were highlighted, including the Quality Leaders project at Merton and Birmingham, and the Desired Staffing Profile project based at the University of Wolverhampton. Mary Heaney, from Wolverhampton, spoke about the latter

initiatives as this were justified not only by law and ethics, but by business practice too. While initiatives were taking place at a local level, too often they were taking place in isolation. The Diversity Council offered the chance, Mary Heaney said, of initiatives and individuals learning from each other and pooling their experiences and their growing expertise.

Discussion during the day covered a number of themes: the importance of collaboration in this area between sectors who had a great deal to learn from each other, and the importance of building on the optimism and cohesion gained by the formation of the Diversity Council.

At a meeting the previous day, officers were elected to the new organisation and a constitution agreed. Application for the formation of a Diversity Group within the Chartered Institute of Library and Information Professionals (CILIP – the successor to the Library Association) will be put forward in the coming weeks. It is envisaged that this group will be a broad membership organisation within CILIP which will promote a wide range of issues of diversity within the library and information profession covering issues of race and religion, of culture and ethnicity, of social class gender, sexuality, age, disability and a range of other factors which express the differences between us and which result in discrimination in services, employment, etc. In other words, it may evolve as an umbrella organisation to address this range of issues affecting the Chartered Institute of Library and Information Professional members as well the user communities of library and information services.

It is envisaged that the Diversity Council, as a federation of organisations dedicated to addressing issues of racial discrimination and under-representation of black and ethnic minority staff within the profession, will continue to operate as a body independent of CILIP, or as an Organisation in Liaison (OiL). This will

give it the independence and flexibility to monitor progress in this field, and to work with other organisations in this area, such as the Commission for Racial Equality, Resource and the Department for Culture Media and Sport.

For further details, or to receive the Diversity Council's newsletter, please contact: philip.pothen@kcl.ac.uk

To join the Diversity e-mail mailing list, please go to: http://www.jiscmail.ac.uk/lists/DIVERSITY.html

review::articles

He, Shaoyi. "Multilingual Search engines on the Internet: country distribution and language capability". *Proceedings of the 21st National Online Meeting*. New York, May 16-18, 2000.

The article discusses the investigation and study of 837 search engines from 104 countries in regards to country distribution and language capability.

Among many interesting findings the study revealed that the more popular languages tend to be more searchable by more multilingual search engines. About on fifth of the countries investigated have developed multilingual search engines and the majority of them were European. Four of the top ten multilingual search engines have search capabilities in more than 20 languages and that U.S has developed more than half of the top ten multilingual search engines.

The study suggests that future research in establishing a comparative and exhaustive collection of multilingual search engines is essential for further research. The article is full of useful Web sites and provides good introductory reading on search engines and their capabilities. In conclusion the study states that " As the Internet and the Web have become more and more multilingual, search engines with multilingual capabilities are the natural outcomes of the evolution of the Internet and the Web population diversity".