

Library Services to Multicultural Populations - Action plan 2019 - 2020

Focus Area 1			
<i>Empowering people from ethnic, cultural & linguistic minorities to become experienced library workers and grow.</i>			
IFLA Strategic Direction			
3 CONNECT AND EMPOWER THE FIELD			
<p>Libraries are strengthened by staff who reflect the diversity of their communities, states our IFLA/UNESCO Multicultural Library Manifesto. Thus, we aim to increase the representation and impact of library workers from cultural, ethnic and linguistic minorities in libraries around the world.</p> <ol style="list-style-type: none"> 1. Empower these library workers to build networks 2. Educate libraries and non-minority staff 			
Key Initiatives			
3.1 <i>Provide excellent opportunities for face-to-face networking and learning</i>			
Funding Needed	Projects/Activities	Tasks & Responsibility	Timeframe
☐	Develop tools for including non-native speakers of the working language at their workplaces and committees	<p>Adopt different strategies for Section Business Meetings at WLIC to become more inclusive, and with the goal of empowering and enabling all, not only English-speaking individuals - to freely participate in meetings and take on responsibilities.</p> <p>Prepare guidelines on how to remove barriers for those whose English language proficiency skills are limited.</p> <p>The SC Business Meetings model will be fine-tuned and shared as best practice via social media and newsletter.</p> <p>SC members will collect statistics concerning representation from minority groups in libraries.</p>	<p>WLIC 2019 - WLIC 2020 SC Business Meetings, adopt different strategies.</p> <p>Supporting documents and guidelines developed in late 2019, and made available for meetings in 2020.</p> <p>Post WLIC 2020 - Dec 2020, strategies used will be shared via different channels.</p> <p>2019-2020</p>
☐	Host 2020 Satellite Meeting	Possible peer coaching, empowerment workshops on experiences of staff from ethnic, cultural and linguistic minorities.	Initial proposal submitted by Nov. 15, 2019, finalized by April 15, 2020

□	Co-host session at IFLA WLIC 2020	Possible topic would be recruiting and retaining diverse staff, collaborating with CPDWL.	Initial proposal submitted by Nov. 15, 2019, finalized by April 15, 2020
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How will you communicate your activities and results?

Published Newsletter will be shared among IFLA-MCULTP email subscribers. We will highlight activities of the section. We will provide members with opportunities to share best practices for multicultural services in libraries.

Social Media Usage Report (as part of IC Report) to SC members will be shared during mid-year meetings and IFLA WLIC, communicating reach and impact of social media presence.

Reports to SC members on progress in focus areas during mid-year meeting and IFLA WLIC. We will communicate through email and zoom, and encourage SC members to coordinate team activities using Basecamp.

Use IFLA and WLIC website to promote Satellite Meeting and IFLA WLIC sessions, and possible call for papers. We will use social media (Facebook and Twitter) to direct audiences to IFLA.

How will you measure the impact of your activities?

Social Media Analytics, Feedback from SC members on reports and newsletters, attendance numbers at satellite meeting and WLIC session, and feedback forms/surveys at the end of the business meetings and satellite events.

Identify other Unit(s) which may be interested in this Focus Area, or with which you could collaborate on projects/activities.

Satellite Meeting - maybe joining force with Indigenous Matters
 IFLA WLIC 2020 - will be joining force with Continuing Professional Development and Workplace Learning (lead), Management and Marketing Section, and New Professionals SIG

Focus Area 2

Create & promote standards for library services to multicultural, refugee, immigrant communities.

IFLA Strategic Direction

2. Inspire and Enhance Professional Practice

Enhance professional practice by helping libraries and library professionals better serve our increasingly culturally, ethnically and linguistically diverse communities in all aspects of their work - by creating clear standards, helpful implementation toolkits, and inspiring campaigns to promote their use.

Key Initiatives

2.2	<i>Deliver high quality campaigns, information and other communications products on a regular basis to engage and energise libraries</i>
2.3	<i>Develop standards, guidelines, and other materials that foster best professional practice</i>

Funding Needed	Projects/Activities	Tasks & Responsibility	Timeframe
<input type="checkbox"/>	Collaborate with Library Services to People with Special Needs and Public Libraries Sections on Guidelines to Refugees, Immigrants and Migrants	<p>Plan and distribute a survey of multicultural services in libraries - in collaboration with PLS and PSN.</p> <p>Provide feedback on draft guidelines to library services for refugees, immigrants and migrants.</p>	<p>Late 2019</p> <p>Late 2019</p>
<input type="checkbox"/>	Campaign in 2021 to promote IFLA/UNESCO Multicultural Library Manifesto and Toolkit	<p>Expand Toolkit to more languages - Russian translation in progress.</p> <p>Develop a communications and promotional strategy to celebrate the 15th anniversary in 2020-21</p> <p>Scope a potential research project to look at the history and describe some of the impact of the manifesto.</p>	<p>By WLIC 2020</p> <p>By WLIC 2020</p> <p>By WLIC 2020</p>
How will you communicate your activities and results?			
<p>Publication of new guidelines and translations on IFLA website. Chair's Report to SC members during mid-year meetings and IFLA WLIC. Reports from SC members on focus progress during mid-year meeting and IFLA WLIC.</p>			
How will you measure the impact of your activities?			
<p>Feedback from SC members on reports. Public response to publication of new guidelines. Participation from libraries in survey on services to refugees, immigrants and migrants.</p>			
Identify other Unit(s) which may be interested in this Focus Area, or with which you could collaborate on projects/activities.			
<p>Library Services to People with Special Needs Public Libraries</p>			