

November 2007
Number 3



library services to
newsletter
multicultural populations

Inside this Issue

- 1 Chair's Column – Mijin Kim
- 2 Russian Library Association Round Table Multicultural Library Service – Irene Chadnova
- 3 Satellite Meeting in Pretoria: Culture, Language, and Literacy - Yasuko Hirata
- 4 Photos from Pretoria
- 4 IFLA South Africa – Some Reflections – Ayub Khan
- 5 South Africa – First Impressions
Submissions by: Ayub Khan, Volker Pirsich, Tess Tobin, Susana Alegre Landaburu
- 6 Planning for 2008 Conferences Underway – Mijin Kim
- 7 IFLA Quebec City
- 7 Welcome New Member

The Newsletter is the official publication of the IFLA Section on Library Services to Multicultural Populations.

The Newsletter is made available to all Section members as a benefit of membership.

Articles for publication and/or requests for information should be sent to Jane Pyper at jpyper@torontopubliclibrary.ca

EDITOR: Jane Pyper

DESIGN & PRODUCTION:

Diana Mohammed



Chair's Column

Mijin Kim

It is my absolute pleasure to be the new Chair of the IFLA Section on Library Services to Multicultural Populations. Professionally, I am the Manager of Multicultural Initiatives at Library and Archives Canada. When I joined the Section two years ago, I was very impressed by the dedication and the hard work of its members. I feel that as a committee, we achieve a great deal and have forwarded both the IFLA agenda and the committee agenda of supporting multicultural library services.



Thank you to our outgoing Chair, Kirsten Leth Nielsen, who served two terms as Secretary/Treasurer and the last two years as Chair. Kirsten's leadership, dedication and many hours of hard work have meant that we have a healthy membership and active committee. Also, congratulations and thank you to Susy Tastesen who was renominated as Secretary/Treasurer. Susy will provide invaluable continuity and guidance for our committee.

Welcome to our many new committee members this year. We are fortunate to have interest from librarians from different parts of the world and a variety

of types of libraries. And, now that we have secured a healthy sized committee, we want to focus some efforts on increasing the membership to IFLA and our section. So, if you are reading this article and you are not a member, consider joining! The benefits of supporting our committee are many and any of the committee members would be eager to discuss them with you. Further information on membership can be found at:

<http://www.ifla.org/III/members/index.htm>

This past summer many of the members travelled to South Africa to attend our Section's Satellite Conference in Pretoria and/or IFLA in Durban. Both conferences were great successes and I think we should be proud to have been involved in events that had such a high attendance from African librarians and such meaningful information exchanges.

Adriaan Swanepoel and his committee in Pretoria, who worked with our Committee Member Ann-Katrin Ursberg, did a magnificent job organizing our Satellite conference. The presentations were enlightening, the discussions thought provoking and the social events thoroughly entertaining. The highlight of the conference, for me, was our visit to the Alexandria Township Library in Johannesburg. In the middle of one of the oldest townships in South Africa, this library is a true testament to the positive impact that libraries can have. A big thank you to the librarians, staff and children at the library who made us feel so welcome.

Library Services to Multicultural Populations

IFLA in Durban was another very exciting and busy conference. Our section participated in several sessions that were well attended and, in my opinion, very successful. We heard from speakers from far and wide about unique library services to diverse clientele and had a meaningful discussion about the Section's Manifesto for Multicultural Library Services. Most importantly, we heard from so many African librarians, visited remarkable libraries and forged new relationships.



Next year, Canada has the honour of hosting IFLA. I know that Quebec City will be a fabulous experience for everyone. In addition, our Section is organizing a Satellite Preconference in Vancouver, Canada. The Vancouver conference will truly be a unique experience in a city that welcomes newcomers from all parts of the world and where an amazingly diverse group of people call their home.

Next stop for the Committee, however, is Heidelberg, Germany where we will be meeting for our midwinter meeting in March. We will report back on our experiences and work accomplished in the Spring. Updates and information on Satellite Conferences, our meetings and the Section's work can also always be found on our website:

<http://www.ifla.org/VII/s32/index.htm>

I look forward to my tenure as Chair of the Section on Library Services to Multicultural Populations and

working with the wonderful Section members. We also want to hear from you so please do not hesitate to contact any of the Section members for further information about what we do or provide feedback on any of our projects. ☘

Russian Library Association: Round Table Multicultural Library Services

By: Irene Chadnova, Chairman of the RLA's Round table *Library services of multicultural population*
Russian State Library

chadnova@rsl.ru

Russia exhibits its call for developing customer service for the multicultural community in libraries. During the Russian Library Congress (May 2007, Bryansk), held by the Russian Library Association (RLA), a new Round table was formed; *Library services of multicultural population*. Irene Chadnova, an assistant from the Russian State Library (RGB) came up with the concept of this group. She has been elected the Chair of the Round table. The RLA's interest in multicultural issues is not casual, as Russia is a large multicultural country with more than 160 national identities. The process of globalization has caused an increase of immigrants to our country. So Russian libraries, as social institutions, have to create their own approach to the multicultural situation – to understand the perspectives people from different cultures bring to the library experience, how cultural differences impact customer service, and how to encompass best practices to deliver services to the multicultural library patron. The RLA gives Russian libraries the opportunity to discuss common issues: how libraries can create effective strategies for ensuring access to information to all people in

their communities which would include all libraries, national, academic, public, including school libraries.

The first session of the Round table provoked a great interest - V. N. Zaitsev, President elected of the RLA, attended. The speakers came from many Russian regions – Republic of Bashkortostan, Republic of Dagestan, towns of Pskov, Ryazan, Saint-Petersbourg and Moscow. Issues and options for academic and public libraries delivering services to the multicultural patron were discussed. Delivering such service would be part of the implementation process of the Constitution of Russian Federation in Libraries. Also in our country is the complex issue of the conception of national policies. Russia is a multicultural country, so the notion of cultural and linguistic diversity has to be situated in the center of library activities. This was the first session of our Round table, during this session the options and issues of our work were determined: to establish the policies and the strategies of library activities in delivering services to multicultural communities of the Russian Federation.

Our Round table hopes to collaborate with IFLA, especially with its MLS Section. We can promote implementation of the Section's Manifesto on multicultural libraries in Russia. We have similar issues: the need for equal access to information, including multilingual access to the Internet and for delivering services to all members of our community.

One of the directions of our state policy is the regulation of immigrant's flow. Russia ranks number two in the world in number of immigrants. Libraries can play a key role by easing the consequences of culture shock. The Round table intends to work hard on this issue.

We have many plans and we hope to realize them all. Russian libraries are open to this collaboration. ☘

Satellite Meeting in Pretoria: Culture, Language, and Literacy

By: Yasuko Hirata

It was the first time I visited South Africa, and the African continent. Our section had a Joint Satellite Meeting with the Section on Children and Young Adult Library, and the Section on Reading, from August 15 to 17 in Pretoria, South Africa.

The theme of the Satellite Meeting was "*Innovative Multicultural Library Services for All: with Special Reference to Literacy, Learning and Linguistic Diversity*". It was divided into three sections, Innovative Multicultural Library Services, Innovation and Developments in Literacy and Learning, and Linguistic Diversity. There were three keynote speakers and 17 speakers from around the world. Every speech was very impressive and informative.

I learned that there are eleven official languages spoken in South Africa. School children study their mother tongue until second grade and then begin studying English.

Culture is inseparable from language. If you want to maintain your cultural identity, you should pass down your mother tongue from generation to generation. In South Africa, linguistic environment is very complicated. Professor Katherine Parry describes it clearly, "Mother-tongue literacy is limited by the fact that most African languages have only a limited range of written material English literacy has greater social prestige as well as more written material to sustain it, but it suffers from the fact

that English is an alien and often resented language, and the majority of African people have little chance of learning it well.¹"

Ms. Yuriko Watanabe from Japan made a presentation under the title of "*Library Services for Displaced People: Activities in Burmese Refugee Camps*". Her paper was based on her experiences in Burmese refugee camps on the border of Thailand. The Shanti Volunteers Association (SVA), the Japanese educational NGO for which Yuriko worked, started a library project for the Karen refugees from Burma in 2000. Ethnic Karen have been unjustly suppressed by Burmese military regime. In 2007, 25 libraries are actively providing services for people in seven refugee camps. The SVA library project tries to preserve and maintain Karen customs, traditions, language and culture. To provide books written in their mother tongue, staff members translate picture books, cut them into appropriate size, and stick them directly on the pages of the book. This is done with permission from the publishers. I noticed this new idea was a surprise to the audience. Although the permission is limited to the camps, this idea might work well not only in refugee camps but also in other areas to give people a chance of reading in their own language. Library activities in refugee camps make a great impact on the people, especially children living under adverse conditions. Yuriko showed many pictures taken at the camps. Children come to the library to read books and enjoy the story-telling with sparkling eyes. We saw the origin of library services in their eyes. Eventhough ICT is sweeping the library world; we can not forget those who are living with no electricity but love to read.

¹ Kate Parry, "Languages, Literacies, and Libraries: A View from Africa," 2007.8 <https://lib.tut.ac.za/ifla/documents/kateparry.pdf>



At this Satellite Meeting, I met Mr. Hasunuma who is the former president of Sony in South Africa. He now volunteers with other Japanese and African people donating secondhand bookmobiles imported from Japan to provincial governments. The name of the group is South African Primary Education Support Initiative (SAPESEI), an NPO founded in 2006. The bookmobile project was started in 1996 by TAAA of Japan and now there are 20 bookmobiles delivering books to schools usually not having enough materials. One newly arrived bookmobile was exhibited in front of the Hotel in Durban where the Section on School Library and Resource Centers had a Satellite Meeting. I was impressed by the fact that some Japanese work with African librarians to promote reading and literacy. African librarians I met are very active and eager to improve literacy in their country.

Thanks to the IFLA Conference, I have learned a lot from this trip to South Africa.



☘

Photos from Pretoria

IFLA South Africa – some reflections



By: Ayub Khan
Head of Libraries (Strategy)
United Kingdom
Member of Multicultural Standing Committee

IFLA in South Africa was a stimulating and thought-provoking conference. With remarkable diverse scenery, innumerable species of large mammals and birdlife, a rich floral kingdom and cultural heritage rooted in three different continents, South Africa was a real eye opener.

Once known for its racial segregation, the country is definitely looking to the future as the theme of the Congress suggested: Libraries for the future: Progress, Development and Partnerships.

The Congress attracted nearly 3000 delegates, volunteers and exhibitors from 118 countries, including over 1600 delegates from the African continent. We were treated to a fantastic beach party on the Durban Beachfront and a stunning cultural gala evening at the City Hall.

Alex Byrne kick-started the Conference noting that, in coming to Durban in this 80th anniversary year of the Federation, we are conscious of the key role that the city and its people have played in the recognition of human rights for all.

We had an inspirational key note address by Justice Albie Sachs. His career in human rights activism started at the age of seventeen, when as a second year law student at the University of Cape Town, he took part in the Defiance of Unjust Law Campaign. He spoke about the 'unknown' librarian who supplied him with books during his solitary

confinement, which was a lifeline to keeping his sanity.

The Library Services to Multicultural Populations Section put on a varied programme in collaboration with the Libraries for Children and Young Adults Section, which attracted delegates from many different types of libraries and countries. The programme, *Multilingual Library Services to Multilingual Families*, included the following highlights:

Kathleen Heugh, from the Human Sciences Research Council in South Africa, started the session with a paper about reading for cognitive development and successful learning: the importance of the mother tongue/s. Her key message was that *'Loads of books in mother tongue make the child a happy one!'*

Kirsten Leth Nielsen and Nina Stenbro, from the Oslo Public Library in Norway, introduced us to Babelbarn - a library project on books and services to dual language families. They related experiences and results from the cooperative project between the Multilingual Library and the National Centre for Multicultural Education. Babel Children provided the opportunity to monitor projects linked to schools, preschools and libraries concerning reading and language stimulation, both in Norwegian and in the children's different mother tongues. The experience helped to develop new services to children.

The programme also included a session on Facilitating Multilingual Library Services in Japan by KAZUKO YODA from the Japanese Library Association.

Kazuko noted that, in the field of multilingual library services, Japan is a latecomer rather than a front runner. As of 2003, 18 % of the public libraries didn't have any foreign children's books.

Following on from the 1986 IFLA Conference in Tokyo, multilingual library services in Japan made some advancements but are not yet popular even now. The International Library of Children's Literature (ILCL), at the National Diet Library, has large number of children's books and reference materials. It has conducted many exhibitions, events and symposiums, and it assists public libraries, school libraries and volunteer groups. But it cannot be said that their services are well-known. It was noted that in order to facilitate multilingual library services in Japan it is important to develop networks among related organizations.

Florence Mdluli, of the Alexandra 3rd Avenue Children's Library in Johannesburg, South Africa, gave us a local flavour of developments in South Africa by describing how librarians are leading in fostering mutual understanding of communities and culture. This was a fascinating and practical insight into multicultural librarianship in South Africa.

All the conference sessions which I was able to attend (and there were 215 to choose from!) were very busy and buzzing and sparked a lot of discussion. I am looking forward to next year's offerings. See you in Québec City in 2008!☺

South Africa - First Impressions

AYUB KHAN

South Africa for me was a stimulating and rewarding experience. It provided me with an opportunity to interact with colleagues on a global scale. I met hundreds of 'volunteers' at the conference, who participate in

committees, working groups and seminars, to advance access to and the quality of Library & Information Services. I was struck by the dedication and passion of colleagues and the high quality output produced as a result of their work - this was visibly demonstrated to me clearly at the multicultural section standing committee.

VOLKER PIRSICH

Though I am a newcomer "by law" in the SC of the MCULTP Section I have been keeping in touch with the Standing Committee already for one year now: From first contacts during the WLIC in Seoul through the midyear meeting in Ljubljana to the Satellite Meeting in Pretoria I have had the chance to get to know most members of the SC by person, not taking into account the infinite number of e-mails that were disseminated among the group. So nearly nothing was new for me in Durban except for ... I forgot to read everything carefully (and everything means "everything"): So I missed the first meeting of the SC - what a shame! And I knew about it when I was in Pretoria attending the Satellite Meeting - not being able to turn the wheel round. In spite of that: I felt part of the group within only hours: a warm-hearted welcome (already before the official term had started), lots of joint dinners (to get to know each other better) gave me a privilege among most of the newcomers. Knowing each other is a prerequisite for working truthfully together - and we will have lots of work! I recognized this from the very start. Of course I will do my part of the work as one of the first Germans ever in this SC to share our knowledge and bring international expertise back to Germany.

TESS TOBIN

I am a newly appointed member of the Standing Committee representing the

Ethnic and Multicultural Exchange Roundtable (EMIERT) of the American Library Association (www.ala.org).

This was my first trip to Africa and I was very impressed with the dedication and hard work of librarians throughout South Africa. From the larger cities to the remote rural areas, librarians are expanding its services and reaching out to all. The Conference was a great opportunity for the library community of South Africa to showcase their successes, discuss the challenges they are facing, and network with librarians from around the world. This is a daunting task for a country that has only had a democratic government since 1994. South Africa is still feeling the effects of apartheid. At the Opening Session, I was very moved by the keynote address of Justice Albie Sachs, a member of the Constitutional Court of South Africa. A human rights activist and a member of the Constitutional Committee and the National Executive Committee of the ANC, Justice Sachs took an active part in the negotiations which led to South Africa becoming a constitutional democracy. He recounted his time spent in prison and how being allowed to have books to read helped to carry him through this terrible period of his life. Since my return home, I am reading the novels of Mark Mathabane who writes about growing up in black South Africa and attending school under the government imposed Bantu Education Act which enforced the separation of races in all educational systems, further marginalizing black communities.

I attended many of the sessions. One that I really enjoyed was the *Multilingual Library Services to Multilingual Families*. The keynote speaker, Dr. Kathleen Heugh,

Library Services to Multicultural Populations

presented research on the use of mother tongue in children's cognitive development and success in learning. Eleven official languages are recognized in the Constitution of South Africa, so getting materials in all these languages is very cost prohibitive, but great strides are being made to support publishers of these multilingual materials. The rest of the session's panel members highlighted the great programs and collections being developed for their cultural diverse populations.

I was happy to learn more about the Multicultural Manifesto which was written by members of the Library Service to Multicultural Populations Standing Committee. The Manifesto was adopted at the IFLA conference in Seoul and is awaiting approval from UNESCO. The SC has been successful in getting other IFLA Sections involved in its activities which was evident in the collaborative programs held in Durban. I look forward to future conferences and my involvement with IFLA.

**SUSANA ALEGRE
LANDABURU**

This year I have become a new member of the Standing Committee Section of Library Services to Multicultural Populations. I first contacted this section during my first IFLA Conference in 2006. In Seoul I met all the members of the Committee and since then stayed in touch, attended the midyear meeting in Ljubljana and had the time to realize how committed they are with their work before becoming an official member of the group. I was very impressed during the first meeting in Seoul to hear about the Section's Manifesto and I remember feeling really at ease and welcome.

My first conference as an official member has been very interesting from

many points of view. I have had the chance to get to know everyone better and to participate in the Committee. It has given me the opportunity to learn about libraries mainly in South Africa but also in other African countries, that otherwise I would not have had. And from the multicultural point of view, it has been fascinating to hear about a country with eleven official languages. ☘

Planning for 2008 Conferences Underway

By: Mijin Kim

Planning for IFLA 2008 in Quebec City and the Library Services to Multicultural Populations Satellite meeting in Vancouver are well underway.

“Multicultural to Intercultural: Libraries Connecting Communities”, Satellite Conference sponsored by the IFLA Section on Library Services to Multicultural Populations:

Next August 5-7, 2008, librarians from around the world will congregate in Vancouver, Canada for the IFLA Satellite conference, “Multicultural to Intercultural: Libraries Connecting Communities”.

Vancouver is the ideal location to hold this conference. It is considered one of the most multicultural cities in the world and it serves as a unique example of a dynamic multiculturalism that truly works. Vancouver is home to vibrant First Nations communities and it is also the gateway to the Pacific with a long history of welcoming newcomers from all parts of the world.

The conference will be located at the Renaissance Vancouver Hotel by Coal Harbour in downtown Vancouver. Coal Harbour is footsteps from the water, a tempting variety of restaurants representing cuisines from all parts of the globe, and world famous Stanley Park.

The opening reception of the Satellite Conference will be held in the magnificent long-house styled First Nations House of Learning at the University of British Columbia. The University itself is located on a peninsula and the views of the sun setting on the water are not to be missed.

Sessions at the Satellite meeting will feature models of practices for a variety of libraries in different multicultural environments. The library needs of Indigenous peoples will also be addressed in the conference. Keynote speakers will examine the changing demographics of our cities and the many challenges and opportunities that arise with cultural diversity.

Study tours will showcase some of the unique libraries in the Greater Vancouver area where over 50% of the population was born outside Canada. These study tours will provide first hand examples of best practices in multicultural services in libraries.

Further information on the “Multicultural to Intercultural: Libraries Connecting Communities” satellite conference can be found at www.bcla.bc.ca/ifla2008. We hope you join us. ☘

UPCOMING CONFERENCE: 2008 WORLD AND LIBRARY INFORMATION CONFERENCE 74TH IFLA GENERAL CONFERENCE COUNCIL

WORLD LIBRARY AND INFORMATION CONGRESS:
74TH IFLA GENERAL CONFERENCE AND COUNCIL • 10 - 14 AUGUST 2008



CONGRÈS MONDIAL DES BIBLIOTHÈQUES ET DE L'INFORMATION :
74^e CONGRÈS ET ASSEMBLÉE GÉNÉRALE DE L'IFLA • 10 - 14 AOÛT 2008

Québec, Canada, 10-15
August 2008

"Libraries without borders:
Navigating towards global
understanding"

IFLA Quebec City 2008:

IFLA Quebec City is just around the corner. Only the third time that IFLA has been in Canada, Quebec City promises to be an exciting conference in one of Canada's most historic cities.

The IFLA Section on Library Services to Multicultural Populations is working on participating in at least three conference sessions. The first program will look at best practices in multicultural library services in the Americas and beyond. IFLA's presence in Canada gives a unique opportunity to share the experiences from countries with diverse societies that have had a long history of immigration.

In addition, the Section is very pleased to be partnering with the Section on School Libraries and Resource Centres. This session will examine the influence of immigration and migration on school libraries as they seek to provide culturally appropriate services.

Division Three, Libraries Serving the General Public, will also be presenting a session on services to Aboriginal and Indigenous populations.

Further details on IFLA Quebec City 2008 and conference programs can be found at: <http://www.ifla.org/IV/ifla74/index.htm>. Call for papers for all sessions will be posted on the website and listserv this Fall.

We hope to see you in Canada next summer! ☘

ANNOUNCEMENT

*Introducing Website and book on
Library Services To Indigenous
Peoples*

By: Edgardo Civalero

It is my pleasure to introduce to you my website "Bibliotecas y pueblos originarios" (Libraries and first nations) and my first book on library services to native peoples, "Bibliotecas indígenas: revisión bibliográfica y estado actual de la cuestión a nivel internacional" (Indigenous libraries: bibliographic review and current state-of-the-art in an international level). Both of these are in Spanish, but they will be soon translated into English. You can access the first one in:

<http://bibliotecasy pueblos originarios.blogspot.com>. The second one is an open access e-book that you can find in <http://bibliotecasindigenas.blogspot.com> or download freely from the E-LIS archive at:

<http://eprints.rclis.org/archive/00011626>
☘

Welcome New Member



Susana Alegre Landaburu

Susana is the Head of International Cooperation in the Subdirector General for Libraries Coordination, at the Ministry of Culture of Spain. She is the Ministry's representative at the Libraries Coordination Working Group for *Multiculturalism and Accessibility in Public Libraries*, in which librarians from different types of libraries and different administrations participate. She is also the Ministry's representative at the *Public Libraries Strategies to Promote People's Identity: good practices* Working Group in the Forum of National Authorities in Public Libraries in Ibero-America.

In 2005 she became a member of the Facultative Corps of Librarians of the Spanish State. Before and after that she has worked at the Cataloguing Department of the National Library of Spain and she has also been the Director of the Library of the National Museum of Theatre in Almagro. Prior to her current position she was the Head of Libraries Projects and Studies at the Ministry of Culture.

Susana Alegre graduated in Environmental Sciences at the Universidad Autónoma de Madrid in 2002. Afterwards she has studied Translation and Interpretation at Universidad Autónoma de Madrid. These days she is doing a degree in English Philology at the National University of Distance Education. ☘