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Library services to
newsletter
multicultural populations

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CHAIR'S COLUMN
Mijin Kim

It is finally spring in Canada after a very long winter and all of our sights are on IFLA 2008 being hosted in Quebec City. Canada is thrilled to be hosting the congress and our committee has been working hard to bring you an array of interesting programmes. This year, in addition to the Section's programme, entitled "Library services without cultural borders: Navigating through demographic realities and best practices in multicultural library services", the Library Services to Multicultural Populations Section is having joint sessions with the School Libraries and Resource Centre Section and the Literacy and Reading Section. As a member of the Libraries Serving the Public Division, we will also be participating in the Division's programme examining public library services to Aboriginal/Indigenous Populations. The full programme is now available on the IFLA website so please check the schedule and we hope to see you at the sessions.

www.ifla.org/IV/ifla74/index.htm.

Another important aspect of the annual IFLA Congress is the opportunities for our Section to conduct its business. Meetings will be held on the Saturday before the official start of the conference and the Friday after the official closing. These business meetings are open to anyone and we encourage all those interested in our Section to join us.

The Library Services to Multicultural Populations Section is also hosting a satellite preconference in Vancouver, Canada, August 5-7, 2008 entitled "Multicultural to Intercultural: Libraries Connecting Communities". The conference committee has put together a great programme which will benefit anyone working with diverse communities, developing multicultural collections and services or interested in unique models of practice in relations to the changing demographics of cities. In addition, the conference has incorporated study tours of a wide range of libraries in different locations throughout Metro Vancouver and a social programme that will leave a lasting impression. Information and registration can be found at: www.bcla.bc.ca/ifla2008.

This year, our Section held its midyear meeting in March in Heidelberg, Germany. The meeting, which was accompanied by a study tour to libraries and centres around the region, was a great success. Our sincere

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

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Chair's Column Continued

gratitude to the Heidelberg City Library who hosted our committee and Volker Pirsich, our German committee member who made all of the arrangements. Our hosts at the Heidelberg City Library as well as the City Libraries of Offenburg, Ludwigsburg and Stuttgart presented their wonderful libraries, provided in-depth information on some of their new initiatives and showed us fabulous German hospitality. Thank you to all of them for making our midyear meeting so memorable. Minutes and other information about all of our meetings can be found on IFLANET at: www.ifla.org/VII/s32/index.htm.

I am also pleased to announce that our IFLA Multicultural Library Manifesto was endorsed in April 2008 by the Intergovernmental Council for UNESCO's Information for All Programme (IFAP) with the recommendation that it be submitted to the General Conference of UNESCO for consideration late next year. Congratulations to our committee and all those who have put so much effort into this manifesto over the past few years. A special thank you to Kirsten Leth Nielsen who spearheaded this project and has been relentless in ensuring that it gets to the UNESCO General Conference. The approved version of the Manifesto can now be found on our website at: <http://www.ifla.org/VII/s32/index.htm>. We are currently working on making the Manifesto available in a number of other languages.

Finally, next year is an election year for IFLA and we will see many of our colleagues leave our committee as their terms come to an end. Our committee takes on many important and interesting projects and we need a strong team to ensure we

accomplish our goals. Nominations for 2009 will begin in October. If you are interested in being nominated for our Section but you are unsure about the process, please contact any of our members and we can provide you with the information needed. We encourage your participation. Being a member of this committee is an opportunity to share your knowledge in an international forum, develop strategies and tools to assist and encourage others working with diverse clienteles and multicultural collections and services. Most importantly, the committee is made up of a phenomenal group of individuals who make the work we do a most enjoyable experience.

We look forward to seeing you this August in Vancouver and Quebec City!

THE NORWEGIAN LIBRARY ASSOCIATIONS' PRIZE OF HONOUR TO MRS. KIRSTEN LETH NIELSEN

By: Anne Berit Helland
Librarian and former Chair of Multicultural Library Section/
Norwegian Library Association

The Norwegian Library Associations' prize of honour is an award that is granted only when the Library Association finds a worthy candidate. In 2008 the prize of honour was awarded to Kirsten Leth Nielsen, Head of the Multilingual Library in Oslo. Kirsten received the award to a standing ovation at the annual dinner party at the 71st Norwegian Library Meeting in Bergen.

For many years Mrs. Kirsten has competently lead the Multilingual Library. Under her oversight, the

library has won many awards, one of which is the "Norwegian Library of the Year" award in 2003. The Multilingual Library is one of very few libraries that received a budget increase during the National Budget.

The Multilingual Library (DFB) is a national library resource for all Norwegian libraries in need of support for their work in providing service to the Norwegian multicultural society. DFB lends out various materials in smaller or larger collections that are available in up to 30 languages.

DFB contributes to several services, from literary recommendations, multilingual signposting, joint-purchases of literature and coaching. DFB has become an indispensable part of multilingual services in Norway.

Mrs. Leth Nielsen has always been eager to share the recognition with her work-team. Upon accepting the "Norwegian Library of the Year" award in 2003, she attributed her success to all the staff at DFB, and also stated it was an acknowledgement to all multicultural user groups.

In 2008, she admitted that the prize of honour is more of a personal achievement due to her countless efforts in promoting multiculturalism in libraries.

For many of us that work with multicultural library services, Mrs. Leth Nielsen has been both a mentor and source of inspiration.

She took the initiative to form a work-group specializing in multicultural library services within

Prize of Honour Continued

the Norwegian Library Association. She also inspired and encouraged us to organize and participate in conferences both at home and abroad.

Mrs. Leth Nielsen is an active member, and a former leader, of the IFLA's Section for Library Services to Multicultural Populations. Her latest project is the *Manifesto for Multicultural Library Services*, which she had the pleasure to see recently approved as an IFLA manifesto.

(LATE BREAKING NEWS: See Recognition Of The Manifesto by The American Library Association on page 11)

On behalf of the IFLA section, she is now working towards its' approval as a UNESCO manifesto. We dearly hope she achieves her goal!

We count on and hope Mrs. Leth Nielsen will continue to be our inspiration, and lead DFB for many years to come! Individuals that possess such dedication and commitment are an essential element in a field as valuable as multicultural library services.

KEY HIGHLIGHTS OF THE MANIFESTO

The IFLA Multicultural Library Manifesto is an important tool for working with multicultural issues on a local, national and international level as:

- Libraries can play an important role in our globalized and multicultural world, as they serve diverse interests and communities, and function as learning, cultural, and information centres.

- Respect for the diversity of cultures, tolerance, dialogue and cooperation are among

the best guarantees for international peace and security. Libraries reflect, support and promote cultural and linguistic diversity, and thus work for cross-cultural dialogue and active citizenship.

- Libraries promote and preserve cultural and linguistic heritage. Languages and cultures all over the world are endangered. Libraries preserve and support oral tradition and cultural heritage of indigenous peoples.

The Manifesto outlines principles and guidelines stating this role.

4TH NATIONAL CONGRESS OF PUBLIC LIBRARIES

By: Susana Alegre

The Spanish Ministry of Culture is organising its 4th National Congress of Public Libraries, to be held in La Coruña (Galicia), 24-26 September 2008. This Congress, held every two years, is one of the most important forums on public libraries and librarians. This year's congress is entitled *BP: Bibliotecas Plurales - PL: Plural Libraries*- making a word play with the acronym for public libraries in Spanish.

This edition of Congress will address three different themes, one of them being *Accessible Libraries*. Topics such as multicultural issues, library services for disadvantaged people, web accessibility and libraries 2.0 will be discussed. Kirsten Leth Nielsen, former chair of the IFLA Library Services to Multicultural Populations Section, will participate

in the round table discussion entitled *Libraries for all*.

MULTICULTURAL TO INTERCULTURAL: LIBRARIES CONNECTING COMMUNITIES – SATELLITE PRECONFERENCE IN VANCOUVER, CANADA, AUGUST 5-7, 2008

By: Brooke Storey, Library and Archives Canada

Consistently ranked one of the most liveable and beautiful cities in the world, Vancouver is nestled between a rainforest, mountains and the Pacific Ocean on Canada's west coast. Friendly with a laid-back atmosphere, Vancouver is safe, clean, green, and walkable. Come experience a modern, cosmopolitan city that blends culture and landscape during IFLA's Library Services to Multicultural Populations Section satellite conference from August 5 to 7 in beautiful Vancouver, Canada.

Summer sunshine abounds in August and, apart from taking in the conference program and scheduled activities, this season is best enjoyed in the great outdoors whether it be seeing the city by foot or sitting on a patio taking in the scenic views.

When not engaging your senses in all Vancouver has to offer, the conference promises to deliver an exciting program of speakers and activities. This year's theme,

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...Vancouver Continued

“Multicultural to Intercultural: Libraries Connecting Communities”, explores models of practice of libraries in different multicultural environments including the needs of First Nations/ Indigenous peoples, the changing demographics of our communities and institutions, and the many challenges and opportunities that arise with cultural diversity.

Speakers at the conference will present on such topics as: successful strategies for engaging Aboriginals and diverse youth through consultation and surveys; developing innovative library services; fostering ‘community engagement’ in MLIS curriculum; and the impact of libraries on language support.

Two dynamic keynote speakers will be presenting: Mr. Martín Gómez, President and Chief Executive Officer of the Urban Libraries Council (ULC), an association of over 180 leading urban and metropolitan public libraries across North America and the corporations that serve them, will discuss the ULC published report “Welcome, Stranger: Public Libraries Build the Global Report”. The second keynote will be delivered by renowned history Professor Henry Yu from the University of British Columbia, author of *Thinking Orientals: Migration, Contact, and Exoticism in Modern America*.

On Tuesday, following an opening reception at the conference venue, the Renaissance Vancouver Hotel Harbourside, a dinner hosted at the University of British Columbia’s House of Learning which will feature First Nations cuisine and performances in a second to none location will no doubt make for a

memorable introduction to the conference.

Study tours will take place on Wednesday afternoon and offer delegates choices which will satisfy everyone’s library interests. Choose a walking tour of downtown libraries including the world famous Library Square, the main branch of Vancouver Public Library designed by renowned Canadian architect, Moshe Safdie. The second tour heads out to the Point Grey area of Vancouver to Canada’s second largest academic library collection at the University of British Columbia. Interested in visiting libraries where cultural communities make up the majority of the population? Take part in our third tour which heads south of the Fraser to visit popular libraries in suburban locales.

Multicultural to Intercultural: Libraries Connecting Communities is truly a conference not to be missed. Registration, full conference program, hotel and visitor information are now available online at www.bcla.bc.ca/ifla2008. Hurry, the early bird rate ends June 10th. See you in Vancouver!



Taking multicultural web services to a new level

The Danish Library Centre for Integration relaunches one of its most popular services to ethnic minorities in 2008 – the multilingual website FINFO. The service has been used millions of times over the past ten years and has now been revamped to serve the needs of internet users in the 21st century.

The Danish Library Centre for Integration (SBCI) is part of the Danish State & University Library,

which delivers a wide range of shared national services to the public libraries in Denmark. The services offered typically entail a high level of specialised know-how and are of a significant economic scale, and SBCI is one of these services. SBCI works as a national service body to the municipal libraries in Denmark and lends out books, music and films in more than 30 languages as a free service to all libraries. The organisation also functions as a ‘knowledge centre’ regarding ethnic minority library services and hosts a number of conferences and workshops and provide a range of web services to libraries and end users (immigrants and refugees).

Flemming Munch, director at the State & University Library since 2005, is responsible for the operation and development of shared services. One of his first tasks in the job was a complete redefinition of the business model of the former ‘Immigrants Library’, now SBCI. The innovative revival of FINFO is one example of the enhanced focus on virtual services to supplement the traditional physical materials such as books, music and films that SBCI purchases globally and lend to the public libraries in Denmark. Flemming Munch has been a member of the ‘IFLA Multicultural section’ since October 2007.

Libraries are leading the way Smaller European countries such as Denmark do not tend to have official and systematic multilingual policies in place despite growing diversity of its populations. It is thus uncommon for official bodies to translate official documents and informational leaflets unlike in traditional multicultural countries

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FINFO Continued

such as the United Kingdom and the US, countries which both have certain levels of compulsory translation practises in place for their largest minority languages. This lack of multilingual informational material in all areas of society has provided a space and opportunity for the library sector to excel in what it is best at, namely providing information, education and cultural services, in this case as a pioneer in the area of multilingual web portals.



There is a growing need for reliable, action oriented information about Danish society, particularly information relevant to newcomers and immigrants with poor Danish language skills. Information regarding immigration laws, health and education as well as work and family issues are more easily understood in ones own language. And for the past decade, FINFO has provided this information in cooperation with a range of governmental and NGO partners as well as local library collaborators.

Background

FINFO (short for refugee and immigrant info) was no less than high-tech if not groundbreaking innovative when it first launched in the nineties. Web technology at the time was not advanced enough to handle multilingual concepts such as “right-to-left” languages like Arabic and Urdu. The FINFO project thus literally helped some of the large international software companies in developing this area further. However with the fast paced development of the Internet and web technology along with it,

FINFO gradually became old fashioned, and by 2005 the website was in need of a serious overhaul. Despite its unsightly design and old-school wiring, the website still had an amazing number of users, peaking at above 100,000 hits per month year after year. Apart from anything else, this emphasised a need for this particular type of service, which is unique in Denmark.



Project “New FINFO”

In 2006 the Danish Library Centre for Integration launched an ambitious project in order to redevelop the FINFO website on all levels. The project, lead by Innovation Manager Nicola Ravden, entailed the rethinking of the entire concept, from design to content creation and presentation, as well as the redefinition of the service strategy and partnership model. Throughout the project, there has been a considerable emphasis on both end-user and partner involvement. To ensure a very high quality of design and usability, the actual graphic outline of the new website was created by professional web design consultants, based on the feedback and guidance of end-users and language experts.

Challenges

The process of taking the old website into the 21st century was not easy and there have been a number of serious challenges, typical of complex IT based projects. In taking on the development of a multidimensional website like FINFO, it is essential to have the necessary resources and qualifications in the organisation. It is not sufficient to understand web design or content management

systems and programming. The project developers must also have an excellent concept of the complex needs of immigrants and lingual minorities who may not have an intuitive understanding of the country-specific and culturally oriented information the website is attempting to present. An example of this could be the difficulty in organising metadata on the website. What a Danish person thinks is “obvious”, such as the topic ‘tax’ being placed under the heading ‘work’ might not be obvious to an immigrant from a country where tax is not paid on income but on goods or other purchases.



The barriers to multilingualism

In other words, it is important to have an understanding of cultural diversity and an in-depth knowledge of the various languages in question. The new FINFO website currently offers information in 10 languages on top of Danish. This presents a very significant challenge both technically, administratively and not least financially. Ideally, all text on the website is translated into 10 languages in order to create a ‘parallel universe’ enabling the user to switch effortlessly between languages. In reality, this model is not realistic, and the emphasis and strategy of the new FINFO website is towards creating relevant and extensive content over translated content.

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FINFO Continued



Pragmatism versus idealism

On the new FINFO website, text links and articles will be translated where crucial and when possible. This flexible and pragmatic approach to language-parallelism on the website will hopefully encourage content providers to take a more proactive editorial role on the website, as the cost of translations is the number one barrier when it comes to content-multilingualism.

In these times of intense globalisation, even the large multinational corporations are challenged in their efforts to provide true multilingual websites. Thus FINFO is proud to still be on the cutting edge in the area of intercultural web services.

The website is currently exclusively open to Danish libraries on: <http://ny.finfo.dk>. Libraries all over Denmark provide local content for the site. In the summer of 2008, the new FINFO portal will open to the world on the familiar address: www.finfo.dk

For further information, please contact:



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Director - Flemming Munch: fm@statsbiblioteket.dk - +45 89 46 21 11

MIDYEAR MEETING IN GERMANY

By: Volker Pirsich and Susy Tastesen

From March 14th to March 18th, ten members of the Standing Committee gathered in Heidelberg for their annual Midyear Meeting. Six of the overseas members did not have the opportunity to be with the group.

The first two days, Saturday and Sunday, were spent on study tours. The tours spanned from the southwest of Germany to the northeast of France (Alsace). Places visited encompassed Spires, Speyer; World Heritage Cathedral, the picturesque small town of Wissembourg at the German French border, as well as Strasbourg and Offenburg where the group heard a speech about the cross-border collaboration of public libraries in the southwest of Germany (Badenia). We also visited the Alsace region in Northeast France and northwest of Switzerland, "Biblio 3" <http://www.oberrheinkonferenz.org/de/theme-n-und-projekte/kultur/projekte/biblio-3/>. Library Directors of Freiburg, Ulrike Krass of Offenburg, and Ralf Eisermann gave the presentation.

The second day of the study tour was dedicated to the region around Stuttgart, the capital of the federal state of Baden-Wuerttemberg.



After a short stop at the world heritage Cistercian monastery of Maulbronn, the group visited the German Literature Archive in Marbach and one of



Ludwigsburg's fascinating baroque palaces. The Library Director Thomas Stierle gave an introduction to the Ludwigsburg library <http://www.stabi-ludwigsburg.de>

Later the same day the group visited Stuttgart and was given an introduction into the integration efforts of the city and its library given by the Library



manager Ingrid Bussmann (pictured) www.stuttgart.de/stadtbuecherei

STUTTGART PUBLIC LIBRARY



The venue of the Midyear Meeting was Heidelberg Public Library <http://www.stadtbuecherei-heidelberg.bib-bw.de/seiten/seite001.htm>. After a



warm welcome by Monika Ziller (member of the executive

Midyear Meeting Continued

board of the German Library Association), the deputy mayor of Heidelberg Dr. Gerner and the library manager Ingrid Kohlmeyer, the SC members worked hard on the agenda for two days, only interrupted by a sightseeing walk round the charming centre of Heidelberg, one of the most touristy cities of Germany.

REPORT AGENDA

Essential topics from the agenda were of course conferences in Vancouver and Quebec, but also conferences in 2009 and 2010. It was decided to organize a Satellite conference in Erice, Sicily, August 31st – September 1st 2009 and a conference in Sydney, Australia, in 2010. However, another very important subject was The Multicultural Library Manifesto. Other ongoing issues are our Guidelines and Strategic Plan.

The minutes will be on the IFLAnet by May or June.

LIBRARY SERVICES TO MULTICULTURAL POPULATIONS SECTION'S SESSIONS IN QUÉBEC

By: Susana Alegre

The Library Services to Multicultural Populations Section will be very busy at IFLA 2008. The section is involved in several sessions:

Our Section will have its own two-hour session, which is entitled *Library Services without Cultural Borders: Navigating through Demographic Realities and Best*

Practices in Multicultural Library Services. This session includes five different presentations:

- *Best Practices in Library Services to Aboriginal Peoples in Saskatchewan*, by Deborah Lee from the University of Saskatchewan and Nina Wilson from the Provincial Library of Saskatchewan, Canada.
- *The library as a reflection of the city's cultural diversity*, by Imma Solé from the Sant Pau-Santa Creu Library in Barcelona, Spain.
- *Changing Demographics: Marketing to Communities in Transition: Reaching Out to New Immigrants*, by Fred Gitner, from Queens Library, New York, USA.
- *Best Practices in Multicultural Library Services: Settlement Services @ Toronto Public Library*, by Elizabeth Glass, from Toronto Public Library, Canada.
- *Public Libraries and Modernity in Colombia*, by Diana Carolina Martínez, from the University of La Salle in Bogotá, Colombia.

There will also be a Division III session on Library Services to Aboriginal/Indigenous Populations. Wendy Sinclair from Regina Public Library's Albert branch will be the keynote speaker. All Chairs of Division III will participate in this session, explaining their initiatives on this theme.

The Program team for Quebec has partnered with other sections to create exciting sessions for Quebec.

The Literacy and Reading section is organizing a half day session in cooperation with the Public Libraries and Multicultural Sections entitled:

The Global Literacy and Reading Fair: sharing good library practices in support of the United Nations Literacy Decade 2003-2012. It will be a dynamic programme with presenters from Indonesia, France, Canada, The Netherlands, Austria, Senegal, India, Mexico, Cuba, Mali etc.

The half-day session will be organised as an open, interactive, and participatory space, as the world in miniature that reflects innovation in facing the global challenges in reading and literacy issues. The intention is to provide an open space for participants and enable them to display their materials (books, reports, posters etc), to present audio-visual material (video, DVD), and to demonstrate their experiences and products.

The Multicultural Section is also partnering with the School Libraries and Resource Centres Section to present a session on best practices in School Libraries and in the education of School Librarians which facilitate diversity and awareness in our multicultural communities. The session is entitled: *All aboard at the School Library: Giving children the tools they need to navigate the future!*

It will include four presentations from school libraries across the globe.

We hope you will join us at all of these exciting and interesting sessions.



"CRITICAS MAGAZINE" UNVEILS A NEW BLOG, "MULTICULTURAL LINK"

By: Mario A. Ascencio,

The authors, Loida Garcia-Febo and Bruce Jensen, of Multicultural Link will be blogging on a daily basis on various issues, including collection development, programs and services, as well as current issues that relate to academic, public, and special libraries.

Issues will range from local, national, and international in scope. In addition, many of the issues will most likely be relevant to the work of REFORMA members.

To view the latest blog entry, please point your Web browser to: <http://www.criticasmagazine.com>



Cheers!

-Mario

Mario A. Ascencio, President REFORMA - National Association to Promote Library and Information Services to Latinos and the Spanish Speaking
<http://www.reforma.org>
<http://marioascencio.pbwiki.com>
 Libraries and Justice For All!

ANNOUNCEMENT - NEW HONOURABLE MEMBER

By: Susy Tastesen



Mrs. Benedikte Kragh-Schwarz
 - new honourable member of the IFLA Section on Library Services to Multicultural Populations!

Benedikte Kragh-Schwarz has been a member of our section since the multicultural activities within IFLA started in 1980 – she was one of the founding members of the section.

She has been a SC member several times and in between has worked in the section as an observer – but not observing, always working.

She has done great work as a member of several working groups, developing Guidelines, Strategic Plans, Ten Reasons for Multicultural Library Services, and sessions and workshops for the annual conferences.

In Denmark, Benedikte held the position of Head of the Danish Central Library for Immigrant Literature, a section of the State and University Library in Aarhus, since 1977. She has served on several national committees where policies and strategies for multicultural library services were formulated. She organized courses and gave lectures at the Royal School of Library and she has been a member of the Nordic committee for the four national multilingual libraries.

In the last few years, the Danish Central Library for Immigrant Literature has been re-organized and she chose to be a senior consultant. In April 2008 she retired after a long career as the primary

ambassador for Library Services for Immigrants and Refugees.

In gratitude of the fantastic work Benedikte has done during the years, the IFLA Section on Library Services to Multicultural Populations has decided to make her an honourable member.

Congratulations Benedikte on your significant contributions to multicultural libraries and the IFLA Section.

ETHNIC AND MULTICULTURAL INFORMATION EXCHANGE ROUNDTABLE (EMIERT)

Submitted by Tess Tobin
 EMIERT Representative on IFLA's Standing Committee Services to Multicultural Populations

Diversity is one of five key action areas adopted by the American Library Association (ALA) to fulfill its mission of providing the highest quality library and information services for all people. The association actively promotes equal access to information for all people through libraries and encourages development of library services for diverse populations¹. The Ethnic and Multicultural Information Exchange Roundtable (EMIERT) (<http://www.ala.org/ala/emiert/emiert.cfm>), a roundtable of

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¹ Diversity Brochure of the American Library Association Accessed on April 20, 2008: <http://www.ala.org/ala/ourassociation/governingdocs/keyactionareas/morediversity/diversitybrochure.cfm>

EMIERT Continued

the American Library Association, serves as a source of information on recommended ethnic collections, services, and programs. Acting as a forum for the exchange of information on library materials in English and other languages, EMIERT strives to promote services for all ethnolinguistic and multicultural communities. Over the years, EMIERT has worked closely with the ALA Office of Library Outreach Services

(<http://www.ala.org/ala/olos/literacyoutreach.cfm>) and cooperated with other ALA units, including the ethnic caucuses in joint programs at ALA's Annual Conference that deal with the key issues of ethnicity and librarianship. Its publication, the *EMIERT Bulletin*, is now printed in the *MultiCultural Review*, (<http://www.mcreview.com/index.html>) a quarterly trade journal and book review for educators and librarians at all levels. The *MultiCultural Review* reviews materials that better the understanding of diversity focusing on differences in ethnicity, race, spirituality, religion, disability, and language. The many EMIERT members who have served on IFLA's Standing Committee Library Services to Multicultural Populations have benefited greatly from this experience. Working with members from around the world, the Library Services to Multicultural Population Standing Committee heightens awareness that we share many of the same concerns about providing services to multilingual and multicultural populations. Through this global network, we get to meet new colleagues and learn from each other's initiatives.

NEW SECTION MEMBER BIOGRAPHIES



Flemming Munch

My name is Flemming Munch, and since

September 2005 I have been working as a director at the Danish State & University library, which amongst other things is responsible for delivering a broad spectrum of services considered to be knowledge center related and services with natural economies of scale, to 250 Danish public libraries. The library is organized directly under the Minister of Culture.

My special area of responsibility is the physical library (public area), the national library center on integration (SBCI) and the delivering of national shared services to all the public libraries.

The library's main office is situated in Aarhus, but we also have an important branch in Copenhagen, which is where I spend most of my time.

Concerning IFLA my major interest at the moment is the library's role in supporting integration and active citizenship.

Before joining the library sector in 2005, I was employed as a director in the biggest Danish telco (TDC A/S with ca. 15.000 employees). At TDC I was responsible for the division working with corporate quality and management concepts that included: TQM, Quality assurance (ISO 9000), BPR and BSC. At the same time I was responsible for handling all complaints against TDC in Denmark.

I am educated in economics and political science at the University of Aarhus and have a top management education focused on strategy, business development and marketing from Wharton Business School in USA.

Privately I am 46 years old, married and have three kids. We live just outside Aarhus which is the second biggest city in Denmark with approximately 300,000 inhabitants.



Tess Tobin

Tess' entire career has been

devoted to working with ethnically diverse groups whether as an English teacher or now as a librarian. She began teaching English to Speakers of Other Languages (ESOL) during her college days in Spain in the 1970's and over the next 20 years she continued to teach advanced classes in college writing, literature and conversation in the ESOL Departments at New Jersey City University and at Union County College. Presently, Tess is an Associate Professor in the Library Department at New York City College of Technology. As one of the comprehensive colleges within the City University of New York, she works with one of the most multiethnic and multilingual student bodies. Many of these students are immigrants and first-generation Americans to attend college and over 30 different languages are spoken. As an administrator, she works with her

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New Members Continued

colleagues to provide an excellent array of information services to the college's students, faculty and staff. As Co-Chair of the Multicultural and Diversity Roundtable for the Library Association of New York (LACUNY), she promotes and develops programming on diversity to library professionals. Active in the Northeast Chapter of REFORMA, The National Association to Promote Library & Information Services to Latinos and the Spanish Speaking, she works on developing collections and literacy initiatives for Spanish speaking audiences.

Tess served a term on the Committee on Diversity for the American Library Association (ALA) and represents the ALA Ethnic and Multicultural Information Exchange Roundtable on IFLA's Standing Committee Library Services to Multicultural Populations.

Tess sees diversity as a key value of the library profession and she feels strongly that a full range of information services should be accessible to every individual in our society. Although computers are more affordable, the digital divide still exists and it is an issue that needs attention.

Tess' hobbies include gardening, camping, and visiting local flea markets.

Tess can be reached by email at: ttobin@citytech.cuny.edu

MYLANGUAGE

By: Andrew Cunningham

MyLanguage provides an efficient and cost effective electronic multicultural "library service" based on open-source software solutions and the leveraging of data and

content that is made available under open source or open text initiatives.

MyLanguage's vision is to:

- enhance and facilitate the use of the Internet by and for culturally and linguistically diverse communities;
- empower newly arrived, emergent and minority language communities to use online technologies; and
- to enrich Australia's linguistic and cultural cyberspace.

MyLanguage

(<http://www.mylanguage.gov.au/>) draws its inspiration from three ideas: the Information Society is dependent on fostering access to and publication of multilingual and multicultural information (UNESCO, Cultural and Linguistic Diversity in the Information Society, 2003); libraries are crucial as gateways to multilingual information resources (CASL, Languages in Transition: towards a national electronic multicultural library, 2004); and Technology and the Internet is a necessary component to developing access to information and resources for new and emergent communities (CASL 2004).

MyLanguage is a joint partnership between the State & Territory Libraries of New South Wales, Queensland, South Australia, Victoria, Western Australia, Northern Territory and the Australian Capital Territory.

Currently there are three key components.

1. The **Public module**

(<http://www.mylanguage.gov.au/public/>) allows the user to select their desired language. Each language has two mandatory components, a search engine interface and a language specific web directory. These elements provide a

"minimum collection" of information location resources in each language. The public module is designed to provide a single entry point for each language which brings together aggregated datasets from various information services. In addition, content will progressively include information assisting in the settlement process and local, national, and international news in the selected language.

2. The **Professional module**

(<http://www.mylanguage.gov.au/libraries/>) draws together resources and information designed to assist libraries in providing traditional and electronic multicultural library services. It will build the capacity of public libraries to provide services to their culturally and linguistically diverse (CALD) communities and foster research and communication in multicultural library service delivery. It is a repository for articles, conference papers and reports on, reviews of, and guidelines for the provision of multicultural library services. It provides links to training resources for training the public and for staff training programs.

3. The **Support module**

(<http://www.mylanguage.gov.au/support/>) includes technical support for libraries, ethnic community groups, local state and commonwealth government partners, including information on enabling multilingual support with the user's operating system, and web browsing in a multilingual environment. The second stage of *MyLanguage* will implement a multilingual electronic reference bookshelf, and will

MyLanguage Continued

focus on developing publishing solutions for minority and lesser used languages. Many of the languages in our communities have limited content on the internet. The MyLanguage project will integrate publishing solutions for these languages allowing the communities to publish and share resources in their own languages that are aimed to assist in cultural and linguistic maintenance and development.

The first step involved the implementation of a virtual keyboard system for languages not supported by existing operating systems. This allows users to type in their languages, even when the computer they are using does not have the correct software installed for typing in their language. The second step was to install a multiblogging platform to support blogging in community languages. The first Dinka blog, is available at <http://dinka.blogs.mylanguage.gov.au>



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ALA Annual Conference News

TEXT OF PRESIDENTIAL CITATION FOR INTERNATIONAL INNOVATION

Good News!

Our section's hard work in creating the Multicultural Library Manifesto is being recognized with one of the first ALA Presidential Citations for International Innovation.

The citation recognizes the importance of the manifesto in bringing "international attention to the role of libraries in serving diverse communities".

The citation will be awarded during the International Librarians Reception, Monday, 30 June, 6:00 - 8:00 p.m. at the Muzeo, 241 S. Anaheim Blvd.

Many congratulations to one and all, but especially to Kirsten Leth Nielsen who spearheaded this effort.

AMERICAN LIBRARY ASSOCIATION PRESENTS THIS PRESIDENTIAL CITATION FOR INTERNATIONAL INNOVATION

IN THE YEAR 2008

to the
IFLA Library Services to
Multicultural
Populations Section

- For drafting a Multicultural Library Manifesto that brings international attention to the role of libraries in serving diverse communities;
- For identifying within the Manifesto the mission of providing multicultural library services along with management and operation of such services;
- For describing the core actions of a multicultural library, staff needs, and needs related to funding, legislation, and networking;
- For suggesting how libraries can implement the Manifesto;
- For taking steps toward the UNESCO endorsement of the Manifesto;
- For drawing attention to the need for libraries to participate in efforts that preserve indigenous languages and culture.

Anaheim, California, June 2008

Loriene Roy
President
American Library Association

2008 ACHIEVEMENT IN DIVERSITY RESEARCH HONOREE - CLARA M. CHU

Another of our Section members is also being recognized for her outstanding work in promoting multicultural library services.

The American Library Association (ALA) Office for Diversity has announced that Clara M. Chu is the recipient of the Achievement in Library Diversity Research honor. The Office for Diversity began awarding this honor in 2004 as part of its ongoing support for the dissemination of library-based diversity research.

Chu, an Associate Professor at the Department of Information Studies, UCLA, has published, presented, and consulted internationally in English and Spanish on multicultural library and information issues. She is a leading voice on the subject matter, and actively recruits people of culturally diverse backgrounds into the information profession.

Chu will receive the honor and make opening remarks during the "Charting Courses: Diversity Research Grants" panel program, Sunday, June 29, 2008, 4 – 5:30 p.m., at Disney's Grand Californian, Wisteria during the ALA Annual Conference in Anaheim.

More can be found at www.ala.org/olos.

Toolkit on integration NLkompas

Since January 2007 there is a new law on Integration in the Netherlands. Every citizen from abroad, who has less than 8 years of school education in the Netherlands, has to do a test on language and integration skills. The public libraries are an important instrument for applying the local policy. In a number of libraries, information points have been set up. Libraries can use the Toolkit on integration; **NLkompas**, which has been developed and distributed by the Netherlands Public Library Association for all public libraries in the country.

Content of the Toolkit

- ✓ Description of all available products
- ✓ Inspiration through information, internet links, tips, advice and examples
- ✓ Examples of promotional materials of NLkompas, Ainp.nl, Netnieuws and a brochure 'Typical Dutch'
- ✓ Publication 'Color in the Library'
- ✓ CD with all the digital material
- ✓ Website www.NLkompas.nl as a source for inspiration and exchange



NLkompas

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