



Library Services to Multicultural Populations

The International Federation of Library Associations and Institutions

Message from the Chair

Jack Leong

Dear section members,

First, let me warmly wish you a happy new year! I hope that your 2016 has started on a positive note. It has been an eventful time since I assumed the position of Chair of the Library Services to Multicultural Populations Section, and I'm sure many of you have seen the same in your own communities as well.

The Syrian refugee crisis has garnered extensive media coverage and whatever your country's commitment to resettling Syrian refugees, we can take this as an opportunity to assess the services we offer to, and ways we interact with, refugees and other immigrant groups. We should strive to ensure we're developing programs and services to meet the different needs of these groups, and not forget the needs of groups and individuals whose situation may not be receiving as much attention in the mainstream media. On this topic, our own standing committee member, Guido Jansen, informed us a few months ago about the "welcomegrooves" initiative:

<http://www.welcomegrooves.de/>

In December, the Royal Commission on Truth and Reconciliation in Canada released its final report, some 2,000+ pages documenting the mistreatment, abuse, and cultural genocide levelled against indigenous children. The road towards true reconciliation will be long and require much work on all our parts, and one thing that librarians and other information professionals can do is look at the ways in which library practices have excluded,

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Aboriginal History celebrations at the Toronto Public Library, 2015.

The Indigenous Matters Section's main purpose is to support the provision of culturally responsive and effective services to indigenous communities throughout the world.

New Indigenous Matters Section

Te Paea Paringatai

In January 2016, IFLA confirmed and welcomed the new Indigenous Matters Section. The section, known also as "IM", is section number 50, and sits within Division III, Library Services.

In October 2015, there were 41 registered members of the section; this number is expected to grow and it is an exciting time to be part of Indigenous Matters in IFLA. Founding members of the Section include IFLA members who are associations, institutions, and individuals and include Australia, Canada, Greenland, Netherlands,

New Zealand, Norway, Sweden, Uganda, and the United States.

Originally established as a special interest group (SIG) in December 2008, the SIG evolved out of IFLA Past President Alex Byrne's Presidential Task Force on Indigenous Matters, which focuses on library services for the traditional owners of the land. The first Convenor of the SIG was Loriene Roy (USA) from 2008-2013. Te Paea Paringatai (NZ) later took on the role from 2013-January 2016, hosting independent indigenous matters open sessions and business meetings at each annual World Library and Information Congress (WLIC) and leading the SIG into the next stage of development as an IFLA Section.

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Message from the Chair

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erased, or mismanaged indigenous knowledge, and work in collaboration with indigenous groups and the Indigenous Matters Section to develop programs and strategies for improving the handling of that information.

At a time when indigenous peoples around the world are raising their voices and refusing to be silenced, continuing to fight injustices that have for too long been ignored by states, governments, and many citizens, it is wonderful to be able to announce the success of the Special Interest Group on Indigenous Matters, which by the end of October had reached the required number of registrations to transition to an independent Section. I want to formally congratulate the SIG's Convenor, Te Paea Paringatai, for her leadership in reaching that success, and express my hope that the emerging Indigenous Matters Section and the Library Services to Multicultural Populations Section will continue to work together closely in the future.

Finally, while taking this moment to look forward, I want to remind you of the two panel sessions that the Library Services to Multicultural Populations Section is preparing for the 2016 IFLA Congress in Ohio:

- ▶ Library Services to Multicultural Populations with Public Libraries — a sanctuary in times of need: the public library's response to social/community services for refugees and other vulnerable groups
- ▶ Library History (SIG) with Library Services to Multicultural Populations — libraries and immigrants: historical perspectives.

Special thanks to Siri Tidemann-Andersen for leading the working group on these panels, as well as the other members involved: Alireza Afshari, Anita Basak, Adjoa Boateng, and Guido Jansen.



Left to right: Tess Tobin (Chair, Section for Library Services to Multicultural Populations), Monica Galassi, Kirsten Thorpe, Adefunke Ebijuwu, Paula Sequeiros, and Te Paea Paringatai (Convenor, SIG Indigenous Matters). IFLA WLIC August 2015, Cape Town, Indigenous Matters open session, Tess and Te Paea with presenters. Absent for photo: Margaret Allen and Damien Webb.

New Indigenous Matters Section

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The Section's main purpose is to support the provision of culturally responsive and effective services to indigenous communities throughout the world. Its main objectives are to promote international cooperation in the fields of library, culture, knowledge and information services that meet the intergenerational, community, cultural and language needs of indigenous communities, and to encourage indigenous leadership within the sector, exchange of experience, education and training, and research in all aspects of this subject. The Section seeks to connect and collaborate with other IFLA Sections; national indigenous library, culture, knowledge and information associations/groups; as well as the International Indigenous Librarians' Forum (IILF).

"The Section will be a foundation for all people who are passionate about indigenous language and culture, and its place in the modern library, culture, knowledge, and information society. We need the help of practitioners, libraries, galleries, archives, museums, government agencies, corporations, universities, schools, pre-schools,

indigenous groups and organisations and as many supporters as possible," said Ms Paringatai.

To assist transition and until the Standing Committee for the Section is elected in August 2017, Te Paea Paringatai (NZ) is the Acting Chair, and she is joined by Celia Joe-Olsen (NZ) who is Acting Secretary.

Members will register for the IM Section during 2016 so that a normal election procedure can be started in October 2016 for a full Standing Committee to begin operating from August 2017. In August 2017 the Standing Committee will elect its Officers as per the usual procedure.

It is likely that the Section will aim to elect 10 Standing Committee members in the first round, then a further 10 to start in 2019; this may change depending on how many nominations are received in the first round.

<http://www.ifla.org/indigenous-matters>

A copy of the Section's Action Plan, Objectives and Purpose is available under Files on the Facebook page: <https://www.facebook.com/groups/66990630010/>

Bridging the Digital and Information Gap: Libraries and the United Nation's 2030 Sustainable Development Goals

Tess Tobin

Half of the world's population lacks access to information online. As trusted established networks, libraries are in the position to offset this information gap. Libraries can work across regional and cultural barriers to empower communities to become better informed and to understand data that is critical to sustainable development.

The International Federation of Library Associations and Institutions (IFLA) launched [The Lyon Declaration on Access to Information and Development](#) at its 2014 World Library and Information Congress in Lyon, France. Endorsed by more than 500 library associations and institutions, the Lyon Declaration affirms that increased access to information and knowledge across society, assisted by the availability of information and communications technologies (ICTs), supports sustainable development and improves people's lives.¹

Sustainable development goals (SDGs) are targets the United Nations' (UN) Member States set to frame their agenda and political policies over a 15-year period. Looking at its 2000 Millennium Development Goals (MDGs), the UN began in early 2015 to set the next agenda for sustainable development. With the Lyon Declaration in hand, IFLA's current President Donna Scheeder, IFLA Board Member Loida Garcia-Febo and IFLA Director of Policy and Advocacy Stuart Hamilton positioned themselves well in the UN sessions, and when given the opportunity to speak, emphasized how access to information enables people to make better decisions that can improve their lives. Their voices were heard and the post-2015 framework recognizes the role of access to information as a fundamental element supporting development. Here is where it is documented:

- › **Goal 16** Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels
- › **16.10** Ensure public access to information and protect fundamental freedoms, in accordance with national legislation and international agreements.²

Advocacy is defined as the act or process of supporting a cause or proposal. The inclusion of access to information in the framework was a major step; however, a lot of work still remains to implement these goals. During my last two-year term as Chair of [Library Services to Multicultural Populations \(LSMP\)](#), I became very

involved in efforts to inform librarians and library supporters on the importance of the post-2015 Sustainable Goals, communicating how libraries are strategic in helping people develop the skills to effectively understand, use and share information necessary to be engaged in the discussions and policy making of their communities. These goals are universal and all libraries in developed and developing countries can play a role in achieving them.

Libraries can further development by helping people get the information they need to access economic opportunities, improve their health or develop their communities. LSMP has a strong connection to the Lyon Declaration in that its core action is to advocate for library and information services for the linguistically and culturally underserved and to work with stakeholders to make sure that each individual in our global society has the right to a full range of library and information services. These principles are found in its major multilingual publications:

[Multicultural Communities: Guidelines for Library Services, 3rd Edition](#)
[IFLA/UNESCO Multicultural Library Manifesto](#)
[Multicultural Library Manifesto Toolkit](#)

Here are some resources on how libraries can further development:

[Beyond Access: Libraries Powering Development](#) (IREX)
[How Libraries Can Connect the Next Four Billion](#) #next4billion (IREX and IFLA)
[Gigabit Libraries Network](#) (GLN)
[Toolkit: Libraries and the UN post-2015 Development Agenda](#) (IFLA)
[Mobile Information Literacy](#) (University of Washington, USA)
[Sustainable Development Knowledge Platform](#) (UN)
[IFLA, Libraries and Development](#) (IFLA)
[Building Strong Library Associations](#) (IFLA)
[Action for Development through Libraries Programme](#) (ALP-IFLA)
[Transforming Our World: The 2030 Agenda for Sustainable Development](#) (UN)

Libraries do make a difference and there are resources for emerging and developed libraries to use the SDGs when seeking partnerships with government, NGOs and regional agencies interested in closing gaps in access to information.

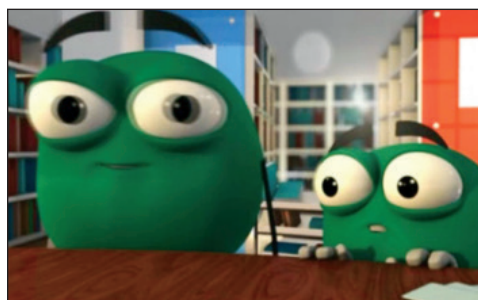
Endnotes

1. [The Lyon Declaration on Access to Information and Development](#)
2. [Sustainable Development Knowledge Platform](#) (UN)

Communicating Across Language Barriers: A Universal Introduction to Library Services by Animated Cartoons

Guido Jansen

Libraries in Germany, and their counterparts in many countries, experience an increasing number of visits by newcomers without command of the local language, such as members of migrant or refugee communities.



In order to introduce these important target groups to library services and facilities, the German Library Association's Committee on Intercultural Library Work has developed an introductory video clip. In this clip, a group of animated cartoon characters demonstrates what a library looks like and what one can do there. For the purpose of avoiding language barriers, the film does not use speech but is largely self-explanatory. Moreover, in order to work for as many cultures as possible, the film's characters are abstract, featuring neither gender nor ethnic attributes.

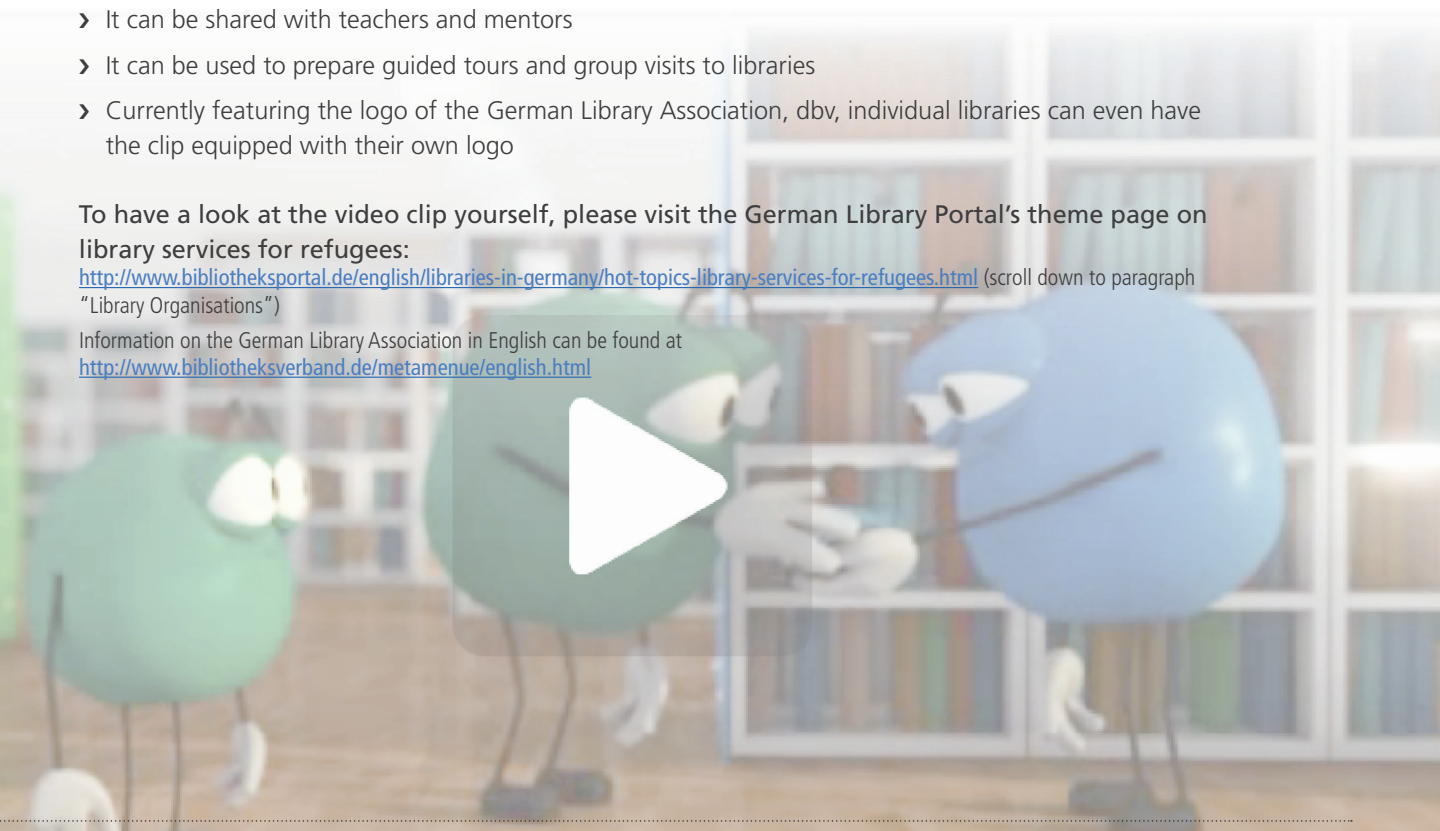
The clip can be downloaded for free and used by libraries in many ways:

- › It can be integrated into library websites
- › It can be shown on screens in a library's reception area
- › It can be shared with teachers and mentors
- › It can be used to prepare guided tours and group visits to libraries
- › Currently featuring the logo of the German Library Association, dbv, individual libraries can even have the clip equipped with their own logo

To have a look at the video clip yourself, please visit the German Library Portal's theme page on library services for refugees:

<http://www.bibliotheksportal.de/english/libraries-in-germany/hot-topics-library-services-for-refugees.html> (scroll down to paragraph "Library Organisations")

Information on the German Library Association in English can be found at <http://www.bibliotheksverband.de/metamenu/english.html>



The 101st All-Japan Annual Library Meeting

Yasuko Hirata

The Japan Library Association has had a national meeting every year since 1906 except during time of war. The year 2015 marked the 101st meeting at the National Olympics Memorial Youth Center in Tokyo from October 15 to 16. The theme was "Library as a community place fostering a zest for living."

October 15, the first day, was an opening session attended by about 700 participants. After the ceremony we had a symposium on the role of the library and how it contributes to its community and people.

The second day, there were 21 sessions attracting almost 1,300 participants in total. Our committee on Multicultural Library Services had a half-day session in the afternoon. About 60 people joined. The theme was "Library services and harmonious coexistence in

multicultural communities."

Our session had three speakers. First, Yasuko Hirata, as the chair of the committee, reported our activities. Our current key project is to conduct a survey into multicultural library services in Japan. We have already done this research twice, in 1988 and 1998. Although there has been a long interval, we are very excited to conduct this survey a third time.

We have discussed questionnaire entries and procedures for almost two years. The questionnaire is divided into two types of libraries: university libraries and public libraries. At the end of June, we started sending the questionnaire to university libraries to find out what kind of services they provide to students from overseas. The survey was completed in the middle of August, and then we started the survey of public libraries



Maki Tsuruzoe, a librarian of the National Diet Library Kansai-kan.

in the middle of October. We will collect all data by the end of this year, then analyze and report the results next year. If possible, we will apply for a poster session at IFLA 2016.

The next speaker was Rie Ando, a librarian of the Tottori Prefectural Library. Tottori prefecture is located in Chugoku region, in the west part of Japan, and it is the least populous prefecture in Japan. But the library is well-known as one of the most active ones. They established the Sea of Japan Rim Exchange Room, consisting of materials in Russian, Chinese, and Korean in 1994. In 2014, twenty years later, they expanded into the International Exchange Library to advance the service and supply of overseas information. Now they have materials in more than 10 languages. Rie Ando reported offering library services to people having diverse cultural backgrounds and networking with various organizations in the area.

The last speaker was Maki Tsuruzoe, a librarian of the National Diet Library Kansai-kan. She reported on a meeting held under the theme of "Local authority policy and library services to multicultural communities." In Japan, there are more than two million people whose nationalities are not Japanese. Some local governments make policies about how to accept those people, include them in communities, and encourage them to live together harmoniously. Tsuruzoe introduced some examples of libraries at the meeting.

After the presentations, we had a discussion about library support to children, the Library Association's relationship with other cultural organizations in the area, cataloging of multilingual materials, and so on, with questions and comments from the floor. I hope that the result of our survey research will help libraries to design a plan for multicultural and multilingual services as soon as possible.



2015 Satellite Conference: Digital Library Services to Multicultural Populations

Adjoa K. Boateng


A few months since our Satellite Conference, I am now writing this short summary for our newsletter. Many of my notes are taken from my Twitter account and can be viewed through the hashtag #wlic2015. I have included inserts.

“Digital Library Services to Multicultural Populations” was the theme of the 2015 Satellite Conference. It was held over two days, August 13-14, and hosted by the University of the Western Cape, Cape Town, South Africa. Presentations were given by speakers from Africa, the Nordic national libraries, Canada, the UK and the USA.

The satellite conference was opened with a welcome by Mr. Anwa Adriaansee, Assistant Director: Collection Development, Management and Access, University of the Western Cape Library.

Tess Tobin then introduced the Multicultural Library Manifesto Toolkit, speaking about the importance of having the right tools to help immigrants, migrants and refugees in the development of new communities today. A photo of the Manifesto poster that was presented during WLIC 2015 can be viewed on our IFLA webpage - <http://www.ifla.org/node/9839>.

I provided an overview which explained and highlighted the types of electronic collection that are central elements of digital libraries. Kelvin Watson then provided an insight into the past, present and future development and implementation of system-wide library content (physical, digital, databases, etc.). Kelvin told delegates that after Hurricane Sandy in 2012, Google donated 5,000 tablets to Queens Library. The budget division of the library is now 20:80 digital-physical. Queens Library developed an app which allows access to the entire virtual library. A copy of the tablet loan & management workflow can be viewed here (click image to link to twitter.com):



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Tablet loan & management workflow. #wlic2015
@IFLA_MCULTP



Some of the delegates and speakers outside the satellite conference venue.

My battery ran out during Kelvins presentation! However it was a very informative talk showing how to develop a successful digital multicultural library service.

Day two provided for me one of the most memorable and relevant presentations of WLIC2015. Elizabeth Mlambo provided delegates with an amusing new category to add to “digital natives” and “digital immigrants”: BBC, or “Born Before Computers”. She then provided a presentation showing that The University of Zimbabwe could teach other institutions quite a few things on Institutional Repository (IR) collaboration. She also spoke about the work being done to address ICT development for female students at the University. This was interesting as the following speaker Marit Vestlie noted that, for the Nordic network, ICT literacy has been found to be higher amongst females than males. I would suggest that colleagues with an interest in IR take a look at the [University of Zimbabwe Institutional Repository](#) and also [DATAD \(Database of African Theses & Dissertations\)](#) if possible.

This article is just a short summary of what was a full and busy program, which has also been published on the conference website and can be viewed here – <https://mcultp2015satellite.files.wordpress.com/2014/12/handout.pdf>

Many thanks again to Mr. Adriaanisee and colleagues for providing us with such a welcoming environment and helping the committee to facilitate a successful and memorable 2015 Satellite Conference.



Outgoing chair of the section Tess Tobin is being thanked by Jack Leong who is the next chair. Thank you so much for your great work as chair, Tess! (August, 2015. Facebook.com/ifla.mculpt)

Connect with us on Facebook and Twitter

Library Services to Multicultural Populations Section is now on Facebook. To connect with us and learn the most recent updates on our Facebook account, please visit www.facebook.com/ifla.mculpt

The Indigenous Matters Section is also on Facebook. Please visit www.facebook.com/groups/66990630010/?fref=ts

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

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Many thanks to all the photographers!

IFLA Library Services to Multicultural Populations is produced by:
Toronto Public Library Communications, Programming & Customer Engagement department
[@torontolibrary](https://twitter.com/torontolibrary) | www.torontopubliclibrary.ca

Previous newsletter issues are available online at www.ifla.org/publications/library-services-to-multicultural-populations-section-newsletter

Bookmark our publications page on the IFLA site at www.ifla.org/publications/

Additional Resources:

Multicultural Library
Manifesto
<http://www.ifla.org/node/8976>

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>

Multicultural Library
Manifesto Toolkit
<http://www.ifla.org/node/8975>