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library services to  
**newsletter**  
multicultural populations

WINTER 2011

## MESSAGE FROM THE CHAIR

As the incoming Chair of the Library Services to Multicultural Populations Section, I am delighted to have this opportunity to work with Section members and the IFLA community. Raising awareness on the need, development and continued expansion of multilingual and multicultural information and library services is at the heart of our mission.

All of the great work that the Library Services to Multicultural Populations Section has undertaken over the last few months is covered in this edition of the newsletter. Included are highlights on our joint program in San Juan, PR, with the SIG for Indigenous Matters Section and the Information Literacy Section, entitled *The Importance of Information Literacy for Multicultural Populations: Needs, Strategies, Programs, and the Role of Libraries*.

Following the conference in San Juan, I was very happy to host the Section's long awaited New York City Study Tour along with my fellow section member and colleague, Fred Gitner, of the New Americans Program, Queens Public Library. Thirteen of us spent two busy days visiting libraries, meeting with librarians and observing firsthand how multilingual collections, programming and library services are offered to the very diverse communities throughout New York City.

The Sections says goodbye to some very active members of the Section: Yasuko Hirata of Japan, Ann Katrin Ursberg of Sweden, Volker Pirsich of Germany, Abu Kahn of England, Ariel Lebowitz from Canada, Robert Pestell of Australia, and Flemming Munch from Denmark. Thank you to all for your sincere commitment to the section and all the work that you have given to our efforts over the years.

Advocating for equitable access to information and diversifying library services so all members of our communities can benefit is more important than ever. Hosted by the Bibliotheca Alexandrina, the Section will travel to Egypt for its mid-year meeting in March. Study tours of libraries and museums in Alexandria are planned, travelling then to Cairo for more library visits, and cultural events. We look forward to meeting our colleagues, learning about their libraries and seeing how they are striving to maintain library services during times of political unrest and transformational governments.

The Special Interest Group (SIG) on Indigenous Matters, sponsored by the Section on Library Services to Multicultural Populations, continues to move forward with many initiatives. The presidential meeting for IFLA President, Ingrid Parent, *Indigenous Knowledge: Local Priorities, Global Context* will take place in April 2012 in Vancouver at the University of British Columbia. With SIG convener, Loriene Roy, and immediate past Chair, Mijin Kim, on the planning committee, we know the conference will be a success.

The *IFLA/UNESCO Multicultural Manifesto*, the main work of this section, continues. Work is in progress on developing a tool kit that will aid librarians in promoting the valuable concepts and ideas of the manifesto. Presently, the Manifesto is translated in over 20 languages. Please visit <http://www.ifla.org/en/publications/iflaunesco-multicultural-library-manifesto> for more details.

The Section has also published the *Summary of Multicultural Communities: Guidelines for Library Services*. Translation efforts of the new Summary have begun.

Plans for 2012 Annual Conference are already in motion with a Satellite Meeting in Lappeenranta, Finland on August 8 & 9, along with a conference program in Helsinki. Check out our webpage for information on upcoming events, <http://www.ifla.org/en/mcultp>

Peace and goodwill to all this Holiday Season!  
Tess Tobin  
Chair



## Norway literacy programs connects communities

By Anne Kristin Undlien  
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A one-year project "Love of reading and language development" was funded by The National Library of Norway and completed in the summer 2011. The public libraries in the five largest cities in Norway: Oslo, Bergen, Trondheim, Stavanger and Kristiansand collaborated to share their experiences in providing programs and services directed to multilingual users. Each city developed programs that met the needs in their area. The working group used a blog as a working tool: <http://blogg.deichman.no/leselyst/>. This blog was for sharing inspiration and good advice when working with multicultural library services.

Descriptions of the programs in each city follow below:

**Oslo: Joy of reading at Deichman public library, Stovner Branch Library**  
By Marianne Tveterås, Elisabeth Svåna and Cecilie Bergh

The suburbs of Stovner and Grorud have low levels of school completion as compared to other areas in Oslo. As well fewer students attend higher education. The degree of employment is amongst the lowest in Oslo, especially in the non-western immigrant group. In some neighborhoods, the rate of employment is as low as 44%, and among those with low education levels, only 37% have some kind of work.

Stovner ILibrary chose to focus on the library as a learning forum for adults. In connection with the project "Love of reading and language development" we started a reading circle for adults with mother tongues other than Norwegian. The reading circle was led by Barbro Thorvaldsen, who is both a teacher in adult education and a librarian. Thorvaldsen used a

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(Norway Literacy Programs - Continued from page 1)

teaching method called "suggestedopedi" in her work in the program. The reading circle had 8 meetings in the spring of 2011 as well as another author visit from Cecilie Seim. She talked about her book "Souads vesker" ("Souad's bags"). There were between 6 to 30 participants at these meetings.

Stovner branch library wants to find additional partners to give more groups the opportunity to take part in reading groups next autumn. It will be essential to cooperate with an adult education center to reach as many participants as possible for such events.

The Reading Circle is regarded as a success. Participants thought that Barbro was a good teacher and they expressed that they liked the program. Some of them were particularly enthusiastic about the book "Souad's bags". A Somali woman said that the book was very credible and that the author had described Souad's feelings very recognizably.

### **Bergen (1): Course in creative writing at Bergen Public Library November 2010**

By Karen Marie Loge

Two ICORN guest writers held a creative writing course six Tuesday evenings in November. The guest writers had only been in Norway for two years. Target participants were youth with foreign language backgrounds. We also engaged the bilingual writer and musician Pedro Carmona-Alvarez so that those who would rather write in Norwegian, could work with their text and poetry with Carmona-Alvarez.



Pedro Carmona-Alvarez

We had six participants, writing in three different languages. We had a preparatory meeting between the three authors and an interpreter where we planned the themes: novel writing, poetry and theater/drama script analysis. As the guest writers had limited knowledge of Norwegian, it was difficult for them to understand Carmona-Alvarez's communication with students and vice versa.

We may want to do another multilingual creative writing class. The challenge will be to improve the communication and lessen the language barriers between the leaders of the course. One possibility would be to have an interpreter before the course each night who could make sure all writing course leaders know what is going to be done in all languages.

The challenges with several languages and different learning traditions resulted in the program becoming a series of academic lectures as much a practical course where the writing process was really the important part.

### **Bergen (2): Reading group for multilingual women at Bergen Public Library autumn 2010 and spring 2011**

By Anne Berit Helland

Every Tuesday, Bergen Public Library hosted an afternoon reading group in Norwegian for multilingual women. Between 6 and 19 women

attended each session. The library worked with the local immigrant competence center (MOKS – Mottaks- og kompetansesenter for flyktninger) to invite participants to the reading group.

The aim of the group was to practice Norwegian together through reading and talking about what was read. The hope was that through creating a joy of reading, there would be a desire to read more. In addition we tried to foster social fellowship and add to the networks of the participants. We always had a break with coffee, tea, fruit and biscuits..

At the beginning of the autumn, we had a visit from author Tanja Kjeldset. It was very popular and inspirational for the group. In January we had a guided tour in town with the popular and well-known author Gunnar Staalesen who is from Bergen. We had read his historical Norwegian easy reader "Duen fra Bergen" ("The Dove from Bergen") and the whole group enjoyed the walk immensely.



Gunnar Staalesen

In evaluation at the end of the year, all participants wrote that participation in the group had made them want to read more. Reading books together, playing with the word cards and the walking tour in town, were favourite activities. The library regarded this as a good project and hopes to continue.

### **Trondheim: Language Cafés in Trondheim** By Sølvi Lind



Saupstad: Saupstad branch library is located in a suburb of Trondheim with people from many different countries. In our district more than 30 different languages are spoken. In connection to this project, we developed the Language Café. The goal was to provide a place where people from other cultures and languages could develop their language skills as well as a love of reading. The target group was multilingual people who need a place to both practice their new language and learn about Norwegian culture.

The Language Café started in January 2010 and is a collaboration between the branch library at Saupstad and the Saupstad volunteer center. After a long period of finding our way, we are proud to say that the Language Café now is fully operational and has been a success. We hold the Language Café every Tuesday afternoon. Two very talented ladies run the Café: Sigrun Helle; who is a volunteer at the volunteer center and Gyro Rygnestad, who is an educator/teacher from our library.

Participants at the café come from many different countries, such as Japan, Iraq and Bhutan. It is common for participants to say that they have expanded their networks and they enjoying coming to the Café.

Language Café at the Main Library: In mid-April 2011 we started with Language Café in the main library. We worked with INN (Qualification center for immigrants), who wanted some of their participants in the two-year introductory program, to use this Language Café. We have a group of eight participants from six different countries. The Café is run by a language teacher working at Saupstad library and two others who work at the main library.

### **Stavanger (1): Talking books**

By Aud Jorunn Aano



Stavanger Cultural Library

Every Thursday at the open library we have invited guests talk about books. Guests have included well-known people in our city who talk about their favorite books or reading experiences as well as authors reading from their own books. We have invited both fiction and non-fiction authors.

This has been happening at Stavanger Cultural Library for almost 4 years and the public is becoming increasingly aware of the programs. There are always at least 40 listeners, and often over 100.

For the Stavanger Cultural Library part of the project, we decided, that once a month, the book should be a story about a Norwegian immigrant. We wanted to have successful stories as a contrast to the numerous stories that show the hopelessness and hardships of many immigrants and refugees. There are many immigrants who do well in Norway; many who have a good life.

We had four "immigrant-writer-guests" at the book talks this spring. It was very nice. The audiences were very happy to hear these new voices. For the future we will be working on reaching out to various immigrants to invite them to attend.

We will continue the Book-talk in general this autumn, and the voices of new Norwegians as a special focus.

### **Stavanger (2): Youth read at school**

By Aud Jorun Aano

In Stavanger all youngsters between 13 and 16 with minority language background are put together in classes at Svithun school. They are learning the Norwegian language together.

The library started a reading-project with the teachers and pupils. The library buys books for every pupil to read at school together with the teacher. The pupils write a log to share what they

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like and dislike about the book. Also, they tell what was easy and what was difficult to understand. When the book is finished, I visit with them to talk about the book and then watch a movie based on the book they have read.

With the youngest pupils we read "Ronja Røverdatter" ("Ronnie the robber's daughter") by Astrid Lindgren. Surprisingly they said this was a little too difficult. The 14 year olds read Susan Hinton's: "Outsiderne" ("The outsiders"). This was a perfect match. The oldest ones – 15-16 years in age - read Ingvar Ambjørnsen "Brødre I blodet" ("Blood brothers"). This was not a success. They commented that the book was too slow and in a way -too "grown-up" for them, but they loved the film. We will continue this project also in 2011. We were very happy to work with these two projects, and also very glad to be a part of a national network.

### Stavanger (3): Creative writing course

By Aud Jorunn Aano

In the autumn 2011 the culture house "Sølvberget" ("Silvermountain") arranged a writing course in cooperation with ICORN (International cities of refuge network) and another EU-project, Sherazad 2. The course was for Norwegian youth of ethnic or minority background. It took place in the afternoon at Madla Library. We hired a Norwegian poet (Odveig Klyve) and a Norwegian / Arabic poet (Mansur Rajih, former Cities of Asylum writer from Yemen).

Although many expressed interest sadly few participated in the end. While the idea has good possibilities, we found the time and costs to be too large in proportion to the few young people who showed up. We have determined that the program would be more successful another time if we worked more closely with teachers and increased the relevance to the students' education.

### Kristiansand – working with volunteers

By Oddhild Hildre and Else Marie Nesse

Kristiansand Public Library has collaborated for years with Kongsgård Skolesenter. Kongsgård Skolesenter is a Kristiansand community school for adult and children foreigners learning Norwegian. Retired people work as volunteers running reading groups for those learning Norwegian. This work continued as a part of the project "Love of reading and language development - two sides of same coin." The students we worked with plan to take the Norwegian primary exam spring 2012.

The class gathered in the library every Thursday afternoon. Volunteers lead four groups. We have discovered that talking about the text is an

## KEY LEARNINGS

### In the end– what did we learn by working together this year?

#### The Process:

The working group had four meetings during the project period. Working together, we learned from each other and gave each other support. This aspect was appreciated by the participants. The project had both success-stories and less successful experiences. However, the less successful experiences were useful for learning. We became aware of the pitfalls and planned strategies to address them

#### The Results:

We exchanged valuable tips in relation to the selection of good literature to be used in the reading groups. All the local projects had some kind of partner or organization to work together with. We think this is essential. The library reaches out and does a better job when forming partnerships in this area.

It was both inspiring and instructive to work systematically, to progress, to report about your work and to share your experiences with others. It also gave participants perspective on the importance of multicultural library work. We hope that our work will also provide inspiration for your library work with multicultural populations.

important part of the learning process. The students find the opportunity to read aloud a positive learning activity.

Our project focused on the language development component of the project. However, in December a visit with Norwegian author, Rune Belsvik, was a part of our project. This visit was anticipated by the students and was very popular. A boat trip at the end of the project provided a way to celebrate the good work done by the pupils, the volunteers and the teachers. We were pleased to provide this reward to our volunteers. ❖

# All-Japan Annual Library Conference

By Yasuko Hirata

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The All-Japan Annual Library Conference of 2011 was held in Tokyo between Oct. 13th and 14th. It was the 97th conference since the first meeting in 1906, continuing in spite of the interruption of World War II. The conference theme this year was "Spread the Awareness of Libraries in Daily Life: Gateway to Knowledge and Help: Libraries in Tohoku". The massive East Japan Earthquake on March 11th has deeply affected both the Japanese economy and society.

After the opening session, there was a symposium discussing the present situation of libraries in Fukushima, Miyagi, and Iwate prefectures. The Japan Library Association (JLA) has sent many volunteers to help libraries in those areas. With the goal of reconstructing libraries, the conference attendants approved a program to help them together.

The next day, there were 18 sessions held in different places. One of them was organized by the JLA Committee on Multicultural Library Services. It was a day-long session with four

speakers, and more than forty people attended. After the chair of the committee opened the session, I reported that the IFLA Section on Library Services to Multicultural Populations had been approved to use UNESCO's name and logo in the IFLA Multicultural Library Manifesto. In addition to the Manifesto, the summary of guidelines translated into Japanese was handed out to the audience.

The session was started by Mr. Nakamura, who was born in Canada and came to Japan at the age of 10. From his experiences living in Japan, he pointed out the difficulties for minority people who live here, such as the lack of understanding of different cultures among Japanese people and insufficient education of minority students.

In the afternoon, three speakers made presentations. The first speaker told us about the situation of night junior high school. This program was originally established after World War II to educate Japanese poor young people who could not attend junior high school at regular daytime classes. But now schools have many immigrant people who cannot get a proper education in Japan.

The second speaker was a librarian at the Higashi-Kurume Municipal Library at Higarigaoka where they started a multilingual section in 2002.

Higashi-Kurume City has 1,210 foreign residents which comprises 1.1% of the entire population. According to her observations, the number of users of this section is increasing.

The last speaker reported the research results of OPACs for multilingual materials in several libraries. OPAC systems vary in each library; many of them are not appropriate for accessing the multilingual collections. She concluded that it would be necessary to establish a standardized, inclusive system.

People in this session said this was very informative. They had many ideas on how to provide various multicultural and multilingual services in libraries. ❖



# World Library of Congress: 77th IFLA Conference 2011

## A First-Timer's Reflection on the IFLA Conference in San Juan Puerto Rico

By Christiana Ikeogu  
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Although I have been operating in libraries in the UK for several years, I knew little about what has been happening in the world around me until I got to Puerto Rico. My sincere gratitude goes to Ayub Khan who nominated me to serve in the Section Library Services to the Multicultural Populations.

I cannot hope to cover even one 20<sup>th</sup> of the 218 sessions on the programme in this report. It was amazing. Each day had its fill of excitement and pride. Librarianship is not dying species of profession as some people believe.

The first meeting on Saturday 13<sup>th</sup> of August gave me the flavour of the dynamic group I'd joined. The committee members made all first timers very welcome and I was thrilled with the nature, background and forward thinking individuals I now look forward to working with.

The highlight of the committee meeting was the announcement of the adaptation of the Manifesto for Services to the Multicultural Population by UNESCO. The manifesto provides a foundation library authorities to use when planning and implementing services to multicultural communities. The Section will be working on developing a toolkit to accompany the manifesto during the next year. Instantly, I saw the need for that tool for libraries in the UK, where I serve multicultural communities; and all countries especially the developing countries where provision of library services is still at the elementary stage.

### IFLA New Comers Session

This session was one of the highlights of the week. I felt very much at home with fellow new comers. It is a wonderful idea for first-timers to have a time to reflect and share their views and the commonality of their experience.

The speech from the Secretary General was very warming and welcoming. Provision of presentations in 7 languages made IFLA a very unique encompassing organisation because individuals are bound to find at least one language they feel comfortable with.

We heard testimonies from second-timers and people who have been several years advising us on how to get connected and stay linked – how to share experiences with fellow IFLA members either face-to-face or through modern technology and social media in particular. There were ideas of:

- ◆ How to participate in future conference
- ◆ How to adopt a student programme
- ◆ How to enjoy the conference to the full
- ◆ Exciting places to visit in Puerto Rico
- ◆ How to take full advantage of the Exhibit floor.

This New Comers' session gave me the vibe to make the most of what was on offer, and I did indeed enjoy the conference to the full.

### Session 94: The importance of information literacy for multicultural populations: needs, strategies, programmes, and the role of libraries.

This session was provided by the combined efforts of the Information Literacy Section, Library Services to Multicultural Populations and the Special Interest Group on Indigenous Matters. I was particularly thrilled with the level of commitment and coverage in the presentations.

Through the presentations, it was easy to see the hunger for information and literacy among the communities studied. The low engagement, high underachievement and the digital divide that the Maoris experienced is prevalent in many other countries. The value of libraries for influencing growth and development of indigenous communities can never be overstated.

Other examples which inspired me at the session include:

- The extra funding raised to attract and mentor Paramuris university students in Mexico in order to achieve inclusiveness in education.
- The use of Information for social identification, cultural expression and appreciation of environmental/economic well-being in a university in Kenya.
- Using information literacy to strengthen social inclusion in multicultural societies through in Turkey.

I very much identified with this particular session because of the link I was able to make between the presentations and the daily activities in my library.

As a London public library, our services are designed to cater for all the community regardless of the background and ability. This session gave me a better understanding that libraries everywhere face the same issues and lack of resources.

Libraries are indeed agents of social change. They can create the atmosphere for integrating immigrants with indigenous population of any nation. This aspect of library responsibility must be taken seriously by individuals and library authorities in order to achieve social inclusion. Literacy projects and access to information provide opportunities for indigenous to reach their economic and political well-being.

As the activities of our world grow increasingly global, the work and training for librarians of any nation needs to follow the track that modern technology is setting for them in order to remain relevant to the communities we serve.

From this session it was easy to see the commonality of information requirement in every corner of the globe and how librarians and information worker need to work beyond their natural boundaries in order to achieve effective service delivery. On the whole, the

problem we have is time wastage on reinvention of the wheel, whereas what we should be aiming for is partnership, integration and co-operation.

### Session 114 – Beyond the United Nations Decade of Literacy: What libraries can do – Literacy and Reading Section with National Libraries?

The keynote speaker, Janis Karklins spelt out that the target set by the UN for 2015 on literacy and reading is far from being met especially in the Third World countries. Libraries are not immune to technological changes and economic downturn around them. He emphasised the need for training librarians and other library workers accordingly in order to equip them for their roles in the community. Information remains the main

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## Transcending Boundaries to Increase Cultural Understanding Between Countries

### IFLA Satellite Meeting Lappeenranta, Finland August 8 & 9, 2012

The satellite conference will be held immediately prior to the World Library and Information Congress in Helsinki, Finland, August 2012.

The satellite meeting will be located in Lappeenranta, Finland. Lappeenranta is a city of about 72 000 inhabitants in Southeast Finland, on the border between the European Union and Russia. Exotic tourist services are combined with a unique lake environment in this city on the southern shore of Lake Saimaa, the fifth largest lake in Europe.

The Old Town, also called the Fortification, in the centre of the city and the harbour are the primary locations for musical and other events. In summertime lake and canal cruises and trips to Vyborg in Russia are available from the harbour.

There are frequent trains between Helsinki and Lappeenranta and the travel time is about 2 hours.

The conference venue is the Lappeenranta City Hall and the local organizer is the Lappeenranta City Library.

Details of the conference (registration fees, accommodation options and costs etc.) will be available later in 2011 and 2012.

ingredient for promoting knowledge. He stated that the quality and quantity of information must be maintained in order to achieve the required standards in the field.

Presentations and discussions included:

- How access to public computers, use of social media and use of library building for community activities have impacted on literacy
- How Summer Reading Camps in Northern Ghana impacted the children's literacy  
How the public library used by a Zimbabwe community was both an information sharing point and a place to pass stories through oral tradition
- How to sell library services to adults by creating awareness that libraries are not for children alone.

What seemed very significant and common in all the studies are the effects of lack of reading materials as well as lack of awareness of the importance of reading. The impact these conditions have on communities cannot be overestimated. Reading and educational standards determine economic and political performance of nations.

In most under-developed economies, studies indicate governments' failure to understand the need for developing reading culture of their citizens.

This makes the work of librarians in these countries extremely difficult. Materials and funding resources are strained. As a result the profession grows less attractive to the younger generation.

#### **Session 123: Rethinking the role of public libraries – Public Libraries Section with Metropolitan Libraries Section**

This showcased presentations from:

- The changes being implemented in a Berlin Library in order to extend services to non-European communities; the presentation highlighted changes in the library environment and tools used sharing views and ideas between staff and customers which have made a lot of difference  
Finland shared how courage and daring to approach services in unusual ways help to make libraries more accessible. Some examples were libraries encouraging use of social media; or renting library premises for religious and political debates. This resulted in a difference in those who used the library services
- Helsinki City Library looked at the what and why of libraries. Some examples included using ideas from community consultations on library design to make changes:  
> A London local authority, Tower Hamlet, changed the name of their library to 'Idea Store' and attracted huge number of non-users. This shows the importance of public consultation in library design and construction.  
> Sweden signalled call for a new paradigm in library leadership. To make libraries be the people's libraries – making libraries a living organism  
> A presentation from Halifax indicated the

need for libraries to assess how socially, politically and economically sustainable their services are. There was a firm stress of the needs for continuous assessment of the atmosphere in which the library operates. Libraries need to develop good relationship with the stakeholders – listen to their community priorities and engage with the decision makers.  
> Shanghai library presented on the effect of self-service in regaining customers; use of various digital facilities for increasing the library spectrum – online reading groups, mobile reading, e-card and e-book facilities were discussed.

This session just signalled the need for libraries to be courageous and daring in order to keep the reading culture and literary world alive.

#### **Session 141: Access to information – the Afro-Caribbean connection**

There were several interesting presentations  
Jamaica Archives and Records Department, Kingston, Jamaica and the Institute of Social and Economic Studies, University of the West Indies, Jamaica shared the preserved treasure of information on Trans-Atlantic Slave Trade.

There were:

- Vice Admiral Court Record of 1776 – 1815
- Returns of slaves Registers up to 1872.

Access to the archives by the public has been very difficult due to poor preservation and conservation. As well, there is a lack of awareness of what is held in the storage and problems with digitization. But there have been developments from April 2011 when a promotion and awareness project was started. A public right to access information has made it possible to tackle the problem.

#### **Access to information legislation as a means to achieve transparency in Ghanaian governance**

A strong example of International librarianship was demonstrated in this project which took the researcher from the School of Information Studies, Wisconsin to use provisions in Jamaica to influence and benefit library users in Africa. Open access in Africa is almost non-existent when compared with the situation in Europe, Asia and the American countries.

The final analysis shows that 'open access' is a fluid semantic expression of what librarians dream of, but achievement is extremely difficult because of barriers every professional faces in their daily activities – lack of resources, lack of support from employers, and fear of the unknown environment.

I personally feel that the inter-connected activities such as the opportunities IFLA is creating; involvement of NGO's such as UNESCO, UN, WHO and active resource providers like Bill and Belinda Gates in the affairs of the profession will make a huge difference in the world. These organisations can hold governments accountable more than librarian can ever do.

#### **Session 150: Libraries providing integration, innovation and information for**

#### **women – Women, Information and Libraries Special Interest Group.**

#### **Role of Libraries and information in the empowerment of women prisoners in Uganda**

In this presentation, the usefulness of bringing literacy and reading to women prisoners was explored. Extremely powerful images of the squalor and dirty lives in prison were shared. But the most fascinating image was seeing the women's lives transformed as they started to make use of the resources; mothers trying to share literature and reading with their children and fellow prisoners.

#### **What role can public libraries play in providing information to women care-givers of orphans and vulnerable children in Namibia?**

The presenter shared how this small country lost many lives through HIV/AIDS, therefore rendering many children orphans and vulnerable. The study explores how libraries can provide information; reading materials, facilities for recording their stories; give out Government information for accessing practical help; advocacy role; training for library staff and volunteers on how to find use computer technology for information retrieval.

Sitting in the audience, I was tossing over in my mind the fact that lack of information and poor literacy put Namibia in the state they were in. If communities were properly informed, educated and aware of issues surrounding HIV/AIDS, they would have prevented the spread of the disease.

Public libraries have a huge role to play, but the constraints under which their services operate make active role near impossible. However, coming into a conference like IFLA to present issues such as this is a move in the right direction for the library workers.

#### **Norwegian libraries and special services for immigrant women**

This project was designed to promote literacy and reading culture among immigrant women. Resources were provided in several language at a meeting forum for them to meet with people and share ideas and views. This development in the Norwegian Library shows that immigrants would use library services anywhere once those services are made relevant to their needs.

Several other activities such as Poster Sessions, visiting the exhibition Hall, touring national library and information sites, and horse trail riding made the conference a unique experience.

In conclusion, I am delighted that I was able to make this IFLA conference. It gave me hope that the profession is still very much alive; it has given me fresh new ideas of how to influence the world of library and information.

But one question I have not stopped asking myself is: Why did it take me so long to discover the impact of IFLA to my profession? However, I have given myself the responsibility to ensure that I encourage new entrants into the profession not to make the same mistake.

For more information on IFLA and its activities please visit: <http://ifla.org>. ❖

# Indigenous Matters on the Agenda

By Lorie Roy

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A number of events under planning for the next several years illustrate the current and growing interest in the providing and expanding library services for indigenous peoples. This column highlights a few of these events.

## ALISE President's Program, "Indigenous Knowledge," 19 January 2012, Dallas, Texas, USA

The [Association for Library and Information Science Education](#) (ALISE) is the professional organization for library and information science educators in North America. Dr. Lynne Howarth, ALISE President, has chosen "indigenous knowledge" as the theme of her presidential program. Presenters will discuss how indigenous world views can be incorporated into the education of librarians, archivists, and museum specialists. In addition, a librarian will discuss how his career has been shaped by his indigenous cultural heritage.



## Ingrid Parent's IFLA President's Programme: "Indigenous Knowledges: Local Priorities, Global Contexts," 14-14 April 2012, Vancouver, BC, Canada

IFLA President Ingrid Parent is working with a small Conference Planning Committee to organize a presidential meeting that will take place from April 12-14, 2012 on the campus of the [University of British Columbia](#) in Vancouver, British Columbia. The theme of the meeting is "Indigenous Knowledges: Local Priorities, Global Contexts."

This theme provides a platform for considering topics including the nature of traditional knowledges, how traditional knowledges are transmitted, traditional and contemporary expressions of traditional knowledges, intellectual property, activities at local community levels, and the role of the United Nations in providing a framework for action and discussion.

The program is currently under development and will include a study tour, opening reception, key speakers, debate(s) and discussion. Some of the events will take place at the Longhouse, First Nations House of Learning on the UBC campus. Advice on planning the trip to Canada is currently available on the meeting website. Program details will continue to be added, so bookmark <http://iflaindigenousknowledges2012.ok.ubc.ca/>

[index.html](#) and watch for further information including information on registration, housing, and the program.

Members of the Conference Planning Committee include Mijin Kim, Director, Engagement and Coordination Office, Library and Archives Canada; Melody Burton, Chief Librarian, UBC Okanagan Library; Dr. Lorie Roy, Professor, School of Information, University of Texas at Austin; Paul Whitney, formerly of Vancouver Public Library, and current member of IFLA's Governing Board; Daphne Wood, Director, Planning and Development, Vancouver Public Library; and Sarah Stang, Learning Services Coordinator, UBC Okanagan Library.

Other UBC faculty and library staff are providing local support and program input including Dr. Linc Kesler, Director, First Nations Studies Program and Director and Senior Advisor to the UBC President on Aboriginal Affairs; Ann Doyle, Head, Xwi7Xwa Library, UBC; and Kim Lawson, Reference Librarian, Xwi7Xwa Library, UBC.

## The International Conference of Tribal Archives, Libraries, and Museums, 4-7 June 2012, Tulsa, Oklahoma, USA



The new Association of Tribal Archives, Libraries, and Museums (ATALM) is organizing an international conference that will take place in Tulsa, Oklahoma in June 2012. Attendees will include librarians at tribal colleges in the United States and Canada.

## The 8<sup>th</sup> International Indigenous Librarians Forum, USA, 2013

The International Indigenous Librarians Forum has taken place every two years since 1999. In 2013, the eighth Forum will return to the United States, possibly to a location in the Pacific Northwest. The American Indian Library Association will announce the selection of the site in after their business meeting scheduled during the American Library Association Midwinter Meeting in Dallas in January 2012.

The conference format includes two types of pre-conference events (six workshops and two tours) along with two general sessions, keynote addresses at three luncheons, and nearly 60 sessions. In addition, attendees may stay for a post-conference meeting structured along the lines of a town hall. Additional information will be posted on the conference website linked from <http://www.atalm.org/>. ❖

## IFLA Publisher De Gruyter Saur Recognizes the Multicultural Manifesto at IFLA 2011



By Mijin Kim

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At IFLA 2011 in Puerto Rico, De Gruyter Saur, the publisher of IFLA's publications, presented conference attendees with a copy of the *IFLA/UNESCO Multicultural Library Manifesto* in English and Spanish.

The *IFLA/UNESCO Multicultural Library Manifesto* is an invaluable tool for libraries globally who are developing libraries services, collections and programs.

The Section has worked tirelessly over the last few years in developing the Manifesto, receiving IFLA and UNESCO's endorsements,

translating into almost 20 languages and promoting it. It has been incredibly encouraging for the Section to see the Manifesto being used by libraries in every country we visit. It is truly a testament to the need for such a document.

The Library Services to Multicultural Populations will be developing an accompanying toolkit this upcoming year to provide further resources to libraries. We hope to have the toolkit available next Spring and then provide workshops over the next year.

The Section would like to sincerely express our

gratitude to De Gruyter Saur, particularly, Dr. Alice Keller, Editorial Director, Library and Information Science & History.

We are honoured and humbled that our Manifesto would be chosen to be published and presented in Puerto Rico. Thank you!

The *IFLA/UNESCO Multicultural Library Manifesto* can be found on the IFLA website at: <http://www.ifla.org/en/publications/iflaunesco-multicultural-library-manifesto>. ❖

# New York Study Tour

By Yasuko Hirata  
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Our Section members had a NY Study Tour on Aug.22nd and 23rd after the IFLA Conference, which was held in San Juan, Puerto Rico. In total, we visited 6 libraries in NY City in just two days. Each library either provides remarkable services to multicultural populations, or has unique collections of multilingual and multicultural materials.

Our first visit was to the Brooklyn Public Library, where the Multilingual Center is located on the 1<sup>st</sup> floor. The center has materials in more than 30 languages. The major languages spoken by the various ethnic groups in their community are Spanish, Chinese and Russian.



The library provides ESL programs such as conversation groups run by volunteers. The Brooklyn Public Library has 60 branches; each has foreign language collections depending on local user needs.

Our next visit was to the Queens Library at Flushing, one of 61 branches of the Queens Library. Of the populations which the Queens Library serves, 55% speak a language at home other than English. It has an Adult Learning Center providing Self Study ESOL Programs to improve English. Adults 17 years and older can apply for the program, and they can study for up to 4 years.



The library staff encourages people to study on their own by reading books, listening to tapes or CDs, using computer programs and joining conversations in English.

Practice Groups with volunteer tutors. The 3<sup>rd</sup> floor of the library is the International Resource Center with books in about 40 languages.

The final visit on Aug.22nd was to the New York Public Library's Bronx

Library Center. This library was built 5 years ago, following the criteria for a sustainable building as outlined by the U.S. Green Building Council.



It is one of the NYPL Centers for Reading and Writing which provide programs to adults who have difficulties with those essential skills. In addition, the library offers free classes in English for speakers of other languages. Classes are run by teachers and volunteer tutors. It is very interesting that the teachers are required to learn a second language in order to participate in the program. They develop special English learning materials, texts and DVDs. The library also has citizenship classes.

On Aug.23, we visited three unique libraries in Manhattan. The first library was the Dag Hammarskjöld Library at the United Nations. As the UN has been under renovation, we had to make a detour outside to get to the library. But we were fortunate in seeing the beautiful view of the East River and the garden. This library has been digitizing documents published before 1992. The full texts of digitized documents, including those published after 1993, can be accessed through ODS, the Official Document System of the United Nations. However, there is still a need for printed documents from developing countries.

Before visiting the New York Public Library's Schomburg Center for Research in Black Culture, we had lunch nearby. During lunch, we experienced an earthquake -- a rarity in NYC -- which became the front page article in the newspaper the next day. For some of our members it was their first earthquake experience.

The Schomburg Center is a national research library devoted to the history and culture of people of African descent. The name Schomburg comes from the Puerto Rican-born Black scholar and bibliophile, Arturo Alfonso Schomburg, who donated his collections to the library.

The Center's collections include not only printed materials such as books, newspapers, and periodicals, but also audio and video tapes, motion picture films, photographs, and so on. It also presents a wide range of educational and cultural programs.



The last library we visited was Columbia University's East Asian Library, established in 1902. The main reading room is a spacious area with high ceilings, and there is a beautiful stained glass window on the east side. The Library contains books, periodicals, microforms, videocassettes and DVDs, and CD-ROMs in the Chinese, Japanese, Korean, and Tibetan languages, as well as Western-language materials about East Asia. It is one of the five largest East Asian Collections outside of Asia.

The final highlight of the study tour was a special dinner. The IFLA Section on Library Services to Multicultural Populations started as an IFLA working group in 1981. On Aug.22nd, ten of the section members, one guest, and IFLA Governing Board Member Paul Whitney and his partner attended a dinner at Shalezeh, a Persian restaurant, to celebrate the group's 30th anniversary.

Tess and Fred, who arranged this study tour, gave us a great experience. Thanks to Tess, we got the lowest hotel rate for our stay in NYC. And Fred took us to the libraries by subway, so we became familiar with the NYC subway system. Thank you to both for these great experiences. ❖

# Report from the IFLA Conference in San Juan

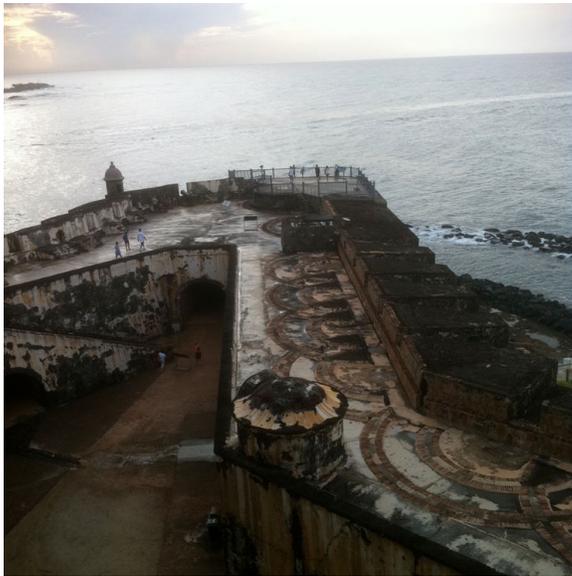
By Steve Stratton  
Librarian, Head of Collections Management & Technical Services  
Broome Library, CSU Channel Islands

The IFLA annual meeting was once again in a beautiful coastal city. San Juan was the perfect warm (okay, maybe a bit humid) setting on the sea for our meetings. Beyond all of the fantastic sessions to attend and the discussions on our agenda there was plenty to do in San Juan.

The city was having their annual San Juan Culinary Festival in the older section of town when we arrived. It was great to get out with friends old and new and find the favorite spots of old San Juan. Although there was plenty of rum samples and many a tropical drink, the real treats were finding the best arroz con gandules, fritters, pork-in many varieties and mofongo, the national staple.

If you missed out on trying the mofongo, then you really didn't get to sample all of Puerto Rico. Mofongo is a combination of mashed plantain, spices and then just about whatever you can imagine; shrimp, pork, veggies, fish generally in the shape of a bowl (or a coconut half). If that were not enough on it's own, usually the mofongo comes with plenty of other foods surrounding it such as potatoes or a salad.

It was a filling adventure trying the many varieties of mofongo. The streets of old San Juan were crowded but the group I was with managed to find plenty of food, drink and local music to listen to as we wandered town.



After testing the cuisine, my next stop after a day of meetings was trying to get to see some of the old sections of town in the daylight.

The forts of San Juan are part of the U.S. National Park Service, and also a World Heritage Site. Construction on the forts began as early as 1533 and continued, in some cases, for over 200 years.

The largest fort enclosed most of what was the original city and has a stunning viewpoint of the city and the water. The houses of the old central city are beautiful to view also. The bright colors and the grand doors hide interior courtyards and open space that is unbelievable from looking at the front of the home. There were also a number of museums to see in the old section of the city.

The Galleria Nacional (National Gallery) hosts a large collection of Puerto Rican artists from early colonial times to the present. I also visited the Pablo Casals Museum, that houses a large display of the Spanish mater cellist's memorabilia.

The other museum I enjoyed visiting was the Casa del Libro (House of the Book) which housed several rare manuscripts and books dating back to the 14<sup>th</sup> century.

Of course the best part of each IFLA conference is the people you meet and the ideas you exchange.

I was lucky enough this year to meet new colleagues from Norway, Canada, Mozambique, Japan, and several other countries. We all danced and tried to keep up with the drummers and los gigantes, the performers on the stilts, as they danced through the large crowd at the convention center.

The music was good, not just the salsa and the reggaeton but the well-known dance songs that all of the librarians were dancing to as usual.

The cultural evening was a great event where we heard the sounds of Puerto Rico while tasting some of the food of the island.

After a week on Puerto Rico, I have to admit I bought a cookbook and plan on trying my own mofongo cooking party soon. ❖

