



IFLA Section Library Services to Multicultural Populations

Newsletter

December 2021

The International Federation of Library Associations and Institutions



Forty years of connecting in a global society

I am extremely pleased to be able to make this contribution towards celebrating the 40th anniversary of the IFLA Library Services to Multicultural Populations Section (MCULTP).

A few years back, in an interview with the Nigerian Library Association, I provided a summary explaining the value of contribution by MCULTP: 'A unique aspect of this Section is the united goal of its membership. The Section is truly open and welcoming. The Section brings together libraries and institutions interested in the development and availability of library services designed to meet the needs of cultural and linguistic minorities. The Section is striving to share its experience in library services to multicultural populations in view of the necessity to ensure that every member in our global

society has access to a full range of library and information services. In order to achieve this, it promotes international cooperation in this field.' As a past Chair, I would say that it is similar to a much-needed light that operates to help those in need.

During the interview I also referred to another quote: 'Representation is not only important - it is powerful.' I heard this said during my early interactions with the MCULTP at WLIC 2011 in Puerto Rico - my first IFLA conference. I learnt that through the Manifesto, Toolkit and sessions, the MCULTP section was actively working to remove barriers to various forms of participation to minorities in communities across the world. Personally, I joined IFLA in 2011, as an Associate Member, seeking professional colleagues

who would inspire me to continue as a library and information professional. Persons who could relate to my experiences as a minority, peers who could encourage me to progress. All this and more has been given to me as a member of the MCULTP section.

I have made many strong friendships and memories that I will always cherish. I sincerely thank all Section members and contributors, past, present and future for the work done to remove barriers for people all over the world.

Adjoa K. Boateng

**IFLA Professional Council Chair,
2021-23**

**Chair, IFLA Library Services to
Multicultural Populations Section,
2017-2019**

Message from the chair

Dear Colleagues,

I'd like to start by wishing you and your family a safe and healthy 2022!

During the last two years, in dealing with the challenges due to the pandemic, libraries and institutions around the world have been creative and adaptive. New service models were developed and adopted, more online access to collections and information were provided, innovative ways of reaching out to communities were created. IFLA has also provided new ways for us to connect and learn from each other.

This year, for the first time, the IFLA World Library and Information Congress (WLIC) was held virtually. Our section presented an online WLIC 2021 session. The session's title was *Multicultural library services worldwide: 15 years of the IFLA/ UNESCO Multicultural Library Manifesto*. This 45-minute session gave us a chance to look back over the past fifteen years and discuss the circumstances around the decision to create and revise this document. I would like to thank our colleagues who worked together to make this happen. We have received and answered a lot of wonderful questions during the live Q&A session. These questions and answers are valuable in measuring our past achievements and in directing our future planning.

This year was also an IFLA election year. We had the first election under the guidance of new IFLA Statutes and Rules of Procedure. I would like to take this opportunity to welcome our new committee members and send my best wishes to our departed members. You can find our current Standing Committee member list here: <https://www.ifla.org/units/mcultp/committee/>.

I am very pleased to announce the completion of the French translation of IFLA/ UNESCO Multicultural Library Manifesto Toolkit. Congratulations to our Information Coordinator Eleonore Clavreul and her colleagues for this accomplishment.

This year marks the 40th anniversary of the IFLA Library Services to Multicultural Populations Section. We have made the commemoration of this milestone a main theme of this newsletter. Various submissions bring back fond memories of our Section's growth and advancement we've endeavored as well as the connection we've established during the past four decades. I would like to extend my gratitude to our contributors.

Special thanks to our Secretary Andrew Finegan and Information Coordinator Eleonore Clavreul for coordinating and publishing this newsletter.

Finally, I would also like to express my gratitude to our



Standing Committee members, colleagues, and friends of this Section. Because of your continued support, contribution and hard work, we were able to accomplish remarkable achievements that address the needs of cultural and linguistic minorities and promote global cooperation to advocate multiculturalism in the library field.

Stay safe and be well.

Lan Gao
Chair
IFLA Section 32
Library Services to
Multicultural Populations

Maturing through the years

A 40th anniversary is a significant milestone that marks the maturity of an organization. I am deeply honoured to have served in various roles in the IFLA Section on Library Services to Multicultural Populations from 2009 to 2017 - about a quarter of its journey today.

I was the Information Coordinator from 2009 to 2013, the Secretary from 2013 to 2015 and the Chair from 2015 to 2017. I would like to take the opportunity of the Section's celebrating 40 years of commitment and dedication to library services to multicultural populations to reflect on my own journey with the Section. It has been a real pleasure to participate in this Section, to learn and contribute to the guidelines and manifestos of library services in a global and multicultural perspective. The most valuable experience during the time for me was to interact with colleagues and visit libraries to learn multiple perspectives in providing library services from various regions of the world, such as Milan in Italy, Lyon in France, Singapore, Puerto Rico, Cape Town in South Africa, Wroclaw in Poland, London in UK and Wellington in New Zealand.

As the Chair of the Section from 2015 to 2017, I witnessed and responded to several global events that greatly impacted on library services to multicultural populations. One of them was the Syrian refugee crisis that had put pressure on immigrant policy and services in all countries committed to resettling Syrian refugees.

The conferences that the Section organized took this as an opportunity to assess the services we offered to, and ways

we interacted with, refugees and other immigrant groups. Section members and conference participants demonstrated our efforts in developing programs and services to meet the different needs of these groups. For example, at IFLA WLIC 2016, the Section organized a session entitled 'Libraries: A sanctuary in times of need – the public libraries response,' which generated tremendous interest and discussion on library services for refugees and immigrants.

In 2017, we organized a satellite meeting entitled 'From Refugee to Citizen-Integration: Policies and Actions of Cultural Institutions' that focused on how libraries and other cultural institutions helped incorporate immigrants into new cultures and societies.

At the end of October 2015, the successful transformation of IFLA Indigenous Matters Section from the Special Interest Group sponsored by this Section came at an important moment of

reconciliation with Indigenous communities globally. Our Section members have been important contributors in decolonization and we continue to work closely with the Indigenous Matters Section to support libraries serving Indigenous communities.

As someone who grew up in Mainland China, Portugal's Macau, and UK's Hong Kong, and who now lives and works in Canada, this section has provided an opportunity for me to use my own experiences, both professional and personal, to help improve library services to multicultural communities.

Jack Leong
Information Coordinator
2009-2013
Secretary 2013-2015
Chair 2015-2017



MCULTP Standing Committee at WLIC 2017, Wroclaw, Poland

Exciting times

Happy 40th anniversary to the IFLA Library Services to Multicultural Populations Section. I am delighted to have had the opportunity to work with Section members and the IFLA community. Raising awareness on the need, development and continued expansion of multilingual and multicultural library and information services is at the heart of the section's mission.

I am so thrilled to have served on this section from 2007 to 2015 and as Chair from 2011 to 2015. The work has impacted - and continues to impact - the delivery of multicultural services to libraries and communities around the world.

This was an exciting time for the Section. The IFLA/UNESCO Multicultural Library Manifesto was approved by UNESCO in 2009 and became our premier resource. It has had a global influence and is cited in more than 300 documents. To follow up, the section developed the IFLA/UNESCO Multicultural Library Manifesto Toolkit to give practical approaches on how libraries can apply the concepts in the Manifesto. The Toolkit was launched at the IFLA Congress in Lyon in 2014 and now has been translated into multiple languages. Also, the section saw the need to include more voices and hosted the Indigenous Matters Special Interest Group until, in 2015, the IFLA



MCULTP Section Members in Vyborg, Russia, for the 2012 Satellite Meeting

governing board approved the SIG to become the Section on Indigenous Matters.

Every year I anticipated attending the IFLA Congress and seeing my international colleagues and friends. We organized some great Satellite Meetings and presented many excellent programs. However, the experiences that I cherish the most are the section's mid-year meetings where a section member would volunteer to host us in their native country. We would have our business meetings which, during my time, were devoted to developing the Manifesto and the

Toolkit. But it was not all work. Our host would arrange visits to libraries and cultural sites during our time there. These are the different countries that we visited: Heidelberg, Germany (2008), Osaka, Japan (2009), Moscow, Russia (2010), Sevilla, Spain (2011), Alexandria, Egypt (2012), Zurich, Switzerland (2013), Istanbul, Turkey (2014), and Toronto, Canada (2015).

To meet librarians and colleagues from around the world who were enriching the lives of immigrants and refugees in their cities and making sure they had free access to information and library resources in their native languages was just amazing. It was seeing the work of the section in action. I still treasure these memories. All these meetings are well documented in the section's newsletters.

I wish my colleagues in the Section all the best in the years to come. Your work is so very valuable and still essential in 2021. Thank you for keeping up the important work!

Tess Tobin
Standing Committee 2007-2015
Chair 2011-2015



Section Members at WLIC 2008 in Quebec, Canada.

Creating lifelong friendship

Forty years is definitely a strong landmark - one that each and every past and present members of the Section's Standing Committee should feel very proud of - for it comes to show what a long way the Section has gone through the years and how its objectives have obtained a wide recognition. From raising awareness on the need of multicultural library services to producing its own guidelines or getting the Multicultural Library Manifesto approved by both IFLA (2006) and UNESCO (2009), the Section has always had in mind the aim of helping all types of libraries and its librarians to implement library services to multicultural populations.

I was lucky enough to serve two terms at the Section's Standing Committee, from 2007-2011 and 2011-2015, being Information Officer first, and then serving as Secretary from 2009 to 2011, and I will never forget all the colleagues I worked with during that time. This has been the most rewarding volunteer work I have ever done, giving me the chance to learn from the best librarians, from those who have had years of experience serving multicultural populations in very different

scenarios, who would also become lifelong friends.

Looking back, I have wonderful memories of the libraries all over the world that we had the chance to visit and of the librarians who, most of the time in not the best situations as library services to multicultural populations have often been overlooked or at the worst, discarded, were working hard to provide their communities with a better library service.

To anyone thinking about being nominated to the Section and/or running to be a Section officer: do not hesitate. Every little task can contribute so much to spread the Section's work. From planning and reviewing the papers submitted for our Section's meetings and sessions that provide us with the chance to know what was being done in different countries around the world, to spreading the work of the Section in our countries or in other countries sharing our respective native languages through translation and active dissemination of our documents. There are so many ways we can contribute, and of course there is always the need for the new ideas that new and enthusiastic members bring.



I cannot finish this article without mentioning Mijin Kim, Chair of the Section from 2007 to 2011, with whom it was a pleasure to serve as Secretary, making our work so much easier and fruitful, thanks to her hard work and sense of humor. It was back in those days that this newsletter also won the Newsletter of the Year Award, in 2010 in Goteborg, in the most unexpected way (pictured above). Mijin would later write about it in the following newsletter (<https://repository.ifla.org/handle/123456789/1477>).

I also cannot finish without sending sincere congratulations to all current and past members for all the work you have done to take the Section to where it stands right now. Without you all this would have never been possible.

Susana Alegre Landaburu

**Head of Library Cooperation
Subdirector General for
Library Coordination
Ministry of Culture and Sports,
Spain**

**Member of the Library Services
to Multicultural Populations
Standing Committee 2007-2015
Secretary 2009-2011**



Section Standing Committee Members at WLIC 2011 in San Juan, Puerto Rico

Thanks for the memories

It was more than twenty years ago that I was Chair of the IFLA Section on Library Services to Multicultural Populations, and yet I do have some clear and wonderful memories of that experience. The most vivid memories and perhaps the most precious are those of places that I was able to visit thanks to my involvement with IFLA and the section. Members of the Section have visited the Taj Mahal in India, toured Trinidad in Cuba, visited a Viking Museum outside of Aarhus in Denmark, walked the streets of the old city of Jerusalem and the Ramblas in Barcelona, and visited the Hagia Sofia in Istanbul.

Of course, at all these great locations, there was the opportunity to meet and share ideas with colleagues from throughout the world. Where else would I have met library colleagues from Australia, Brazil, Denmark, India, Poland, Turkey, the United States and Zimbabwe (just to mention a few countries represented at our meetings)?

And then there were the various presentations made and listened to, covering the experiences of library colleagues and multicultural services from so many different countries. I remember clearly having a simultaneous translation of one of my presentations from English into Spanish in Cuba. I met many library colleagues in Cuba and marvelled at the libraries they were able to create under very difficult circumstances and then dancing with them late into the evening. I couldn't help but feel the irony of speaking in Turkey about the values of

multiculturalism and later joining one of my Turkish colleagues, a pretty lady I might add, in one of the local cafes. I was thrilled when I was able to address an audience at the huge convention centre in Jerusalem and then the next day, thanks to a very dear Danish colleague and a group of librarians from Norway, being allowed to visit the Gaza Strip and meet some Palestinian children – an unforgettable experience.

Of course, there were also the personal and intense moments such as a late-night stroll with a Russian colleague along the streets of Barcelona, and sharing the stories of our lives. Or having dinner with a favorite Danish colleague in one of the grand historic palaces in Istanbul, or swimming with another pretty colleague on the beaches of Varadero, or sailing across the Sea of Galilee. There was that late night wandering the streets of New Delhi with another lovely colleague and being invited into a local Hindu temple to be prayed over and then joining in a community film show. I could go on, but I better quit now before I get into trouble.

But, when you boil it all down, the most important memory, was the realization that I had been given the opportunity to promote the values of multiculturalism on a small but global stage and that promoting these values mattered. I still feel very strongly that promoting multiculturalism in our very fractured world, that telling people that different cultures and nationalities can coexist and live happily together, and that libraries can be a living example of this harmony, is very important and I am very glad to know that this work continues.

Stan Skrzyszewski
Section Chair, 1993-1995

New Standing Committee Member Profile



Fatou Diop

I am librarian at CESAG Business School. I have been training students in the use of digital library platform and the online catalog of CESAG library. I am also in charge of cataloging documents as well as the digitizing all small theses. Project management and advocacy for libraries has been a great experience in my career as a librarian. One of my favourite activities is the reading club because it brings students and writers together and promotes the exchange of ideas.

The relationship between the IFLA Library Services to Multicultural Populations Section and Japan

Congratulations! It has been forty years since the IFLA Library Services to Multicultural Populations Section (MCULTP) started its activities as a working group in 1981. In 1986 when the 52nd IFLA Conference was held in Tokyo, the MCULTP was promoted into one of the IFLA Sections.

This newborn section made a great impact upon the library field in Japan. At the IFLA Tokyo Conference, the professional resolutions on the promotion of library services to multicultural populations in Japan made by MCULTP were approved. At that time most Japanese people were unaware of the existence of minority people and their needs of library services. Japanese people had thought Japan to be a homogeneous country, despite many Chinese and Korean minorities living in Japan.

The professional resolutions pointed out, 'Bearing in mind the number of members of minority cultures at present living in Japan, mainly of Korean and Chinese origin, and the present lack of appropriate library materials and services offered to these minorities, particularly in public libraries in Japan' and urged the Japan Library Association 'to impress upon the Japanese National Diet, the National Diet Library, the Japanese Ministry of Education and the local authorities responsible for library services, the need to set up a commission with the co-operation of the Japan Library Association, to investigate and research the informational, reading and cultural needs of the minorities living in Japan'.

Since then, Japanese librarians and educators have been promoting multicultural library services and we continue to send a section committee member to the IFLA from Japan.

The first experimental multicultural library service was launched at the Osaka Municipal Ikuno Library. Ikuno is one of 24 wards of the city of Osaka, with a

long-established Korean community since the prewar period. According to the demographic data in 1988, the population of Ikuno was about 135,700, nearly one quarter of whom were South or North Koreans.

The Ikuno library had not provided services to them until 1987, when the issue of the alien fingerprinting system was raised. The upcoming Seoul Olympic Games of 1988 also fostered their Korean identity and drove them to visit the library for information. The library staff tried to get more information about the Korean community and reached a decision to set up a 'Korean Books Corner' in the library (pictured below).

In June 1988, the 'Korean Books Corner' started with 650 books on Korea written in Japanese and 50 Korean picture books. This section was small, but it comprised the first multicultural library services directly targeted at minority residents in Japan. The librarians made all kinds of efforts to advertise and develop the corner. Their activities, together with the concept of multicultural library services, have encouraged similar practices by other libraries in Japan over the years.

Now, there are two organizations on multicultural library services in Japan. One is the voluntary organization named Musubime-no-kai (Librarians Network for bridging libraries to

culturally and linguistically diverse people) which was established in 1991, ten years after MCULTP was formed. Musubime-no-kai has been publishing newsletters four times a year and have held events such as lectures on multicultural issues and library visits. There are about 200 members. The other is the Japan Library Association Research Committee on Multicultural Librarianship – now called the Committee on Multicultural Library Services – established in 2002. The committee published *A Guide to Multicultural Librarianship* in 2004, and have translated MCULTP publications too. In 2015 they conducted a survey on multicultural services in Japanese libraries and published the report in 2017.

In conclusion, I would like to quote Mr Hiroshi Kawamura, from a paper submitted to the 56th General Conference of IFLA in Stockholm on August 22, 1990: 'Finally, I would like to stress, in particular, the importance of international cooperation to develop multicultural library services in each country. The positive impact of the professional resolutions at IFLA Tokyo General Conference on encouragement of multicultural library services in Japan is one solid example of the efficiency of international cooperation through IFLA.'

Yasuko Hirata



Gaining global perspectives

A BIG CONGRATULATIONS to the Section for remaining active and relevant in IFLA for forty years.

I became a membership of the Chartered Institute of Library and Information Professional (CILIP) in 1979 and was introduced to IFLA by a colleague in 2007. My career path took me through an academic and two public library authorities. I was amazed but not surprised that many colleagues fail to see the need to join CILIP, let alone IFLA. Membership of CILIP opened the door to my knowledge and understanding of how library services in other areas in Britain operate. However, it was not until I joined IFLA and shared activities with the Library Services to Multicultural Populations Section, that I gained greater scope of how, globally, library authorities care for their communities. I also came to realise how far behind my country, Nigeria, is in providing adequate resources for literacy, education, and library services. After retirement from full-time job, I decided to set up an organisation, Lit Africa, for creating and promoting library services with like-minded people for the deprived communities. Although born in Nigeria, I have spent more than 50 years of my life in the UK.

I am delighted and proud to have been with the section during the introduction of the IFLA/ UNESCO Multicultural Library Manifesto. It is a very useful tool for any library organisation seriously thinking of improving their services inclusively. IFLA is at the forefront of support and promotion of library services to all the citizens under our planet. I therefore hope that no matter who chairs, the section will pursue the mission set out in the Manifesto as well as work to increase the number of languages it is translated into. Following the Zoom meeting in August this year, one of the questions that came up was when to review the manifesto. I strongly think it is one project the section needs to tackle soon. The section should use members both

present and retired to access their own library authorities, to find out what they have done – whether they have used the Manifesto and the effect of its usage. This study will give the section greater recognition and relevance in IFLA.

With IFLA, I became so much more interested and confident in travelling globally. One of the highlights in each conference programmes is the cultural celebration. Every country hosting the conference goes to a great length in showcasing their best in culture and culinary skills. Candidates also do their best in showing off their own country's attires. It is normally a very colourful event.

Presently, I am a committee member of CILIP's Retired Professionals Group (RPG). I am the editor of our newsletter, *the Post-Lib*; and would welcome contact with senior colleagues in other countries. It would be nice to know how individuals are coping with the challenges and opportunities groups are grappling with following the Covid pandemic. Please contact me through the secretary of the Section.

Best wishes to each one and remain safe wherever you are.

Christiana Ikeogu



New Standing Committee Member Profile



Emily Reed

Emily Reed is a Reference and Instruction Librarian at Penn State Harrisburg. She coordinates library instruction, services, resources, and outreach for campus international students. She recently surveyed international students to explore their library use and supervises a cohort of international students as part of a Personal Librarian program.



Inspired Work

Multicultural services to libraries take many forms and, in the best scenarios, are informed by local need and local distinction. In light of the 40th anniversary of the IFLA Library Services to Multicultural Populations Section, I want to share how the work of this group shaped my own research on the variety of library services designed for refugees and displaced communities. With the United Nations estimating that more than 70 million people are currently displaced around the world, every library community is a potential site for meaningful programs.

In Spring 2019, I was awarded a sabbatical research grant from my organization, Lane Community College, to explore how libraries address the needs of refugees and displaced people. Over eight weeks, I visited multiple libraries in the US, the Netherlands, and Germany, comprising a selection of public, academic, and community libraries.* At each site, I toured the library's spaces, met with generous library staff, and discussed the challenges, rewards and, indeed, the necessity of developing library programs specifically designed for

the needs of refugees and newcomers. (My sabbatical report, *With Literacy and Justice for All: Library Services to Refugees and Newcomers* is [available here](#).) The IFLA MCULTP elist proved instrumental in helping me locate other librarians also interested in this work, who were willing to host me at their libraries for a site visit during my fieldwork. These interactions were extremely productive and extremely inspiring!

I learned how each of these libraries offered users distinctive programs born out of specific needs, a remarkable level of local engagement, and varying levels of government support. What became evident as I progressed through my research was how meaningfully the IFLA's World Refugee Day 2018 brief [Sanctuary, Storehouse, Gateway, Bridge: Libraries Role in Making Refugees Feel Welcome](#) could be applied to the overarching commonalities between these vastly different programs.

In each of the libraries I visited, I found that, whether deliberately or not, programs for newcomers embraced both formal/structured/hard and informal/unstructured/soft

opportunities for individuals to navigate new locations and create stable lives. Trauma undergirds the experience of every refugee and displaced person at some level. Sometimes (and often, in the US context) trauma continues in the new locale, as newcomers seek to find meaning and engagement in challenging new environments. Using the place-naming rubric of *sanctuary, storehouse, gateway and bridge*, as described in the IFLA brief, creates a metaphor for *place finding* of the refugee and newcomer experience. It also creates useful conceptual paradigms for library staff who are developing programs of social engagement and opportunity.

I know that my research was only a 'drop in the bucket' of all the incredible work taking place in and around libraries to address the wide range of needs and talents of refugee and displaced library users. Meeting with library staff (and sometimes the users of the programs) was so valuable for my project. And more than that, it truly illuminated the vital, and fundamentally humanist, role that library programs play in the lives of refugees and newcomers.

For all your great work Multicultural Populations Section, I thank you!

Claire Dannenbaum
Reference & Instruction Librarian
Lane Community College
Eugene, Oregon USA



*Multnomah County Library (Midland branch), Portland, the Brooklyn Public Library Central, Openbare Bibliotheek Amsterdam, Centrale Bibliotheek Den Haag, Stadtbibliothek and Kalk branch library, Cologne, Freie Universität Bibliothek, and the Asylotheek (now Bibliothek der Heimaten), Berlin.

Libraries are for Everyone

Library Goals for First-Year International Students at a Campus Library

Penn State Harrisburg is home to approximately 5000 students, 12% of whom are international (over 600 students). When I was hired in 2019, my job responsibilities included coordinating library services and resources for our significant international student population. Since Penn State University Libraries ethos is 'one library geographically dispersed', I work with librarians at other campuses who share similar interests and responsibilities.

At Penn State Harrisburg, all undergraduate students must complete a foundational writing course as part of their general education requirement. One of the options to fulfill this requirement includes enrolling in a two-course sequence: First-Year Seminar in English, taken in the fall semester, and ESL Composition for American Academic Communication II, taken in the spring semester. These courses are specifically designed for non-native English speakers, so nearly all students enrolled in these courses are international.

I am exceedingly fortunate to be invited into both courses to speak with students about library resources and services. Since I

only get 50 minutes each semester, my priorities for the fall semester course, when students are brand new to campus, are to make them feel safe and welcome in our physical and virtual library spaces and to convey a few different methods they can use to seek assistance. I also want them to begin practicing searching our library resources, so I introduce them to our catalog. To accomplish these goals, I:

- define values of American libraries including intellectual freedom, equal access, diversity, and confidentiality and demonstrate how we uphold these values
- lead them on a tour of the library website
- introduce them to the subject specialist liaison model where they identify the librarian assigned to their program
- invite them to participate in our voluntary Personal Librarian Program
- guide them through searching the catalog.

In the spring semester course, I teach students how to begin the research process by using our

discovery service. This is a more traditional bibliographic instruction session where I teach them keyword searching, Boolean operators, filtering results, and accessing the full text of articles.

Making students feel welcome and safe goes beyond words, though; I try to incorporate teaching practices that also make them feel safe and comfortable in my classroom. For both courses, students follow along with my lesson on their own computers using the [fall semester course guide](#) or the [spring semester course guide](#) and by logging into my interactive presentation. Recently, I've begun using Nearpod to teach international students because it minimizes technical difficulties that frustrate many non-native English speakers, and it also provides a safer, confidential environment for them to participate in my lesson. Nearpod casts my lesson content directly to their devices including my slides, webpages I want them to explore, and I also have some questions interspersed throughout for them to answer. I've found Nearpod to be beneficial because it allows students to participate individually and confidentially with me and my lesson. Students can participate without have to respond in front of their peers. They can anonymously submit questions and they can answer my questions honestly.

While I have fully formed lesson objectives for both courses, I can't help but reflect more deeply on the affective, unwritten goals I have for international students on my campus. Yes, I teach them how to use library resources, but I also want them to internalize that the library is a safe place for them, and to be comfortable coming to us for help. Once their safety and belonging needs are first met, then we can focus more effectively on their cognitive needs.

Emily Reed
Reference and Instruction Librarian
Penn State Harrisburg



Harrisburg Library

Serving Queens' Immigrant Communities

As Queens Council Member Jimmy Van Bramer pointed out, libraries are the most democratic and one of the most important institutions that we have in this world. According to a report from the New York City Center for an Urban Future, the COVID-19 crisis has had the biggest impact on the immigrant communities. Since Queens Public Library closed its physical locations in March 2020 in order to mitigate the spread of COVID-19, the library's New Americans Program staff have transformed quickly its programs and services to virtual offerings. In partnership with many community-based organizations, a variety of virtual coping skills workshops were offered based on needs and available resources, including computer technology classes in Spanish and Bengali and other topics on health, parenting, housing, and unemployment benefits etc. Many immigrant customers obtained valuable information through our programs.

In addition, most cultural institutions across the US were closed during the pandemic and many in-person events and performances were cancelled. We were able to provide online cultural programs as a source of comfort, well-being and connection during COVID-19. One of the most successful virtual cultural programs is the Chinese Author Talk series. Since I have been establishing strong relationships with the American Association of Chinese Writers and the New York Association of Chinese Women Writers in the past few years, this Aurora Chinese Author Talk series in collaboration with the above two associations has been a major hit among the Chinese community as of October last year. The average attendance is around 90 people for each session, where the main speakers are well-known Chinese writers, poets and playwrights.

Since the beginning of the pandemic, people of Asian and Pacific Islander descent have been treated as scapegoats solely based



Dragon Boat Festival Cultural Gathering
In Mandarin Chinese
View our calendar for details at queenslibrary.org
Fri, June 26, 8pm

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on their race. In order to respond to the recent rise of anti-Asian violence and hate crimes, the New Americans Program took the lead in organizing various initiatives. We coordinated a series of bystander training sessions in English, Chinese and Korean, in partnership with the New York City Commission on Human Rights. Customers learned strategies and tips for responding to harassment or violence to protect themselves and the community. We also hosted a public forum livestreamed via Facebook and YouTube. Many distinguished guests and experts joined us to discuss the issues and how we can provide better allyship to local AAPI communities. Among them, we invited US Congresswoman Grace Meng,



Queens District Attorney Melinda Katz, Executive Director of the Asian American and Asian Research Institute of CUNY Joyce Moy and Co-executive Director for the Asian Americans for Equality Jennifer Sun. Our President & CEO Dennis Walcott served as the moderator. Last but not in the least, in partnership with the Chinese American Librarians Association, we coordinated a film screening and discussion of the documentary *Far East Deep South*. *Far East Deep South* follows a Chinese-American family's search for their roots in the Mississippi Delta, where they stumble upon surprising family revelations and uncover complex history of Chinese immigrants in the segregated South.

Although we have encountered numerous barriers when serving our immigrant communities during the pandemic, we believe Queens Public Library served as a warm and safe haven for everyone. New Americans Program staff will continue to provide valuable programs and services to immigrants during the post covid environment.

Xi Chen
Assistant Director of Programming
New Americans Program
Queens Public Library

Asking the important questions

In France, we are not always community-oriented and we often try to mix all the library's patrons together, unlike the multicultural approach in the UK or the US, for example, where workshops in Chinese or Arabic or other migrant languages, adapted to the needs of precise communities, are taking place.

That's why the French Librarian Association (ABF) and the Public Library of Information (Bpi) organised a study day on the 12th of October, named 'from community to citizenship: Libraries and citizenship around the world'. We wanted (needed!) to show as much as possible that there are diverse ways of doing, thinking, and acting.

Libraries promote civic inclusion, sharing and transmission of values, but how do they reach out to their diverse audiences? This study day addressed issues that seem traditional (such as inclusion and citizenship) from the angle of exploring different approaches between considering citizenship as an obvious whole – a singular group of people - and the segmentation of audiences into 'communities'.

Questions that were discussed included:
How do we understand citizenship in libraries? Do we consider citizenship in all countries as a feeling of belonging, an opportunity to act, a space where we feel 'like others' to whom libraries have the mission to promote? Can citizenship have several faces? Can we talk about 'citizenships'?

How do we approach the question of belonging to a community? Is a community a separate group that distinguishes itself or, on the contrary, a group that brings a new point of view to the others, opening the way to debate and critical reflection on the notion of 'citizenship' and 'living together'?

In order to promote spaces for exchanges, practices and points of view, we proposed a number of key moments for presentations, debates and practical workshops to question the place of the library in relation to the following major areas of reflection and we were lucky to hear colleagues from NYC, Finland and Spain in addition to various French colleagues.

Finally, it has been the opportunity to translate the toolkit for the implementation of the Multicultural Library Manifesto - at last!

Eléonore Clavreul
Head of National and International Cooperation department
Bibliothèque Publique D'Information



IFLA/UNESCO Multicultural Library Manifesto Toolkit now available in French



Manifeste IFLA/UNESCO pour une bibliothèque multiculturelle - Boîte à outils

This toolkit was developed to give practical approaches on how libraries can apply the concepts in the Manifesto. Similar to the hard work dedicated to writing the Manifesto, the section began in 2012 to work rigorously on the development of the toolkit. The IFLA/UNESCO Multicultural Library Manifesto...

The [IFLA/UNESCO Multicultural Library Manifesto Toolkit](#) was developed by IFLA Library Services to Multicultural Populations Section (MCULTP) for the purpose of giving practical approaches on how libraries can apply the concepts contained in the Manifesto.

Thanks to the efforts made by our French colleagues,

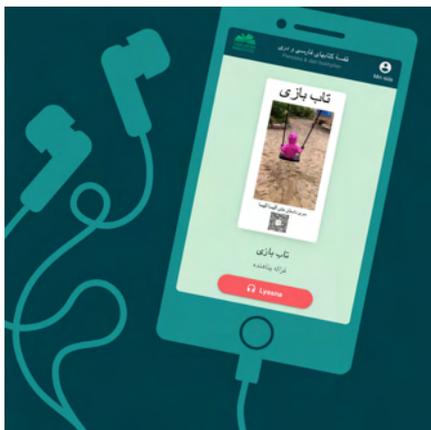
gathered in the International section of the Association of France's Librarians Lise Dachet, Charlène Perrin, Eléonore Clavreul and Van Ta-Minh, a French translation of the Toolkit is now available. Lise is a librarian in charge of developing and support user training within the Université de Paris, Charlène is a librarian in charge

of coordinating the user training service and an information skills trainer for Cnam libraries, Eléonore is in charge of the national and international cooperation department for the Public Library of information, also working as the Information Coordinator for MCULTP of IFLA. Van Ta-Minh is the deputy director of the Marguerite Yourcenar Library in Paris.

Since the original English version was launched in 2012, the full Toolkit has been made available on [the Toolkit webpage](#) in Chinese, Japanese, Russian, Spanish, and now French.

Världens Bibliotek - the World's Library

Världens Bibliotek is a digital library service that provides ebooks and digital audiobooks in 16 different languages. Världens Bibliotek is Swedish and means 'The World's Library'. The service is a collaboration between the National Libraries in Sweden and Norway and is accessible for everyone with a computer or mobile device within the Swedish and Norwegian borders. The users read or listen directly on the webpage and therefore do not need a library card. The reason Världens Bibliotek is a digital service is so it can provide equal access to literature throughout the countries.



Världens Bibliotek launched a beta-version in 2018, with a proper product launch in 2019, and has, since its start, seen a good and steady increase in users of the service. On average there are, combined with Norway and Sweden, almost a thousand loans every week. Summer months, as we all know, drag down the average usage considerably, but the service has a healthy growth and Världens Bibliotek is continuously adding more and more content.

Plans are in motion to expand the service further. Tentative plans are being laid to develop an app with increased

ease of access and ease of use. The idea is to make Världens Bibliotek the obvious choice when you want to find books, audiobooks and picture books in your language. Världens Bibliotek has laid plans to expand its presence when it comes to on-the-go media consumption.

A newsletter is also currently under development. The idea is to provide a fast and up-to-date way for you to be aware of newly released content to the language, or languages, of your choice. You can stay abreast of what content is being added to the language choices you have made. Världens Bibliotek is currently evaluating the most secure way of handling this information in compliance with GDPR regulations. Världens Bibliotek takes its responsibility of its users seriously.

Världens Bibliotek has been awarded the Greta Renborg prize – an annual prize that is given out by the Swedish Library Association to libraries or library co-workers. The motivation for Världens Bibliotek to be awarded the prize is that, by providing literature in multiple languages, Världens Bibliotek has increased the possibility for people to participate in society

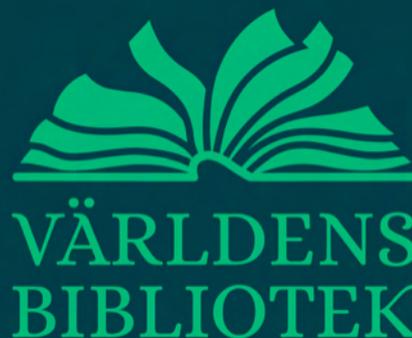
on equal terms. Världens Bibliotek has broadened, democratized and increased the availability of important literature.

The future of Världens Bibliotek is also undergoing evaluation and consideration. Small steps are being taken towards a bigger and brighter future for speakers of many different languages. During 2022, you can expect to hear more news from Världens Bibliotek and how the service will evolve to include and increase its availability, reach more people who will benefit from the service and continue the work with increasing peoples' ability to act in society.

Visit Världens Bibliotek at www.varldensbibliotek.se or www.verdensbiblioteket.no

Thomas Olsen
Project Manager for Världens Bibliotek

Gerda Boström
Communication Manager for Världens Bibliotek



Bläddra

A User-Driven Reading Promotion App

While the Swedish Library Act lacks a comprehensive listing of the various ways in which activities should be adapted for these groups, supplying literature in the national minority languages (ie in Finnish, Yiddish, Meänkieli, Romani, and Sámi) is indeed stipulated. Titles published in national minority

national minority languages, in all of Sweden.

The foundation of success with this project was the early focus on dialogue and cooperation with representatives for the national minority languages, such as potential users, librarians, native language teachers, authors and

“Libraries in the public library system shall devote particular attention to national minority groups.”

- Swedish Library Act

languages are however limited, and the resulting books in circulation are printed in small quantities, for example 500 to 1000 copies. This poses a challenge for libraries in acquiring these titles for their collections due to scarcity.

The challenges users face in gaining access to literature in the national minority languages have been a well-known problem for years. Less evident was how to articulate a solution to solve them.

In the spring of 2019, the National Library of Sweden initiated a pilot project to create Bläddra (in Swedish, approximately ‘Browse’). The objective was to investigate what a national digital library service for literature and reading could offer. Additionally, it aimed to create a viable but smaller-scaled product with a selection of languages as a start: an ebook reader application giving equal access to books in two

publishers. UX designers and project managers for app development and content kicked off the project with a road trip to visit different parts of Sweden to collect data.

With regard to the needs and wishes of potential users and the limits of the project, it was decided to focus on the ‘leisure readers’ as the main target group for Bläddra. The project team determined that this user group had much to gain with easier access to books in their own language. Bläddra is an app with a focus on reading promotion, rather than language revitalisation.

Bläddra was released in the spring of 2021 and is freely available in Sweden. It is an e-book reader app with literature in Romani chib and Sámi, with five variations each (equivalent to ten separate languages). After downloading the app from the App Store the user is immediately able to start

reading, with no need for a library card or a user account. The UX interviews revealed one common finding: low thresholds were essential. Users asked for a direct connection between the reader and the book, without barriers such as a library account.

So, how can Bläddra be regarded as a tool for libraries when no library card is necessary? The UX team’s gathered data showed that many of the users never visit a library, but do enjoy reading. Why not reverse the order? As a first step promote Bläddra to make readers out of non-readers, and as a second step bring them in to the library.

Bläddra can be used as a reading promotion tool in various ways. Story-time events for children can be arranged using a screen to display pages. That way, participants can simultaneously listen, follow along reading the text, and see the illustrations clearly. For teachers in need of a class set of a title or for a book club, the app is also suitable – everyone in the group has access to the book. An app can additionally lower any threshold obstacles to reading since it is private. A hesitant reader who wants discretion doesn’t need to visit a library or hold a book in their hand for all to see. It can also serve as a gateway to reading in the reader’s own language. Public and school libraries can use Bläddra in their own acquisition planning. The books in Bläddra have been selected in collaboration with the representatives of each particular language group, and are available for viewing in the app.

In 2022, a third language will be added: Meänkieli.

Lovisa Karlsson Kjellin
National Library of Sweden

Ground-breaking Library Development

The National Library of Sweden (KB) is both the national library for legal deposits and the library sector authority in Sweden.

Sweden recognises five national minority languages: Yiddish, Finnish, Romani, Meänkieli and Sámi. Romani, Meänkieli and Sámi have several dialects or varieties. The Sámi people are also an indigenous people with extended rights as such.

Since 2015, KB has prioritised fulfilling commitments as stated in Paragraph 5 of the Swedish Library Act, and in particular Paragraph 5, Section 1 regarding national minority languages and national minorities. Public libraries generally have not managed to attain these goals which stipulate that 'libraries in the public library system shall devote particular attention to national minorities'. Public libraries report that collections acquisitions are difficult, that institutions lack expertise required to deliver relevant services and programs, and that it is a challenge to find personnel to host readings, children's story-time and other

events.

In 2019, the National Library of Sweden presented a proposal to the Swedish government: introduce special support to users belonging to one or more of the national minorities as well as support to public libraries. Four existing libraries – the library at The Finnish Institute in Stockholm, the Jewish Library of Stockholm, the library at the North Calotte Cultural and Research Centre and the library at the Sámi parliament – were found suitable to receive government funding as designated special libraries with a nationwide scope.

In 2021, KB received the government's assignment corresponding to the earlier proposal. KB was awarded a grant of 10 million SEK annually, from 2021 through 2023. One initial task in 2021 was to make these four libraries more robust and prepare them for the tasks of serving as a national resource for both public libraries and for users directly.

But what about the Roma people? There is no such dedicated library today for this

national minority group. The assignment remains, and gives KB the task of suggesting solutions for a future library, designed for the user needs of the Roma people. To assist with that task, KB recruited Roma Reading Ambassador Bagir Kwiek to join as a member of staff.

Throughout 2021, KB conducted a number of hearings with national minorities about user needs, a series of sessions with the designated libraries also involving the Reading Ambassador, other authorities and the Sámi Parliament. During this process, users have been given ample opportunity to express opinions and share expectations.

From 2022, the four aforementioned designated libraries should be ready to 'open their doors' – figuratively speaking, since most of the services are digital and consist of documents such as methods manuals, book recommendations and lists of publishers and retailers.

Elisabet Rundqvist
National Library of Sweden

New Standing Committee Member Profile



Elisabet Rundqvist

Elisabet Rundqvist works at the National Library of Sweden as an Executive Officer.

In 2003, Elisabet graduated from Uppsala University with a master degree in library and information science and started working as a librarian at the National Library the same year.

Since 2007, Elisabet holds a position as an executive officer at the National coordination of libraries, as a specialist of the Swedish Library Act and public libraries. Elisabet is also a special adviser within the field of libraries and national minorities and the Sámi Indigenous people.

Since 2013, Elisabet has grown a deep understanding of the challenges the public libraries face in developing library services for national minorities and the Sámi population. After a long-term preparatory work to raise awareness and build structures for strengthened library services directed towards national minorities, the government appointed the National Library of Sweden a commission to reinforce and develop services at four special libraries, for the Sami, Finnish, Yiddish and Tornedal populations. For the Romani people, the National Library will suggest a future library function.

Elisabet has been a standing committee member of the IFLA Indigenous Matters Section 2017–2021. With a deep interest in Indigenous librarianship, she has travelled to several countries like New Zealand and Malaysia/Borneo to explore Indigenous libraries and learn about Indigenous cultural heritage.

Modernised Russian libraries serving Indigenous and multicultural populations

A focus on local history and culture

In 2019, Russia started a countrywide modernisation of library and information services as part of the National Project Culture. In 2019-2020, 305 of these next-gen libraries were opened in Russia. By the end of 2021, there will be more than 600 of them. The project involves the renovation of library facilities, the purchase of new furniture and state-of-the-art equipment, and the upgrade of book collections. Notably, libraries are modernised according to a model design, however they are welcome to adapt it to better reflect local culture and traditions, and to find their own ways of engaging local communities.

The Department of Model Libraries of the Russian State Library has collected some success stories highlighting the outstanding creative projects implemented by Russian librarians.

Intersetlement Central Library of the Nanai Municipal District, Khabarovsk Territory, Russia¹

Modernised in: 2021

This library served as basis for the creation of the Centre for the Preservation and Promotion of National Culture. At the Centre, you can immerse yourself in the history, art, and traditions of the small number of Indigenous peoples in the North, and learn about the natural surroundings and the ancient settlements of the Nanai region. The library organises events dedicated to national culture and publishes booklets and bookmarks to promote books from the local history collection.

‘Its main objective is to preserve traditions and to foster a sense of belonging to the national culture of the native land. The intersettlement central library is becoming an open

innovation and educational platform, a place of intellectual leisure for the residents of the Nanai region,’ said Marina Loskutnikova, First Deputy Minister of Culture of the Khabarovsk Territory.

The focal point of the renewed space is the image of the Nanai family tree, which symbolises wisdom and intergenerational continuity. Traditionally, it was depicted on women's wedding gowns. Moreover, such a dressing gown is part of the library's local history exhibition together with other pieces of the Nanai clothing - a bib, a hat, and a men's festive costume. These and other exhibits were made by the craftsmen from the Intersetlement Centre of Nanai Culture in the village of Jari.

Specialised Branch Library No. 21 ‘Sozvezdiye’ of the Municipal Central Library System, Republic of Sakha (Yakutia), Russia²

Modernised in: 2020

This model library fully embodies the spirit of diversity, mutual understanding, and respect for the local cultures of the peoples who represent the 120 nationalities of the Republic of Sakha (Yakutia), the largest region of Russia.

The name of the library – ‘Sozvezdiye’ (Constellation) – is meaningful for several reasons. Firstly, it incorporates the location of the institution – the Gagarinsky district, which was named after the cosmonaut Yuri Gagarin. Secondly, it carries the idea of a library as a constellation of various cultures and literatures with each one of them shining brightly. This is a unique concept that



Nanai Library

¹ <https://новаябиблиотека.рф/news/novaya-etnika-modelnaya-biblioteka-v-habarovskom-krae-sohranyaet-kulturu-narodov-severa>

² <https://xn--80aacacvtbthqmh0dxl.xn--p1ai/news/novaya-desyatka-sentyabrskih-bibliotek-druzha-s-volonterami-vnimanie-k-poetam-i-prodvizhenie-idej-tolerantnosti/>

distinguishes this library from other libraries of the city and republic.

The library has its own centre for national cultures 'Polar Star' with a separate book collection as well as an exhibition area, dedicated to both traditional book exhibitions and art pieces. Following the modernisation, the library is working in partnership with national communities to bring outreach activities to a new level.

Central Library of the Blagovarsky Municipal District, Republic of Bashkortostan, Russia³

Modernised in: 2020

This library and its book club host various events dedicated to the Tatar and Bashkir writers and poets. 'At literary evenings, our guests are intellectually engaged, not only by attending interesting performances, but also by learning about the library's collection and new acquisitions, browsing book and art exhibitions, and listening to thematic reviews,' said director Angelina Schil.

Moreover, the library invites students from local art colleges to teach users how to play the piano and the guitar as well as Bashkir musical instruments, such as the kurai (reed pipe) and the domra (lute), and hosts

meetings with scholars who specialise in the local history of the Blagovarsky region.

In addition, the library actively collaborates with the local archives, museums, schools, and newspapers on joint projects, including exhibitions, tours, and competitions centred around local history. It also partners with the Kurultai of the Bashkirs, a non-governmental body promoting Bashkir language and culture. Together they hold both library-based and outreach meetings with the local community to discuss the study of the Bashkir native language in schools, the organisation of major regional events, and the participation in various republican projects.

Authors: Anastasia Dyatlovskaya, Lilia Tretyakova, Maria Belyavtseva, Department of Model Libraries, Russian State Library

Translated by: Maria Fedotova, IFLA Russian Language Centre, Russian State Library

Photos provided by the Department of Model Libraries, Russian State Library



Central Library of the Blagovarsky Municipal District

³<https://xn--80aacacvtbthqmh0dxl.xn--p1ai/map/respublika-bashkortostan/centralnaya-biblioteka-municipalnogo-rajona-blagovarskij-rajon/>

New Standing Committee Member Profile

I have worked in libraries since 2006 when I was lucky enough to be the Summer Reading Coordinator at Featherston Public Library (Wairarapa, NZ).

My life has always been centred around story – both lived and imagined. I joined IFLA in 2018 after experiencing my first International Library Conference at APLIC 2018 on the Gold Coast in Australia. At that stage Auckland New Zealand was dibbed to be the host for the 2020 WLIC and I decided I wanted to be part of it all.



Elisabeth Marrow

Excitingly, I received an International Librarian Grant to attend the WLIC 2019 in Athens which was amazing.

I was elected to the Standing Committee of the IFLA Library Services to Multicultural Populations at the 2021 election. I am honoured to be part of this interesting and active section.

I live in sunny Picton (at the top of the South Island) and enjoy hiking, swimming and reading as well as sampling the wonderful local produce.

New Standing Committee Member Profile

Xi Chen

Graduated from the School of Library and Information Studies, McGill University Canada, Xi Chen joined Queens Public Library in 2004. After working in various branches for a few years, in 2015 Xi moved up and became the Assistant Director of Programming and Operations, New Americans Program.

Xi is an active member of NYLA, PLA, ALA and CALA. She presented at ALA Annual Conferences, Joint Council of Librarians of Color and REFORMA Mini Joint Conference. Xi currently serves on the IFLA Section on Library Services to Multicultural Populations Standing Committee.



Working with RSE workers



Marlborough District Library, based in Blenheim at the top of the South Island of New Zealand, has run a number of basic computer courses using the Stepping Up format with RSE (Recognised Seasonal Employer scheme) workers. I learned to be as flexible as possible with these workers' because things can be hard to confirm as the work is often weather permitting. For instance, sessions were booked for times the group was supposed to be free but there were times they were called to work at short notice and didn't remember to cancel. Travel from their work to the course needed to be factored in and when work was cancelled because of weather, they made contact to see if they could come in for a session the same afternoon. So flexibility was key!

After the initial contact with the RSE groups I printed out all the Stepping up guides for the topics they wanted to cover and had them on hand for when they were able to show up, also I tried to roster myself around other duties so I had the hour when they were likely to come available in case they rang.

Different groups have different needs. These ladies were going to be setting up businesses and wanted specific computer skills to help with this. Another RSE group wanted to learn very basic skills such as parts of a computer, using a keyboard and mouse as well as setting up email.

We have also worked with a local multicultural group who wanted to learn English computer terms as well as basic skills. These courses were held after we had closed and while

the ladies were doing the course the multicultural group contact supervised their children in the library building. We ran a series of four courses for them covering computer basics, Word, and Introduction to email and they each joyfully received a certificate at the end of the four courses, including the child of one who came and translated for Mum who had never learnt to read and write in their own language and knew no English.

For all the groups there were a number of members who had the computer skills but simply lacked confidence in using them because their language skills were not great. The ones who did speak English well helped the others and they all achieved the goals for each session. There was also a lot of good humour involved in the process. Unfortunately with the COVID-19 Delta lockdowns and Traffic light systems recently put in place in New Zealand we are not currently having any programming in the library – fingers crossed for 2022!

Sandra Parker
Reference Librarian
Marlborough District Library

Uniting Nations

Nga mihi mahana, warm greetings to you all!

Migrant Women Meet is a friendly group of supportive women who at some time, have moved to New Plymouth, New Zealand. The group is made up of migrants, returning Kiwis, and also New Zealanders who have moved from other parts of Aotearoa.

We meet weekly but our face-to-face meetings in the library are currently cancelled due to the current pandemic.

During our first lockdown in 2020 our face-to-face meeting migrated to [Access Radio Taranaki](#) until we could meet again in the library later in 2020. We went back to this format in August 2021 when new lockdowns were introduced and we are still currently operating in this way. [‘Migrant Women Meet on air’](#) is held each Tuesday morning at 11:00am for one hour and is hosted by the women and Michelle Bent, a



programme manager for Access Radio and also one of our Migrant Women.

Many of the women continue to meet casually for lunch, walks and other outings which are allowable under our current regulations. The need to keep in contact with each other and to meet is important to everyone but especially to women from the group who often have no family to connect to here in New Plymouth. Maintaining friendships and links with each other is an important support aspect of the group, particularly at this trying time

so far away from family.

Our women have other links to Access Radio. Cheryl and her husband Vic have their own radio show each Friday evening called Cool African Grooves. Making yourself at Home with Alina and Kadisha is another programme chatting with migrants who share about their journey and new life in New Plymouth.

Stephanie Gibbons
Puke Ariki Library
New Plymouth

Manifesto Toolkit in Spanish presented at REFORMA conference

[The National Association to Promote Library & Information Services to Latinos and the Spanish Speaking \(REFORMA\)](#) recently offered a unique occasion to present the [IFLA/UNESCO Multicultural Library Manifesto Toolkit in Spanish](#). During the 7th REFORMA National Conference/We Are the Change and its 50th Anniversary (November 4-7, 2021), Spanish speaking librarians had the opportunity to participate in a workshop to reflect on the principles and strategies of the Manifesto in order to promote multicultural resources, programs, and services at their institutions.

The presentation was carried out in Spanish on the virtual platform provided by REFORMA's Conference. The agenda included a

Welcome (10 minutes), Objectives (5 minutes), Presentation of the Manifesto (15 minutes), Workshop Activity (15 minutes), and Discussion and Conclusion (15 minutes). The presentation also integrated a series of slides and included a Google Form during the workshop.

The workshop activity focused on the Appendix B: Community Analysis and Needs Assessment, while community members from Mexico were referred to as a possible scenario. The Community Analysis helped to identify the general cultural characteristics of Mexico, the regional varieties of the Spanish language and Indigenous languages spoken in Mexico, the different categories of sign languages used in Mexico and the type of Braille being implemented. The Needs Assessment included areas of health, education, employment, and immigration. The Appendix B referred to primary and secondary resources, and the

participants were also able to share if their library currently offers resources, programs and services that respond to these multicultural contexts or if their institution may potentially do so.

The experience of presenting the IFLA/UNESCO Multicultural Library Manifesto Toolkit in Spanish offers the possibility to serve the interests and needs of the multicultural communities of Latin America in a variety of ways. These diverse communities include the Indigenous Peoples, such as the Mayan; the mixed-race identities of Indigenous, European, African and Asian heritage; the multiple ethnic and regional/national identities, such as the Afro-Caribbean and Afro-Mexican; and the pan-ethnic Latinx. Reconciliation and sustainability pathways promoted by UNESCO may also become key elements to serve our multicultural communities.

Kirsten Grünberg

Colorful stories

The purpose of library development in Indonesia, as stated in the [National Library Strategic Plan 2020-2024](#), is 'strengthening the culture of literacy, innovation and creativity by utilizing libraries for the realization of a lifelong learning community, marked by the increasing value of literacy culture from 55.03 (base line 2019) to 71.0 in 2024.' In order to support this achievement, it is necessary to carry out creativity and innovation from librarians, including book publishing.

In the context of the 48th Anniversary of the Indonesian Library Association on July 7, 2021, the Central Board of the Indonesian Librarians Association, in collaboration with the Bibliography Center and library material processing, launched the book *Colorful Stories of Librarians in a Pandemic*. The launch of this book is also in commemoration of Indonesian Librarian Day. This book is an anthology that is expected to encourage librarians to be able to express their ideas and thoughts in written form which is then published as a book. This book contains a collection of stories of librarians at the National Library of the Republic of Indonesia adapting to new habits during the pandemic, and the efforts they make to stay productive. Not only about adapting to the new normal, this book also invites readers to get to know the librarian profession in terms of work and get acquainted with how librarians work in transferring knowledge. The publication of this book is an effort of the Central Board of the Indonesian Librarians



Association to increase literacy through the availability of books in the field of librarianship.

In this book, the authors try to express their thoughts in various styles of writing, both scientific and popular. The book consists of 30 articles written by 25 librarians and edited by Niswa Nabila SBA and Suharyanto. A total of 14 articles discuss librarianship and Covid-19 and 16 articles on organizing information. This book can be

accessed at <https://portal.ipi.web.id/terbitan/2021/1195/>

In addition to publishing the colorful book of librarian stories during the pandemic, the Central Board of the Librarians Association also published an anthology of librarians welcoming the 2045 golden generation. This book consists of 24 articles written by librarians from various institutions in Indonesia. This anthology is expected to encourage librarians in Indonesia to be able to express their ideas, thoughts and experiences in written form and published into books. This book can be accessed online here: <https://portal.ipi.web.id/program-ipi/2021/1406/>

Suharyanto Mallowa
Librarian at National Library of Indonesia

Chairman of the Publishing Commission of the Central Board of the Indonesian Library Association

Articles related to librarianship and COVID-19:

1. Sudden Webinar Means of Knowledge Sharing for National Library of Indonesia Processing Team
2. Librarians Stay Productive With Webinars
3. Transformation of the National Library's Child Services in the Future Covid-19 pandemic
4. Implementation of the Internet of Things (IoT) as an Effort to Improve Library Services During the Covid-19 Pandemic at the National Library of the Republic of Indonesia
5. Planning, Strategy and Readiness of Librarians in the New Normal Era at the National Library of Indonesia
6. Use of Webinar Applications by Librarians in the Field of Library Material Processing
7. Work From Home, We Are Not Out Of Time But Our Ego That Keeps Us Away
8. How Can Small Libraries Survive During a Pandemic?
9. Application of Librarian Ethics in the Implementation of Librarian Discussion Webinars
10. The Role of School Librarians in the Condition of the Covid-19 Pandemic
11. Librarians during the Covid-19 Pandemic and Digital Libraries
12. Library Material Processing in the Field of Library Material Processing in a Pandemic Period with Work From Home
13. Public Library Services in New Normal
14. Transformation of 'Processing' Librarians in a Pandemic Period

New Standing Committee Member Profile

My name is Carmela Ieracitano and for the last 20 years, I have worked at the Multicultural Centre for Women's Health (MCWH), coordinating a specialist library for women from migrant and refugee backgrounds. Our library is constantly evolving to meet the changing needs of the community and supports everyone (women, the community and health workers) who has an interest in multilingual health information and migrant and refugee health in Australia.

My family migrated to Australia from Italy in the late 1950's, appreciative of the opportunity to come to a country that was safe. Like many other migrants, my family worked in factories, forging a life and overcoming challenges such as language, culture, and health and social systems barriers.

The experiences of growing up between two cultures (Italian and Australian) and as a woman all made sense once I walked through the doors of MCWH (previously called Women in Industry and Community Health), an organisation built by strong, independent

thinking migrant women. For over 40 years, MCWH has strived to empower women from migrant backgrounds through information and knowledge. What a concept! At the time, this was a 'wild' idea within my own culture, the education system and society. MCWH affirmed my own 'wild' ideas!

MCWH is a place where I met and worked with likeminded women, a place where I belonged.

My so-called wild ideas came from a love of reading books about strong women from various 'walks of life' who overcame challenges and created a pathway to success. I have always loved reading and learning, but I have also understood that learning and formal education is a privilege for many, but not for all. Libraries are a great equaliser in women's learning where there are educational or societal obstacles.

I am incredibly fortunate to work in an environment that challenges and enhances my skills and qualifications. Communicating complex issues that impacts



Carmela Ieracitano

women's lives such as gender equality, prevention of violence against women, and women's health through the MCWH library is the ultimate experience.

The library at the Multicultural Centre for Women's is all about learning, building, enhancing, empowering and applying knowledge for women **and by** women of a migrant and refugee background.

IFLA Library Services to Multicultural Populations Section

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Additional Resources:

IFLA/UNESCO Multicultural Library
Manifesto: <http://repository.ifla.org/handle/123456789/731>

Multicultural Library Manifesto
Toolkit: <https://www.ifla.org/ifla-unesco-multicultural-library-manifesto-toolkit/>

Multicultural Communities:
Guidelines for Library Services, 3rd
Edition: <https://www.ifla.org/resources/?oPubId=631>

An Overview: Multicultural
Communities: Guidelines for Library
Services Four-page summary:
<https://www.ifla.org/resources/?oPubId=6646>

Previous newsletter issues:
<https://www.ifla.org/resources/?oPubId=650>

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