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Library Services
to Multicultural
Populations



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WINTER 2015 NEWSLETTER

Message from the Chair



Greetings! The efforts of the Library Services to Multicultural Populations Section are recognized through its work empowering libraries to offer services to all members of the community, thus promoting equitable access to information, a principal component of IFLA's global outreach. Lyon, France and its surroundings were a perfect setting for the IFLA World Library and Information Congress 2014. Navigating the city was easy. Apart from our meetings, there was time to discover the city's history and experience fine French cooking. Many of us started our day walking through the *Parc de la Tête d'Or*, Lyon's 300-acre urban botanical gardens which bordered the road to the Conference Center.

Our week was busy. We had three well-received programs that you will read about in this newsletter. The Indigenous Matters Special Interest Group (SIG) offered an excellent program entitled *Vive le "i" for indigenous in IFLA: strengthening cultural responsiveness and accountability in libraries and information*. The section's program was *Libraries as modern towers of Babel: fostering development from an individual to a social being - the role of multiculturalism for mutual understanding*. A big thanks goes to section members for their time and commitment in organizing these wonderful programs.

Lastly, the section launched the IFLA/UNESCO Multicultural Library Manifesto Toolkit, a project that the section is very proud of developing. It is now available on the IFLA website: <http://www.ifla.org/node/8975>

The Lyon Declaration on Access to Information and Development was launched at the WLIC 2014 Congress. As the United Nations is negotiating a new development agenda, the international library community has been proactive in participating in these discussions and issued the Lyon Declaration on Access to Information Development that states the crucial role of access to information in supporting sustainable development and democratic societies.

What is on the horizon for 2015? Well, plans are underway for our mid-year meeting that will be held in Toronto, Canada from March 12-15. The section looks forward to visiting Toronto, known for its pluralistic nature, cultural heritage and shared values.

The section and the Indigenous Matters SIG are busy planning a pre-conference and program sessions for WLIC 2015 in Cape Town, South Africa. You will hear more about the section's programming efforts in our Spring 2015 newsletter.

This upcoming year is an IFLA nominating year. After WLIC 2015, some section Standing Committee members will be leaving and new ones will be joining the section. If you are interested in diversity and multicultural library services, please consider joining our section Standing Committee.

We are looking for members who have professional expertise working with diverse populations and providing multicultural library services. There is an application process. For information on how to apply see, <http://www.ifla.org/node/9123> Deadline to apply is February 11, 2015.

As the new year begins, let's pray for peace and understanding throughout the world. May all libraries remain strong; may information professionals have the courage and support to maintain their libraries, so their important role as advocates of cultural awareness and understanding and supporters of democratic values endures.

Respectfully,
Tess Tobin
Chair, Library Services to Multicultural Populations

The 100th All-Japan Annual Library Conference

By Yasuko Hirata, Professor, Jiyugaoka Sanno College, Setagayaku, Tokyo



The Japanese Library Association (JLA) organizes a conference every year in various places in Japan. But the year 2014 was very special. The JLA had its memorable 100th Annual Conference on October 31st and November 1st at Meiji University, Tokyo, with the theme, "Libraries Make Your Future Life More Powerful". The participants, including speakers and guests, totaled about 2,000.

The JLA was founded in March 1892, which makes it one of the oldest library associations in the world, after ALA and LA. The first JLA annual conference was held in 1906. Although the JLA could not operate for several years because of World War II, it resumed all its activities, celebrating its 100th anniversary in 2014.

On this memorable occasion, the JLA invited guests from IFLA, ALA, KLA, and AzLA (Arizona). IFLA Secretary General Jennifer Nicholson, KLA President Hee-Yoon Yoon, ALA President Courtney L. Young, and Alexandra Humphreys and Jeanne Pfander from the AzLA Horner Fellowship Committee gave congratulatory addresses at the opening ceremony on October 31st. On the second day, there were 41 sessions held. This was the largest ever.

One session was on International LIS Education. Speakers from IFLA, ALA, KLA, AzLA, and Professor Sugimoto from Japan, made presentations on LIS education with simultaneous interpretation. After this

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Lyon Declaration on Access to Information and Development

By Tess Tobin, Chair, Library Services to Multicultural Populations, IFLA

The Lyon Declaration is an advocacy document that will be used to positively influence the content of the United Nations post-2015 development agenda. It was drafted by IFLA and a number of strategic partners in the library and development communities between January and May 2014.

The Declaration states clearly that access to information supports development by empowering people to:

- Exercise their civil, political, economic, social and cultural rights
- Learn and apply new skills
- Make decisions and participate in an active and engaged civil society
- Create community-based solutions to development challenges
Ensure accountability, transparency, good governance, and empowerment
- Measure progress on public and private commitments on sustainable development.

The Declaration calls upon United Nations Member States to make an international commitment through the post-2015 development agenda to ensure that everyone has access to, and is able to understand, use and share the information that is necessary to promote sustainable development and democratic societies.

The Declaration was launched at the IFLA World Library and Information Congress in Lyon, France, 18 August 2014. Organizations who share the vision expressed are invited to sign the Declaration.

IFLA LIBRARY

IFLA's New Institutional Repository

Launched in 2013, the IFLA Library includes IFLA World Library and Information Congress papers from 2013 to the present.

If you are unable to attend an IFLA Congress, conference proceedings are now available online. The IFLA Library will continue to grow with the addition of new resources. Earlier conference proceedings are available on the website of each congress.

Visit the IFLA Library at <http://library.ifla.org>

First Nations' Digitization of Traditional Knowledge

By Sarah Dupont, Aboriginal Engagement Librarian, UBC Library, BC, Canada

For many of the First Nations in British Columbia ("BC"), Canada, qualitative interviews go part and parcel with the protection of their cultures, including information relating to land, oral history, traditional ecological knowledge, and language. Recordings with Aboriginal participants sharing their knowledge are thus of great importance.

A considerable challenge that many face is that past interviews have been recorded with analog technologies such as audiocassette and, therefore, are endangered of becoming degraded or irreparably damaged.

A capacity building program initiated by a partnership between the Irving K. Barber Learning Centre and Museum of Anthropology at the University of British Columbia (UBC) endeavours to address this issue, specifically through the *Indigitization: Audio Cassette Digitization and Preservation Program* ("*Indigitization*"), which focuses on language and cultural revitalization.

Broadly speaking, *Indigitization* is a multi-faceted program that provides resources for the digital conversion of at-risk audiocassette materials to support cultural preservation and revitalization efforts. The program provides First Nations and Aboriginal organizations in BC with up to \$10,000 in matching funds to conduct projects that may extend up to six-months.

Funds are used for hiring of a digitization technician, travel to attend a weeklong training workshop in audio digitization at the Museum of

Anthropology's Oral Language and History Lab at UBC, and the purchase of equipment. First Nations may also opt to borrow the mobile digitization kit for their projects from UBC's Learning Centre. The program is unique in that it embraces the Indigenous perspective with regard to the protection of culturally sensitive and confidential materials (i.e., there is no condition of the grant that mandates the materials be made publically available).

Nine First Nations and one Aboriginal organization have participated in the grant program to date. Cindy Lowley, project manager of Lake Babine Nation's *Indigitization* project, noted that the program "has been nothing but positive and beneficial." She also noted that "it has allowed us to begin preserving our valuable oral history... that serve numerous purposes to our nation such as teaching the language, culture, and oral history that is our main evidence of our nation's being."

Recently, the University of Northern British Columbia's (UNBC) Archives and Special Collections hosted *Indigitization* team member Gerry Lawson and myself for a one-day condensed workshop. Participants were a number of members from different First Nations across BC. The engagement provided attendees with information about the grant program and an opportunity to interact with the mobile audio digitization equipment kit.

Attendees also learned about best practices around audio preservation. By expanding work with First Nations and other academic institutions, *Indigitization* seeks to identify and cultivate a network of practitioners throughout BC.

First Nation partners in the *Indigitization* program digitize approximately 200 cassettes during the course of a project. However, many often find themselves with hundreds of additional tapes that are brought forward as a result of community members hearing about the project and its objectives.

Several participants have expressed a desire for the development of a strategic approach regarding the storage of cultural knowledge in the respective community. Until such an approach is realized, however, academic libraries and museums are able to play a key role in the preservation of cultural knowledge through respectful, negotiated partnerships.

With the substantial need for First Nations to continue advocating for cultural recognition, protection, and linguistic revitalization, the timing is critical for academic libraries to support these community-based efforts.

For more information on the *Indigitization* program, please visit indigitization.ca.

Indigenous Matters Special Interest Group

By **Te Paea Paringatai**
Tumuaki
Te Rōpū Whakahau

Is it just me, or does Christmas come around more quickly than the last? It certainly seems that way. In August, the SIG held a successful open session titled “Vive le ‘I’ for indigenous in IFLA: strengthening cultural responsiveness and accountability in libraries and information” at the WLIC 2014, Lyon, France. Special thanks to Camille Callison, Canada; Cristina B Villanueva, Philippines; Shu-jiun Chen, Taiwan and Greg Marshall, New Zealand who were able to attend congress and share their knowledge, ideas and work which ensured the session generated stimulating conversation, challenged perspectives and inspired people passionate about indigenous matters to continue their work or make a start!



Left to right: Te Paea Paringatai, Shu-jiun Chen, Camille Callison, Cristina Villanueva, Greg Marshall

Greg Marshall's presentation outlined an indigenous pedagogy, *Ako Wānanga*, as a method that includes ancestors wisdom into modern learning environments at the indigenous university, Te Wānanga o Aotearoa. *Ako Wānanga* uses four traditional principles of *aro* (reflection), *ako* (learning, teaching), *te hiringa* (passion, spirituality and motivation) and *whanaungatanga* (relationships). The combination and

implementation of these principles enriches the academic and support services quality experience, thus enhancing the opportunity for collaboration of the essential support services with academic staff for student success. By doing this, the *wānanga* is better



Greg Marshall's presentation outlined an indigenous pedagogy, *Ako Wānanga*

placed to meet the diverse range of learning modalities for their student demographic.

Shu-jiun Chen reported on the development of Taiwan indigenous digital libraries representing 14 groups with about 502,000 indigenous people. The study reviewed 50 indigenous-related projects and initiatives in the Taiwan E-learning & Digital Archives Program (TELDAP), and concluded five findings of Taiwan's indigenous digital library:

- (1) the main constructors and their disciplines and professional backgrounds;
- (2) the models for indigenous community participation and engagement in digitization;
- (3) the characteristics of digital collection development;
- (4) the design and interoperability of metadata for digitized collections;
- (5) the access to the indigenous digital library.

The study provides a regional depth exploration of Taiwan indigenous digital libraries using a systematic approach, which will help establish and connect an improved comprehensive global indigenous digital library.

Cristina Villanueva shared her research on 14 photographs sourced from the Dr. Robert B. Fox, Sr collection. Dr. Fox came to the Philippines after WWII. He led excavations in burial sites in Palawan; Calatagan, Batangas; and Santa Ana, Manila and studied indigenous Philippine

groups such as the Pinatubo Negritos, and the Tagbanuwas of Palawan. Cristina connected the images through further interview and the use of primary sources to an Ifugao indigenous burial ritual that is slowly being forgotten. This paper further argues that information professionals, whether librarians or archivists, should not be content with just performing traditional roles of organising materials in a collection, but they should conduct preliminary research on items to improve findability and access.



Photo from the Dr. Robert B. Fox, Sr collection

Camille Callison is an Indigenous Services Librarian, responsible for identifying and coordinating the delivery of library service to the Indigenous student patrons, promoting Indigenous scholarship through collection development and developing new programming aimed to aid in Aboriginal student retention. An understanding of indigenous peoples' sense of history or worldview, the importance and validity of a dynamic culture of oral traditions, and issues of decolonization and re-empowerment are extremely crucial in collecting and preserving Indigenous knowledge in the academic library setting. Despite investments in Indigenous Studies programs and the library resources to support them, barriers still remain within the university library for Indigenous users. Some of these barriers are owed to the difficulty in integrating holistic Indigenous knowledges and worldviews within hierarchical and often Eurocentric library classification and cataloguing rules which can challenge access for Indigenous students.

New and innovative methods are being implemented at the University of Manitoba to overcome barriers, provide access and meet the unique needs of the Indigenous students and faculty thereby strengthening relationships with diverse groups and creating a culture of inclusion. Camillie discussed some of the strategies she uses, such as: recognizing bias in current library practices; bringing the library to the students and students to the library by continuous outreach; creating and maintaining a dialogue through class instruction, social media, on-going consultation and community outreach; implementing a set of best practices for Indigenous Peoples and libraries and archives; relationship-building with the Indigenous community. Camille believes new and innovative methods need to be implemented to overcome barriers and to provide better access to existing services by using both modern and traditional ways of teaching and passing on knowledge coupled with genuine caring.

What's New

- The SIG has submitted a request to the IFLA Professional Committee to establish as a section. A decision is expected in November/December 2014.
- The SIG has formed a WLIC 2015 Cape Town Programme Organising Committee which includes: Paula Sequieros, Mette Laustsen, Sheeanda Field, Judith Waaka Tali and myself. Additional support is provided by Tess Tobin and Stephen Stratton.
- The committee is in the process of choosing a theme and this will be released soon.

Coming Soon

- The SIG will publish a Call for Papers for WLIC 2015 Cape Town, so please consider being part of the programme and submit an abstract.
- Ninth International Indigenous Librarians' Forum to be held at the University of Manitoba in Winnipeg, Manitoba, Canada from August 4 to 7, 2015.
- Māori translation of the IFLA/UNESCO Multicultural Library Manifesto.

The SIG Face Book group has 490 members, with 56 new members since August 2013. Keep up the great work to spread the news and encourage library practitioners and lovers of libraries to join the cause! As we move towards a section, we need your voice and commitment to drive the work for and with indigenous communities.

(Japan Annual Conference ...continued from page 1)

presentation, there was a discussion between speakers and members of the audience. More than 100 attendees; educators, students and library colleagues, gathered for the session.

The JLA Committee on Multicultural Library Services had a day-long session. In Japan recently, the relationships with Korea and China has been soured. Some radical groups demonstrate with hate speech on the streets, which makes things very unpleasant. Multicultural library services has a great opportunity to help improve this situation.



In the morning, as Chair of the Committee, I briefed the participants on our activities last year and explained about the Multicultural Library Manifesto Toolkit announced at the IFLA meeting in Lyon. For the Japanese context, the Toolkit will need to be translated. It will take time for Japanese colleagues to understand and use it.

In addition, one of the committee's goals in this term is to carry out a questionnaire survey in order to get a clear picture of multicultural library services in Japan. We are planning to conduct

the survey by the end of 2014. Conference attendees also heard from Ms. Sakota, a director-general of Musubime-no-kai (Librarians' Network for Culturally Diverse Society).

Established in 1991, the network was influenced by the IFLA Resolution at the Tokyo Conference. Since then, it has been promoting multicultural library services in Japan by publishing newsletters, library visits, lecture meetings, and so on. The IFLA Tokyo conference of 1986 made a great impact on Japanese librarians, impressing on them the real need to provide equal services to the multicultural

populations in Japan.

In the afternoon, three speakers spoke about their daily activities and experiences with multicultural and multilingual services. The first speaker was Mr. Sakaguchi, who is the organizer of the Asian Library in Osaka, a private library established in 1981. Starting with the concept of getting to know Asia better, he promoted the relationships between Japanese and other Asians through books, culture, and people. He was the speaker at the IFLA Tokyo

meeting in 1986 at our MCULTP session.

The second speaker was Mr. Morimoto, who works at the Kanazawa University Library. At his university, the number of students from foreign countries is increasing; therefore, the university officials have provided many more library services for them. According to the survey in 2012, they provide foreign students with an international corner in the library, exchange events with Japanese students, library tours, and so on.

The third speaker was Mr. Yoneda, who works at Okubo Library, one of the Shinjuku municipal libraries. The service area of Okubo is well known as a Korean town with a high concentration of foreigners. The population in this area is 22,596, and there are 8,527 foreigners (37.7%) living there. The library has staff members who can speak Korean and Chinese. Their services include multilingual collections, story-telling for children, and partnership with other institutes and organizations. Their slogan is "Where are you from? From earth."

After the presentations, the participants discussed how to promote multicultural library services in Japan. There were some technical questions about know-how. Suggestions included making a clearinghouse to collect various experiences, manuals, tool kits, templates, etc. But it was agreed that the most important thing in our mind is how to eliminate barriers against foreigners and their cultures, and how to live together in peace and happiness.

IFLA/UNESCO Multicultural Library Manifesto Toolkit now available

By Tess Tobin, Chair, Library Services to Multicultural Populations, IFLA

The Library Services to Multicultural Populations Section is thrilled to announce the launch of the IFLA/UNESCO Multicultural Library Manifesto Toolkit, which it presented at the IFLA World Library and Information Congress in Lyon, France, in August 2014.

The IFLA/UNESCO Multicultural Library Manifesto resolves to assist libraries throughout the world in developing and advocating for multicultural services. The Manifesto sets the stage for libraries to address their community's unique cultural and linguistic needs through dedicated services and strategies.

The Principles of the Multicultural Library Manifesto target underserved cultural and linguistic groups, so every library's action plan should:

- serve all members of the community without discrimination based on cultural and linguistic heritage
- provide information in appropriate languages and scripts
- give access to a broad range of materials and services reflecting all communities and needs
- employ staff to reflect the diversity of the community who are trained to work with and serve diverse communities.

Developed with IFLA funding, the Toolkit presents the principles of the IFLA/UNESCO Multicultural Library Manifesto in a more dynamic way, using individual modules with worksheets and resources to further understand the concepts of multicultural library services. The toolkit can be used as a training tool for librarians and staff at workshops or conference sessions. It also serves as a tool to learn about multicultural library services and to help libraries broaden their outreach in promoting library services and equitable access to information for all members of the community.

In line with the Lyon Declaration on Access to Information and Development, the IFLA/UNESCO Multicultural Library Manifesto Toolkit truly advocates for multicultural library services and these efforts reinforce the philosophy that each individual in our global society has the right to a full range of library and information services

The Section is looking for feedback on how your library will use the toolkit and what outcomes you had. Your responses are of value to us and will enable the section to improve the toolkit making it more useful and accessible to community members. Kindly send your responses to ifla.mulp@gmail.com

The IFLA/UNESCO Multicultural Library Manifesto Toolkit can be found at <http://www.ifla.org/node/8975>

Library Services to Multicultural Populations Section IFLA Lyon Conference 2014 Session

Theme: *Libraries as Modern Towers of Babel: Fostering Development from an Individual to a Social Being: the Role of Multiculturalism for Mutual Understanding*

By Christie Ikeogu, Library Manager, Clapton Library, London, UK

This report stems from the Section's invitation for papers to be presented at a two-hour session at the IFLA General Conference in Lyon, August 2014. The papers focused on the issues of diverse communities and the means libraries were using to make their services accessible to multicultural and multilingual society; making library space a universal public, social, neutral and welcoming space for every patron; a unique resource for self-development, building relationships and careers. It was felt that while some countries had been successful in providing local communities with the indicated services, some areas of the world needed help with advocating for, developing and sustaining these programs. The session created greater awareness of the importance of rendering equal services to multilingual communities and offered an opportunity for exchange about the best examples of library initiatives in creating a multicultural public space and providing informational and human support to diverse populations. When the Standing Committee met to discuss and plan for the session, there was a bit of apprehension as to how many people would attend, as the venue, Auditorium Lumiere, was enormous. However, the room was packed out with an expectant audience, most of whom stayed until the last presentation.

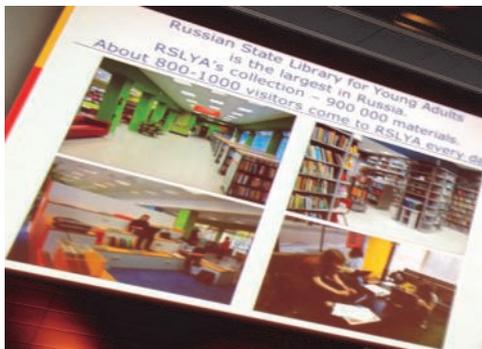


How to Understand Yourself and People of Your Age across the World: Book Patchwork Collection for Young Adults Knows How

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Maria took the audience into the heart of the young adults' quest to identify their counterparts through books, partnership and travelling. *The Book Patchwork*, a special language collection of fiction books written by and about young people, is said to hold over 900,000 materials of which over 20,000 are in 70 foreign languages.

The youth collaborated with several organisations – bookstores, cultural centres and embassies, in Russia which have helped in building up the collection.

They have carried out exchange programmes with Stockholm; partnership activities with South Korea and have a lot more planned for the future. *The Book Patchwork* has created great opportunities for young adults in Russia to expand their horizons in reading and understanding of the lives of young people in other parts of the world. The library brings in between 800 and 1000 visitors each day.

The project, planned to last for 3 years, is aiming to create an annotated catalogue of best young adult books from different countries with the title *The World through Books for Young Adults*. There is hope to expand their network to Russia's neighbouring regions.

Library Services for Social Inclusion in Multicultural Communities In Birbhum, West Bengal, India

Anita Basak

Library, Govt. College of Engineering & Leather Technology

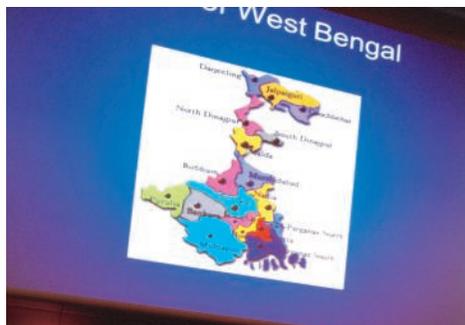
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Anita started this presentation by giving an overview of the mammoth task involved in trying to provide library services to the population with over 300,000 tribal and non-tribal communities in Birbhum. On average, each child learns about 3 languages. The model which is followed today is said to have started in early 1900 when R. Tagore started the first mobile library service called *Chalantika*. Tagore, a Nobel Laureate felt that the only way to get people to know about libraries was by taking books to them. The Moving Library operated in different forms.

As over 75% of West Bengalis live in very rural agricultural areas, transport system and electricity are not always available. It therefore means that communities could only be reached by foot, bicycles and carts drawn by animals. People read books with lanterns where available. With the short period left for the presentation, Anita's partner, Ratna was able to take the audience through modern

adjustments made in order to address particular needs of each section of the community. Libraries became common grounds for cultural programs set up in order to bring the diverse groups together. Health-related events were carried out in order to bring health professionals in contact with the needy; and reading materials are produced in the local languages therefore making the use of library resources more relevant and effective.

Today, library services in West Bengal are said to have gone from strength to strength following interventions from Government, private businesses and non-government organisations. The overall achievement was measurable with the literacy level of the area moving from 68.5% in 2001 to over 76% in 2011.

It was a great joy to see how passionate Anita and Ratna were about their project and the fact that library and information workers had a lot to shout about.

The Awareness and Local Application of Multicultural Services in Chinese Public Libraries: The Service Model of the Guangzhou Library.

Presented by Tian Zhan

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Tian Zhan began the presentation with the historical overview of how multiculturalism was brought into Guangzhou Library Services. In the little space of time, the audience was enthused and inspired by the powerful images of the community as they embraced diversity in a vigorous and dynamic way.

Guangzhou was said to be a gateway city to China because of its economic, linguistic and

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cultural diversity. Authorities realised the need to use the richness of the area to open the door for Chinese indigenes to learn about the world they live in and vice versa. The awareness project started in 2012, following the 2011-2015 Development Agenda, began with the creation of a new facility with several strands including:

- Library Service for Culture
- Library service for Language Learning and Appreciation
- Library Service for Learning about the People and Culture of Guangzhou.

These services were considered essential because of international migration to the area and the birth of the *IFLA/UNESCO Multicultural Library Manifesto 2008*. In 2012, for example, there were 34,000 foreign residents in Guangzhou alone. This therefore prompted the need to look at the emerging community in a different light.

In order to create the multicultural aspect of library services, a bi-monthly *Trip Around the World* was planned which entailed showcasing the economic, cultural, educational and social richness of the chosen country through exhibitions, talks and films. The *Trip Around the World* project sometimes involved observation of lives of Chinese people living in a chosen country and using their experience to educate people at home.

Tian Zhan claimed that the introduction of multicultural services has given the citizens of Guangzhou the opportunity to understand and relate better to foreigners; and it has also given foreigners the ability to learn about the culture, language and social aspects of Chinese people. The project has created travelling opportunities, book exchanges and closer relationships with foreign consulates such as the Canadian, Mexican and French.

Healing Library Anxiety: How Comparing Libraries to Hospitals Can Improve Services to Multicultural Populations

Valerie M. Buck

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In presenting this paper, Valerie Buck asked library management and staff to take a cue from the healthcare industry - in other words, to put themselves in the shoes of people from multicultural backgrounds in order to help in reducing the stress and misunderstanding that often prevails as they try to access library services.

She claimed that the way stress impedes healing is the same way it affects library usage by multicultural communities. Valerie took the audience through some research in both the health industry and in libraries showing that stress-free environments increase the positive reception of both medical care and library services.

A number of recommendations were outlined such as:

- Staff training in creating awareness and understanding of people from multicultural backgrounds and valuing difference as a positive factor rather than a negative factor; remembering that people have differing customs, beliefs and ways of life very dear to them. Adopting an attitude of 'I'm here to help you' rather than 'you're invading my space' will, according to Valerie enhance the demeanour of an anxious library user.
- Planning the library environment in such a way as to bring cheer and instant appreciation of any efforts being made to serve the individual. Use of colours, signage and adequate arrangement of materials can aesthetically improve the library environment and usage.



Ultimately, Valerie implied that library staff and authorities need to constantly assess, evaluate, and communicate with people from multicultural backgrounds in order to know how adequate their services are. She stated that learning how hospitals treat their patients with care and respect would help libraries to better serve multicultural communities.

350 Langues, 80 Alphabets dans une seule bibliothèque... Defis et enjeux

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It was difficult to imagine the mammoth task of setting up and running a service with 350 languages from all parts of the world, 80 alphabets, and 1.5 million documents in a brand new premise. The collection was said to be made up of materials from 19 libraries. The primary aim of the project was to create a robust collection that would cover the languages and civilizations of the Balkans, Central and Eastern Europe, the Maghreb, the Near East, the Middle East, Central Asia, Africa, Asia, the South Sea Islands and the Native American civilizations.

BULAC also covers subjects such as literature, history, humanities and social sciences. One might ask what the outcome is expected to be. The purpose, according to Heloise and Fanny was to showcase the richness of our world through vast fields of knowledge and discipline; to create in one space resources for promoting

understanding and respect of a diversity of cultures. In a setting like BULAC, one would have expected much appreciation and praise to the French Authority and staff for the services being rendered.

But the reality is different. The Centre experiences unpleasant expressions of cultural identity and misunderstanding through graffiti, stickers and verbal confrontations. However, this has not stopped the highly trained staff from giving excellent services.



The work at BULAC needs to be seen to believe, how IFLA's Manifesto has impacted on the provision of this truly multicultural library service. (Picture above shows the centre in action.)

Needs, Reads and Possibilities in a Suburban Library in a Multicultural Setting

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This presentation was delivered by Randi who meticulously took the audience through a short history of library services in the Swedish suburban community of Göteborg before the advent of the modern multicultural communities.

She asserted that Sweden had always had migrant workers – mainly from the domestic working class who had little or no interest in accessing education or library services. But since the Second World War, followed by European Union membership, the dynamics of immigrants has dramatically changed so much so that one out of five in the population has roots outside Sweden. Libraries started to face a whole new challenge in making their environment a “universal, public, social, neutral and welcoming space for every patron...”, following IFLA's declaration.

Randi showcased the challenges that the suburban library in Biskopsgården, Göteborg, faced in order to create the awareness that multicultural/multilingual library is a necessary concept. The authority and staff embraced the huge task of creating inclusive services through language classes, discussion sessions involving guest speakers with the goal of reducing elements of segregation and the conditions for the formation of youth gangs which were

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IFLA LYON: WLIC is that?

By Aude Charillon, Library and Information Officer, Business + IP Centre, Newcastle, UK

No, I'm not swearing, I promise! The World Library and Information Congress (WLIC) is IFLA's annual conference and the most well-known of its activities. But for numerous sections and divisions and strategic programmes and special interest groups, the Congress is the opportunity to hold committee meetings and to present their findings and activities, simply because there are so many people attending! And for those who may feel a bit lost in the crowd, there are things like the caucuses and the Newcomers' Session.

CLM Standing Committee Meeting

Most of the groups tend to hold one committee meeting before the start of the congress and one during it. To attend, it's easy: *all* you need to do is walk up to the chair of the group and ask for permission.



I chose to go (you're not going to be surprised here) to the *Copyright and other Legal Matters* (CLM) meeting on 16 August, and it was probably the most intimidating thing I did during the congress! But before I continue let me dissipate a misconception: Standing Committees don't hold their meetings while standing up - I checked, they all had chairs. They even had chairs for observers, like me actually. There was one other observer in the room: a lady who seemed to know everyone and had been to many IFLA WLIC before. She wasn't very talkative but was still a handy person to be sitting next to when you're not sure of the procedure!

This committee is composed of very experienced-looking people (and I don't mean old, I mean confident and obviously knowledgeable; a lot of them heads of libraries) but also affable. And, just like at any normal committee meeting, they reported on the group's activity (e.g. participation in WIPO talks) and news, commented on CLM issues affecting libraries, discussed actions and future plans (for example suggestion for topics for WLIC 2015 sessions).

They even had a mini impromptu debate on the "right to be forgotten!" It was very interesting to see how the issue was perceived by people of different nationalities, depending on the personal data laws and perception of privacy in their country. Paul Whitney brilliantly summed up the "right to be forgotten" by saying it is "akin to requiring a library to withdraw a catalogue record but not the actual item from the collections".

UK Caucus

A caucus is for those who feel a tad concussed (see what I did there?) by all this internationalism and need a bit of reassurance that they also have peers from the same country / language / region in the place. Basically it's a gathering of people.



I went to the UK caucus as I feel more of a "UK librarian" than a "French-speaking librarian" (most of my fellow French volunteers went to the caucus for French-speaking participants) and I do not regret it at all! I think it was the best: instead of being all formal sitting in rows in a room, everyone stayed standing and chatting in the corridor (maybe because that's where the wine and canapés were? Huh.) The speeches lasted no more five minutes each: there was a welcome from CILIP President Barbara Band, from IFLA

President-Elect Donna Scheeder and from the CFIBD (French international committee for libraries and information services) President Pascal Sanz.

Newcomers' Session

Still on the same line of trying to make participants feel less overwhelmed by the whole thing is the newcomers' session. It took place on the Sunday morning before the official opening ceremony. The panel was chaired by Barbara Lison, a member of IFLA's Governing Board, who welcomed six different "IFLA people" and asked them to talk about their first WLIC; what coming to the conference can bring to an attendee, plus their tips for first-timers. Here are some of my favourite quotes:

When asked: "How do you become an IFLA President?", Ellen Tise (IFLA President 2009-2011) replied: "Take pictures of yourself with the current IFLA President!"

On a more serious note, she gave the best advice for anyone at a conference: "Don't stay with people from your own country; go and sit next to someone you don't know in a session and introduce yourself" because you are there to meet and learn from others.

From Ian Yap (Manager for the IFLA Regional Office Asia and Oceania): "An IFLA conference makes you realise that everyone is facing the same issues. To make the best of WLIC, listen to other's ideas and contribute to the discussion."

From Jérémy Lachal (IFLA International Leaders Associate): "IFLA is one of the best antidepressants in the world - it makes you realise that you are not alone."

From Kent Skov Andreassen (IFLA Governing Board member): "People who chose to come to IFLA WLIC were open-minded, curious and confused - between so many sessions! You need to take the inspiration and ideas gained from coming to the conference and do something with them."

This article is from a blog post by Aude who was a first timer and volunteer at WLIC 2014. She is French, but currently living and working in the UK.

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resulting in violent crimes.

As the effect of Biskopsgården's work in tackling exclusionism became evident, other Swedish libraries followed suit with new initiatives for accommodating and celebrating multiculturalism and the multilingual richness of the society. Services such as language café, intercultural exchange sessions, ICT classes, homework clubs and storytelling workshops have now been integrated into normal activities of libraries.

Ingrid demonstrated how libraries could appreciate the richness of multicultural and multilingual communities and create conducive atmospheres for intellectual, economic and social development for everyone to enjoy. Reference was made to the *European Libraries for All* project website: www.librariesforall.eu

In conclusion, the session was a great success. The presenters were all passionate and knowledgeable about their themes and one could see that they had a lot that they desired to share with the audience. The topics were very relevant to what the Section stands for and service to multicultural communities stood out in all the cases, showing the common struggle library authorities in all parts of the world face. However, the presentation that touched the raw nerve of lack of multicultural/multilingual service is *Healing Library Anxiety...* by Valerie M Buck.

In my experience, service delivery gets better when members of staff are able to put themselves in the user's shoes. Valerie affirmed that people from multicultural backgrounds, especially refugees have a lot more in their minds than indigenes and their stress level can be heightened when library staff trivialise their service needs. I found the analogy with hospital service quite thought-provoking and inspiring.

Please visit the IFLA website – www.ifla.org - for more details.

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IFLA Library Services to Multicultural Populations Section



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SIG on Indigenous Matters is also on Facebook. Please visit <http://www.facebook.com/groups/66990630010/?fref=ts>



We also have a Twitter account. To follow our tweets, please visit www.twitter.com/ifla_mcultp

Some recent photos uploaded to our Facebook account:



ADDITIONAL RESOURCES:
IFLA/UNESCO Multicultural Library Manifesto
<http://www.ifla.org/publications/iflaunesco-multicultural-library-manifesto>
Multicultural Communities: Guidelines for Library Services, 3rd Edition
<http://www.ifla.org/publications/multicultural-communities-guidelines-for-library-services-3rd-edition>

An Overview: Multicultural Communities: Guidelines for Library Services
Four page summary
<http://www.ifla.org/publications/an-overview-multicultural-communities-guidelines-for-library-services>

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