



March 2021

# Library Services to Multicultural Populations

The International Federation of Library Associations and Institutions

## The IFLA/UNESCO Multicultural Library Manifesto and the Toolkit

**Tess Tobin**  
**Library Services to Multicultural Populations**  
**Chair 2011-2015**  
**Member 2007-2015**

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In 2005, Kirsten Leth Nielsen was Chair of the Library Services to Multicultural Populations Section. During the section's satellite meeting in Stockholm that year, the committee decided that something had to be done to underline the importance of multicultural library services within the IFLA organization. Looking towards the IFLA Public Library Manifesto which celebrated its 25th Anniversary in 2018, the idea to create the IFLA Multicultural Library Manifesto was born.



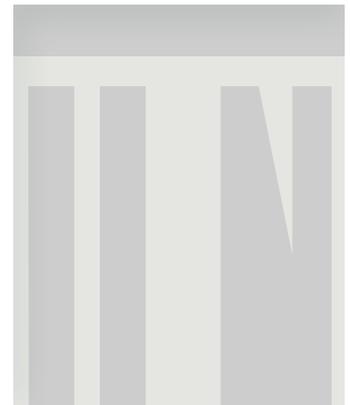
At that time, IFLA President Kay Raseroka advised the committee to develop a plan to develop the library Manifesto which would outline principles and strategies for the development of multicultural library services. The Section immediately began work starting at the 2005 71st IFLA General Conference and Council in Oslo, Norway.

The committee members were very engaged in the writing of the Manifesto and had hopes of having a completed document within a year's time. This did not happen. Much more hard work was dedicated to the Manifesto during the section's mid-year meetings and at the IFLA's General Conferences over the next few years.

In the spring of 2006, the section met for a three-day work meeting in northern Spain. The section was still working on the ideas and the best content for the Manifesto, and more work was needed. Work continued in 2007 at the 73rd IFLA General Conference and Council in Durban South Africa. While in Durban, Mijin Kim was elected the new Chair of the Section. Having participated since the beginning, Mijin felt passionate about the Manifesto and moved the work forward. The section had its first draft. More time was devoted to this work at the 2008 74th IFLA General Conference and Council in Quebec, Canada. It was not until August of 2009, that while the section met in Palermo, Italy for its Satellite Conference, a second draft was ready. Finally, two years and many drafts later, the Manifesto could be presented to IFLA's Governing Board for approval.

Encouraged by IFLA's Governing Board, the next big step was to get the endorsement from UNESCO. UNESCO believes in libraries as a living force for education, culture and information, and as an essential agent for the fostering of peace and spiritual welfare through the minds of men and women. The key principles of the IFLA Multicultural Library Manifesto are in line with UNESCO's beliefs and their endorsement would help to further foster the objectives of the Manifesto.

The section had no previous experience with UNESCO, nor had hardly anyone else in IFLA. This meant the beginning of a long and difficult process of finding our way





# Message from the Chair

**Lan Gao**  
**Chair**  
**IFLA Section 32**  
**Library Services to Multicultural Populations**

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Dear Colleagues,  
I'd like to start with wishing you and your family a safe, healthy, and prosperous 2021!

We faced various challenges last year due to the pandemic. However, we were able to adopt new service models in the library field to meet the continual and ever-evolving needs from our local and global community. IFLA has also utilized new ideas, provided extra platforms, and created unique opportunities for us to work together better and stronger.



This year, for the very first time, the World Library and Information Congress (WLIC) will be held virtually, with the welcome support of the Dutch National Committee. The physical conference previously planned for will be moved to 2023 to be held in Rotterdam, the Netherlands with hybrid components. An in-person conference will be planned for in Dublin, Ireland in 2022.

After IFLA Members have voted overwhelmingly for a more inclusive, effective, and transparent governance in February, IFLA has launched its 2021 nominations and elections process. For more details, please go to elections and appointments webpage: <https://www.ifla.org/node/93674>. We encourage

candidates with the skills, experience, commitment, and most importantly, passion to serve a dynamic and inclusive international library community to come forward. We look forward to having new volunteers join us.

In this issue you will find articles and pictures that showcase how libraries have used the IFLA/UNESCO Multicultural Library Manifesto and the Toolkit to better serve a diversified and inclusive community. Special thanks to our Information Coordinator Le Yang for coordinating this initiative. We also have articles that cover various topics in this issue. A heartfelt thank you to all the contributors and especially, our newsletter editor Pam Ryan and her team at Toronto

Public Library for preparing this issue of the newsletter.

Our Section will have a virtual Midyear Meeting in March. During the meeting, we will be discussing the progress of our tasks, activities, and projects. We will also cover various topics including the nominations and elections, WLIC 2021, and the committee's future plans.

Last but not the least, I would like to thank our members for the hard work that has been done. We have made remarkable achievements despite the challenges we are facing. We are dedicated to bring meaningful results of our work to help strengthen the connections among global and local multicultural communities. Stay safe, and be well.



## An Implementation Case of the Multicultural Library Manifesto in the Guangzhou Library

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Guangzhou has always been an open city in China. It is the earliest trade port open to foreign trade with two thousand years of exchanges and the intermingling of diverse cultures. With 66 consulate offices based in Guangzhou and more than 87 sister cities around the world, Guangzhou is full of the spirit of international and multicultural engagement. In a city that become more and more global, how to provide rich resources to its users in embracing world cultures and have a better understanding important global issues has become an important aspect in Guangzhou Library's daily services.

Multicultural services have been an integrated part of the public library services around the world in the past decades. There have been plenty of guidelines and practices available. The Multicultural Library Manifesto developed by IFLA Library Services to Multicultural Populations Section and endorsed by the IFLA Governing Board and UNESCO is the leader. Under this guidance, Guangzhou Library put "act as a multicultural window" as its new mission which was initiated in its strategic development plan(2011-2015) and later re-implemented in its 2016-2020 development plan. To fulfill this mission, the library collects and displays the native culture and the world's multicultural, and provides multilevel and diversified services, including documents, information, knowledge, lectures and exhibitions. It supports academic researchers on corresponding fields, advocates and promotes social multicultural exchanges as well as supports

See Guangzhou Library, page 4...



# IFLA/UNESCO Multicultural Library Manifesto Toolkit now available in Spanish

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The [IFLA/UNESCO Multicultural Library Manifesto Toolkit](#) was developed by IFLA Library Services to Multicultural Populations Section (MCULTP) for the purpose of giving practical approaches on how libraries can apply the concepts contained in the Manifesto.



Thanks to the efforts made by our American colleagues Kirsten Grünberg, Freda Mosquera, and Alicia K. Long, a Spanish translation of the Toolkit is now available. Kirsten is a librarian and supervisor at Hyattsville Library. Freda is a librarian, writer, and translator, working as the Community Library Manager at Broward County Library. Alicia is a librarian and educator, working as the Library Supervisor at the State College of Florida, Manatee-Sarasota.

Since the original English version was launched in 2012, the full Toolkit has been made available on the [Toolkit webpage](#) in Chinese, Japanese, Russian, and Spanish.

## Guangzhou Library

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the city's international exchanges and cooperation.

After moving into its new building in 2013, Guangzhou Library established its "Multiculture Library" and "Language Learning Library" to promote activities that reflect the characteristics of different user groups. In 2014, it has initiated the "Journey around the World in Guangzhou Library" project to bring the world cultures to its users. The project has set a main goal to introduce different cultures around the world and each "Journey around the World" event is organized in several subthemes centered on exhibitions and accompanying activities including "special talks on world cultures", "living library activity", "dialogs on a book from another country". All these activities are designed according to different reader groups to promote friendship between the cities and a better understanding of a foreign culture. In addition, personalized sub-events such as cultural performances and film appreciation are also organized in accordance with the characteristics of various countries.

The "Journey around the World" project has connected the library users with various languages and cultures of different countries which were emphasized throughout the Multicultural Library Manifesto. It has so far organized nearly 200 activities in 32 subthemes of more than 20 countries including Mexico, Canada, Italy, Japan, New Zealand, the United States, and Belgium. A total of 100,000 readers participated. It has become a multicultural window for its users to access rich world cultural resources. It also nourishes the concept of openness, and widened the horizon for mutual understanding between



Guangzhou citizens and international visitors. It has built a healthy collaboration between Guangzhou and the outside world, and a welcoming environment that promote cultural exchanges and cooperation in sister cities. The project, on one hand, provides a channel for city residents to understand foreign cultural information and social conditions, and promotes people's understanding of multiculturalism; on the other hand, it satisfies the cultural demands of foreigner communities by stimulating foreigners' participation in library activities as guest hosts or as audience. This creates a friendly setting to help foreign visitors to adapt to local culture and integrate into the city. In 2020, "Journey around the World in Guangzhou Library" project has been selected as one of the 2020 American Library Association (ALA) Presidential Citation for Innovative International Library Projects.



# 2'LAT (Two Minutes of Arabic Literature in Translation)

## A project to introduce Arabic literature to a Spanish audience

**M. Luz Comendador - Librarian**  
**University of Castilla-La Mancha Library**  
**Escuela de Traductores de Toledo**  
**Spain**

The Escuela de Traductores de Toledo ("the Escuela") is a research center dedicated to the translation of languages. Since the Escuela's founding in 1996, a small section of the Castilla-La Mancha University Library has supported its research and teaching activities ("the Library"). Toledo is a fitting location for such a center, with a unique history over many centuries of co-existing populations of Christian, Jewish and Muslim peoples all speaking or writing in Latin, Arabic, Hebrew and Spanish.

The focus of the Escuela is on language translation as a bridge of communication between cultures and in particular on the promotion of the translation of Arabic texts into Spanish. So far, over 1,800 students from Spain, Morocco, Lebanon, Egypt and other Arab countries have trained at the center and seventy-eight works of contemporary and classic Arabic literature have been translated.

Despite the richness of Arabic language, a long history in common with Spanish, and its wide geographical spread among 300 million of speakers around the world, Arabic literature is still considered a minor player in the Spanish-speaking publishing market. At the end of 2019, therefore, the Library decided to launch a small project aimed at promoting Arabic literature among Spanish-speaking readers, and among educators, translators and those working in the multicultural community.

The idea of the project was to create an e-resource that could be amplified via social networks. Entitled 2'LAT (*Dos minutos de literatura árabe traducida* or *Two Minutes of Arabic Literature in Translation*), the goal was to create a series of two-minute video clips each based on a work of Arabic literature translated into Spanish.

The Library hoped that the video clips would stimulate an interest in Arabic culture among a Spanish-speaking audience, foster a dialogue between cultures, and offer a resource for students of the Arabic language and literature as well as for educators engaged in multicultural programs at all levels. At the same time, it was hoped that the project could showcase the hidden work of professional translators. By bringing together words and ideas from around the world, translators effectively act as intercultural agents. Their voices, however, are rarely heard.

The approach in the clips was quite simple: in each of them, a literary work would be presented first through a few lines read in the original Arabic, followed by a reading of its translation into Spanish.



The resulting fifteen video clips are now available on a playlist of the YouTube channel of the Castilla-La Mancha University Library. The video clips offer but a small taste of the rich Arabic literature. From classic to contemporary authors, from diary entries to novels, from modern to traditional stories, from magic potions to political essays; all works are read by voices and accents from Morocco, Egypt, Iraq, Palestine, Lebanon and Spain.

The voices on tape bring the texts to life for the listener. Our biggest challenge - and the part we were most pleased about - was to have the authors and translators read their own texts. Sometimes we were fortunate enough to engage the authors themselves, as was the case with the authors Murid Barguti, Sinan Antoon, Mai Tilmissani, Mohammed Bennis and Ibrahim Abdelmeguid. Other times, involvement of the authors was not possible either because they were authors of classical works or because, although contemporary authors, they had already died by the time we taped the segments.

We thank all participants for getting swept up in our enthusiasm for this modest project that brought truth to the maxim that literature is a pathway to a deepening understanding between cultures.

Click image to link to Youtube video.



# Continuing the Conversation

**Bernadette Matyevich**  
**Library Technician**  
**Moreland City Libraries**  
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When Victoria's COVID-19 restrictions came into effect, Moreland City Libraries' multicultural services team considered it a priority to use virtual space in the delivery of a new program to satisfy the changing needs of their community. **BERNADETTE MATYEVICH** shares her experience of managing change to continue meeting this demand.



Moreland City Libraries' well-established English conversation clubs have long been a space for our community members to practice speaking English in a relaxed environment. Attendees have historically found social connection through these programs which are equally valuable to library staff fostering connections with linguistically diverse community members.

Since Moreland's English conversation club moved online in May 2020, we have experienced a spectrum of challenges and achievements as we navigate this new form of service delivery, run weekly via Microsoft Teams. While it was disheartening to realise that some community members lacked the digital connection, literacy or confidence to access the sessions, this drawback was balanced by a cohort who found the online version of the program more accessible. Community members who were working from home, facilitating remote learning, attending online classes and housebound all benefitted from an online method of service delivery.

As we developed a group of regular members and welcomed newcomers each week, it became clear that the chance for English speaking practice and social connection was still valued highly by our linguistically diverse community members. The story of one community member



Laiba, one of Moreland Libraries' conversation club members.

exemplifies the positive outcomes we have seen. As the mother of a toddler, housebound at eight months pregnant, she looked forward to the weekly event. 'I enjoy the conversation club because I can talk with someone, get information, meet new people with different cultures and languages and feel relaxed in pregnancy to talk to someone. I feel fresh after talking to different people about interesting topics', she said. The new mum of two recently announced the birth of her healthy second child. She encourages linguistically diverse community members to take advantage of the program. 'It's a very good opportunity for those people who want to learn English, want to talk and make new friends.'

The blueprint of our in-person and online English conversation clubs are

essentially the same. We try to integrate useful ideas for daily life in Australia with familiar global concepts and encourage conversation through interesting topics such as food, cooking and shopping. Online, we have observed unique discussions brought on by the pandemic experience everyone now shares. We discuss life in lockdown, introduce strategies for practicing English from home and share dreams for the future. It has been encouraging to watch the online English conversation club mirror the positive outcomes we have always valued from our in-person programs. While the delivery method has changed, the success of our online English conversation club proves that our ability to meet community expectations has only improved.



# National Library of Indonesia and Digital Adaptation in the Covid-19 Pandemic Era

**Niswa Nabila and Suharyanto Mallawa**  
**Librarians at Nasional Library of Indonesia**

The National Library of the Republic of Indonesia. As a state institution mandated by Law No. 43 of 2007 to carry out government duties in the field of libraries as well as serve as a library builder, referral library, deposit library, research library, preservation library, and library library network center. So the National Library during this pandemic delivered breakthroughs and innovations by providing its digital services. There are 8 excellent services of national libraries during this pandemic that become the mainstay of the library, namely: Ipusnas and Coronapedia, E-Resources, Khastara, e-ISBN, Indonesia One Search, Webinar literacy, POCADI, Pojok Baca Digital and Social Media.

## iPusnas

iPusnas is a digital library application of the National Library to provide easy access to reading materials through gadgets and computers. The utilization of iPusnas application in The Cultivation of Reading In Indonesia has shown very significant results. iPusnas users to date number approximately 1.1 million users or grow an average of 95 thousand users per month. Ipusnas has a collection of 769,776 copies. One of the sub-services of iPusnas during the pandemic was Coronapedia. Coronapedia is a collection of ebooks available on iPusnas, containing various content about the Covid-19 virus to provide a deeper understanding to the public about the virus.

## E-Resources

E-resources is a service from a digital-based national library that can be accessed on <https://e-resources.perpusnas.go.id> website. The e-resources collection consists of e-books, e-journals and e-videos. Every member of the National Library of Indonesia (Perpusnas) and has a valid member number, is entitled to utilize the online digital collection service (e-Resources).

## Khastara

Khastara which stands for Khasanah Pustaka Nusantara is a website that contains digital content from the national library collection media that contains high historical value such as ancient manuscripts and rare books. Types of collections in Khastara are Ancient Manuscripts, Rare Books, Maps, Micro Films, Photo Pictures & Paintings, Rare Magazines and Newspapers, and Other Sources.

## ISBN

Long before the pandemic, on April 1, 2018, isbn submissions were made online to speed up the ISBN service system. The benefits of this service are increasingly felt after the pandemic occurs when the mobilization of the community is limited. By 2020 the online ISBN has issued 144,793 numbers.

## IoS Indonesia Onesearch

Indonesia OneSearch is a one-stop search engine-based service for all public collections from libraries, museums, archives, and electronic sources in Indonesia. There are currently 10,587,842 unique entries and 14,643,549 entries with duplicates within IoS. This collection is collected by automated harvesting method from repositories belonging to partner organizations, coming from various sectors.

## **Online Literacy Webinar**

Socialization of reading culture and literacy that has been in 2020 during the Covid-19 pandemic was conducted virtually as many as 31 webinars with the number of participants as many as 206,558 participants (zoom as many as 181,700 participants and Youtube as many as 24,858 participants).

## **POCADI**

Digital Reading Corner service, the content or collection available is designed inclusion according to the social strata of its use content in the form of printed books, e-books, video, and audio and available in 90 locations spread across 28 provinces (83 districts / cities).

## **Social media**

The National Library of Indonesia also provides information services in social media:

[Instagram](#)

[Facebook](#)

[Tanya Pustakawan](#)

[\(Ask-a-Librarian\)](#)

[Youtube](#)



# The 106th All-Japan Annual Library Meeting

Miyuki Hamaguchi and Yasuko Hirata, Japan Library Association

The ongoing COVID-19 pandemic has been changing our usual life and work style dramatically. The library community has been affected, too.

The 106th All-Japan Library Meeting of 2020 in Wakayama prefecture hosted by the Japan Library Association (JLA) was switched to online. It was the first-ever online meeting, and everybody found it confusing. But we found that meeting online had some merits. For example, audiences could watch the videos from November 20th to 30th. There was a larger audience than usual this year because they could freely access any session they wanted to during that period. As to our session, the number of access was nearly doubled compared to the last year. In addition, our committee could invite a lecture from the U.S. without extra cost. Unfortunately, we couldn't discuss services or share ideas interactively.

The JLA Multicultural Library Services Committee held a session with four lectures who talked about developing multicultural services in this difficult situation.

The first lecturer was Ms. Setsuko Means, a geography and map librarian at Library of Congress (LC). She made a presentation on LC's diversity awareness. Carla Hayden, the 14th Librarian of Congress, is the first woman, the first African-American, the first public librarian to lead the LC. The LC, as the largest library in the world, has been acquiring a massive collection, including multilingual materials, which can contribute to multicultural and multiethnic society of the U.S. The staff working there also have diverse cultural and linguistic backgrounds. We can imagine that the new Librarian of Congress and the all-staff members work together to promote diversity without discrimination.

The second lecture was Mr. Kentaro Higashi from the Japan Foundation Japanese-Language Institute, Kansai (western part of Japan). He introduced an e-learning resource named "Minato", a platform for learning Japanese in several languages (English, Chinese, Spanish, Vietnamese, etc.). It was released in 2016 and currently has more than 180,000 registrants from 186 countries. Since it is not easy for beginners to use, Mr. Higashi showed audiences how to start it and

then continue learning. "Minato" has been devised to attract the interest of young people by using anime/manga, flower arrangements, calligraphy, and the Kansai dialect. Library staff will help minority residents who want to learn Japanese language, but do not have enough time and money.

The URL of Minato is <https://minato-jf.jp/>

The third lecture was Ms. Hiroko Ishihara, the head of the Multilingual Picture Book Association RAINBOW. This volunteer group was organized to promote picture book reading in Japanese and other languages to minority children. Through their activities they produced multilingual picture e-books in DVD format and donated them to public libraries nationwide. She gave some advice about promoting multicultural library services. The first is to assign library staff to be in charge of multicultural services. The second is to develop cooperation with other institutions. The third is to encourage library staff to produce multilingual picture books. The fourth suggestion is to make

contact with minority communities and welcome them to the library.

The last lecture was Ms. Maki Tsuruzoe from the Asian Information Division of the Kansai-kan of the National Diet Library (NDL). She described the NDL site named "Research Navi" in which there was a lot of information about Asian language materials and their bibliographic records. Our committee members have often heard from librarians, who say that it's not easy to purchase minor language materials and catalog them.

She introduced the following points that can be used for technical services.

1. The NDL provides the list of foreign language materials related to Japan which is useful for collecting materials.
2. The NDL offers cataloging classes for foreign language materials.
3. Every library can download the bibliographic data cataloged by the NDL.
4. Children's books in foreign languages can be lent to public libraries at the International Children's Library, one of the divisions of NDL.

The URL of Research Navi is

<https://rnavi.ndl.go.jp/en/index.html>

We hope our session will help library staff to promote multicultural services in their communities.

Wakayama Castle.

Photo: Saigen Jiro, Wikimedia Commons





# Implementation of the IFLA/UNESCO Multicultural Library Manifesto in Japan

**Yasuko Hirata, Japan Library Association**

I have been involved in the IFLA section of Library Services to Multicultural Populations from 2003 to 2017 as a committee member and a corresponding member. Therefore, I have been included in the planning of the IFLA/UNESCO Multicultural Library Manifesto from the start. Thanks to Ms. Kirsten Leth Nielsen's strong leadership as a chair, the Manifesto was approved by IFLA in 2006, and then by UNESCO in 2009. This year, 2021, is our 15th anniversary.



Multicultural library Services have been gradually developing in Japan over the years. The IFLA/UNESCO Multicultural Library Manifesto is the key principle behind these various services.

The Japan Library Association Committee on Multicultural library Services and I have been promoting the Manifesto as follows:

- ▶ Translated the Manifesto and Toolkit into Japanese
- ▶ Posted them on IFLA website
- ▶ Carried an article about the Manifesto in the Japan Library Association Journal.
- ▶ Introduced the Manifesto at our committee session of All Japan Library Meeting
- ▶ Included the Manifesto in the book "Multicultural Communities; Guidelines for Library Services" (3rd edition, in Japanese) as an appendix.

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## IFLA/UNESCO



Continued from page 1...

through the UNESCO maze. We got lost in this maze again and again, and only succeeded, after two years of wandering, with the help from the Norwegian Ministry of Culture and Church Affairs, The Norwegian Library Association, the IFLA Headquarters and a great number of enthusiastic people from around the world.

Then, at last, after the dedicated lobbying of many committed people from all over the world, after several UNESCO commissions had voiced their opinion, and after governments and others had paved the way for the Manifesto, what we had begun to believe would never happen, finally did. On the 16th of October 2009, four years after our work had begun, we received news that the IFLA Multicultural Library Manifesto had been approved by UNESCO's General Conference.

To follow up with the IFLA/UNESCO Multicultural Library Manifesto, the section took on the task of developing the IFLA Multicultural Library Manifesto Toolkit. This toolkit was developed to give practical approaches on how libraries can apply the concepts in the Manifesto. Similar to the hard work dedicated to writing the Manifesto, the section began in 2012 to work rigorously on the development of the toolkit.

The IFLA Multicultural Library Manifesto Toolkit was launched at the 2014 80th IFLA General Conference and Assembly in Lyon, France to a large audience of conference attendee

anxious to have a toolkit to assist libraries in planning, applying, and sustaining the principles and actions described in the Manifesto. Both the Manifesto and the Toolkit have been cited in many library strategic plans and is referred to often when implementing or improving library services to multicultural populations.

My work as a member and later Chair from 2011-2015 of the Library Services to Multicultural Populations has been very rewarding. I am feeling privileged that I had the opportunity to contribute to both the IFLA/UNESCO Multicultural Library Manifesto and the IFLA Multicultural Library Manifesto Toolkit. There are now multiple translations of each document available on the section's web page. Knowing that the Library Services to Multicultural Populations' work continues, I acknowledge and thank all the former section members and all current and future members for the time and effort given to promoting and advocating for the principles of access to information for all members of the community and for preserving cultural heritage and linguistic diversity throughout the world.

Adapted from  
<https://www.ifla.org/files/assets/library-services-to-multicultural-populations/newsletters/december-2009.pdf>



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Twitter: [@ifla\\_mcultp](https://twitter.com/ifla_mcultp)



Facebook: [@ifla.mcultp](https://www.facebook.com/ifla.mcultp)

Our sister section, [Indigenous Matters](https://www.facebook.com/indigenousmatters) is on Facebook

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## Additional Resources:

### IFLA/UNESCO Multicultural Library Manifesto

[http://www.ifla.org/  
node/8976](http://www.ifla.org/node/8976)

### Multicultural Communities: Guidelines for Library Services, 3rd Edition

[https://www.ifla.org/  
publications/multicultural-  
communities-guidelines-  
for-library-services-3rd-  
edition?og=73](https://www.ifla.org/publications/multicultural-communities-guidelines-for-library-services-3rd-edition?og=73)

### An Overview: Multicultural Communities: Guidelines for Library Services Four page summary

[https://www.ifla.org/  
publications/summary-  
multicultural-communities-  
guidelines-for-library-  
services?og=73](https://www.ifla.org/publications/summary-multicultural-communities-guidelines-for-library-services?og=73)

### Multicultural Library Manifesto Toolkit

<http://www.ifla.org/node/8975>

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Previous newsletter issues are available online at

<https://www.ifla.org/publications/library-services-to-multicultural-populations-section-newsletter>

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