Action plan 2020 - 2021

Name of Professional Unit: Library Services to Multicultural Populations

Focus Area 1

Empowering people from ethnic, cultural & linguistic minorities to become experienced library workers and grow.

IFLA Strategic Direction

3 CONNECT AND EMPOWER THE FIELD

Libraries are strengthened by staff who reflect the diversity of their communities, states our IFLA/UNESCO Multicultural Library Manifesto. Thus, we aim to increase the representation and impact of library workers from cultural, ethnic and linguistic minorities in libraries around the world.

- 1. Empower these library workers to build networks
- 2. Educate libraries and non-minority staff

Key Initiatives

3.1 Provide excellent opportunities for face-to-face networking and learning

Funding Needed	Projects/Activities	Tasks & Responsibility	Timeframe	
	Develop tools for including non-native speakers of the working language at their workplaces and committees	Prepare recommendations on how to remove barriers for those whose English language proficiency skills are limited. The SC Business Meetings model will be finetuned and shared as best practice via social media and newsletter.	Supporting documents developed in 2019, and will be fine-tuned and made available for meetings in 2021. Post WLIC 2021 - Dec 2021, strategies used will be shared via different channels.	
	Co-host session at IFLA WLIC 2021	Topic would be "Workplace Morale, Burn Out and Toxic Leadership in Library Environments: Mitigation Methods and Wellness" This session will be joining force with Continuing Professional Development and Workplace Learning (leading), Management and Marketing Section, New Professionals SIG, and Health and Biosciences Section	Initial proposal submitted by Nov. 15, 2019, finalized by April 15, 2020 (completed) Open Session will be co- hosted during IFLA WLIC 2021	

How will you communicate your activities and results?

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

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

Reports to SC members on progress in focus areas during mid-year meetings, annual business meeting, and IFLA WLIC 2021. We will communicate through email and Zoom, and encourage SC members to coordinate team activities using Basecamp.

Use IFLA and WLIC website to promote Section events, news, and IFLA WLIC session.

How will you measure the impact of your activities?

Social Media Analytics, feedback from SC members on reports and newsletters, attendance numbers at WLIC session, and feedback at the end of the business meetings.

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

IFLA WLIC 2021 - will be joining force with Continuing Professional Development and Workplace Learning (leading), Management and Marketing Section, New Professionals SIG, and Health and Biosciences Section

Focus Area 2

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

IFLA Strategic Direction

2. Inspire and Enhance Professional Practice

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

Key Initiatives

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

Funding Needed	Projects/Activities	Tasks & Responsibility	Timeframe
	Collaborate with Library Services to People with Special Needs and Public Libraries Sections on Guidelines to Refugees, Immigrants and Migrants	Global Survey on Library Services to refugees, immigrants, migrants and asylum - in collaboration with Library Services to People with Special Needs and Public Libraries Sections - was planned and distributed, The survey results have been analyzed and interpreted. In-depth interviews with selected libraries are being carried out. Provide feedback on draft guidelines to	By Dec 2020
		library services for refugees, immigrants and migrants.	By Dec 2020

Campaign in 2021 to promote IFLA/UNESCO Multicultural Library Manifesto and Toolkit	Develop a communications and promotional strategy to celebrate the 15th anniversary in 2020-2021	By WLIC 2021
	Scope a potential research project to look at the history and describe some of the impact of the manifesto.	By WLIC 2021

How will you communicate your activities and results?

Chair's Report to SC members during mid-year meetings, annual business meeting, and IFLA WLIC.
Reports from SC members on focus progress during mid-year meetings, annual business meeting, and IFLA WLIC.

How will you measure the impact of your activities?

Feedback from SC members on reports.

Public response to publication of new guidelines.

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

Collaborate with Library Services to People with Special Needs and Public Libraries Sections on Guidelines to Refugees, Immigrants and Migrants