



# IFLA Section Library Services to Multicultural Populations

## Newsletter

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The International Federation of Library Associations and Institutions



*Svitlana Zaiko with three staff members in the Karow Public Library in Berlin, next to a shelf of books in the colours of the Ukraine flag.*

*L to R: Katarzyna Willmann, Roberta Puggioni, Svitlana Zaiko and Ieva Ketzer*

*Photo courtesy of the Pankow Public Library*

## Supporting multicultural communities in times of crisis

Ukrainian library manager Svitlana Zaiko is supporting fellow refugees in the Berlin community.

This is a summary, prepared by an MCULTP Section standing committee member, of an [article](#) published on 21 April 2022 by the [Mykolaiv Central City Library](#). (Full article in original Ukrainian on page 3.)

The [M.L. Kropyvnytskyi Mykolaiv Central City Library](#) in Ukraine is sharing the experiences of colleagues who

find themselves away from their hometown and their country during the war with Russia. This story is about the head of Branch Library No. 2, Svitlana Zaiko. Svitlana is a well-known librarian, the head of the Center for Environmental Information and Culture, a member of the Ukrainian Library Association and of Mykolaiv Regional Library Association's board and active in civic environmental initiatives in Mykolaiv.

In the beginning of March,

after Russia's attack on Ukraine, Svitlana and her daughter left Ukraine for Berlin. Looking for opportunities for her and her daughter to connect with their new community, she contacted Tim Schumann, head of the Heinrich Böll Public Library in the Pankow district of Berlin. She wanted to learn about work in German libraries that she could implement in the ecological library in Mykolaiv.

The meeting dramatically

*(Continued on page 2)*

# Message from the Chair

Dear Colleagues,

I hope you are doing well and staying safe.

Our last issue celebrating 40<sup>th</sup> anniversary of the IFLA Library Services to Multicultural Populations Section was very successful. I enjoyed reading so many articles that brought current and past members together sharing fond memories of our section. In case you missed that issue, you can find the link [here](#).

Our main theme this issue is how libraries support multicultural communities during times of crisis. During challenging times such as pandemic and conflicts, it is our role as library professionals to ensure vital information and resources are provided to all, with an inclusive approach. This is especially important for our communities that have various cultural backgrounds. We would like to see barriers to equal

access of information and resources removed to create a more equitable and engaging library field for all of us.

We received a lot of submissions for this issue. Our readers will get a chance to learn about how libraries and institutions from around the world provide support to the local and global communities during challenging times. Besides that, we can also read articles that focus on how libraries expand service models and enhance service quality as a continued practice. I hope we all can learn something new and inspiring from this issue.

I wanted to give special thanks to our Secretary and newsletter editor Andrew Finegan for his effort to have this issue published. Also, as always, thanks to our standing committee members, newsletter contributors, colleagues and friends of this



section for your continued support and contribution.

Stay safe and be well.

**Lan Gao**  
**Chair**  
**IFLA Section 32**  
**Library Services to Multicultural Populations**

changed her stay in Berlin. Svitlana writes, 'Since that day, our lives have been filled with positive changes. Thanks to my colleagues, we have housing and help with paperwork. My daughter is going to school again and I have the opportunity to participate in professional activities and be useful to the community.'

She notes that the libraries of Berlin are actively supporting Ukrainian citizens forced by the war to seek refuge in Germany. They offer a free library card for refugees without residence permits which makes it possible to borrow 10 books and use digital media via the [Berlin Library System website](#). The site also has a page of reliable information about the war in Ukraine and for refugees in Berlin. A brochure about Berlin library services for refugees was translated and distributed in Ukrainian, thanks to Svitlana Zaiko and Karow Library

manager Ieva Ketzer. Libraries are also looking for ways to add Ukrainian books to their collections.

Many German libraries host activities and events for Ukrainians. The Karow Library has set up German language courses with volunteer teachers and a bulletin board for refugees. Svitlana Zaiko helped the Janusz Korczak Library present a bilingual event at the local women's centre, attended by mothers and children from Germany and Ukraine. German colleague Johanna Thurau explained the library's services in German and our colleague from Mykolaiv did so in Ukrainian. Then they read fairy tales to the children in both languages. Svitlana writes, 'The Germans were fascinated by the melody of the Ukrainian language and listened with pleasure.'

Svitlana's story shows that experts in our field do not sit idly by, far from the war. She finds it

very meaningful to participate in and learn from local libraries. She is already thinking about how this experience will be useful in developing the libraries in Ukraine. 'The most important thing for me and my daughter today is something you can't buy. It is something that is given with full hearts: incredible support from new, true friends. They are giving us the opportunity to feel calm and dignified in our new surroundings. I thank my colleagues who sincerely accepted me into their circle!'

Thank you, Svitlana, for such a wonderful story!

Lyubov Varyukhina  
Olena Nekipelova

M.L. Kropyvnytskyi  
Mykolaiv Central City Library,  
Ukraine



# Original article from page one

**Центральна міська бібліотека ім. М.Л. Кропивницького м. Миколаєва, Україна започаткувала цикл дописів життєвих історій колег, які під час війни з росією опинились за межами рідного міста та України.**

Ніщо не може стати на заваді справжньому бібліотекарю, навіть страшні події війни і доля вимушеного біженця. Сьогоднішня оповідь від завідувачки бібліотеки-філії №2 Світлани Зайко.

Світлана – знана в Миколаєві фахівчиня бібліотечної справи, активна городянка, керівниця міського Центру екологічної інформації та культури. Її добре знає бібліотечна спільнота – вона є членом Української бібліотечної асоціації, членом правління Миколаївської обласної бібліотечної асоціації. Світлана відома городянам екологічними ініціативами, є авторкою проєктів Громадського бюджету м. Миколаєва.

Напередодні війни увійшла до складу громадської ради з питань охорони навколишнього середовища при департаменті житлово-комунального господарства Миколаївської міської ради.

На початку березня, після повномасштабного наступу росії на територію України, разом із донькою вимушена була виїхати з Миколаєва. Після довгих і виснажливих днів дороги дісталися столиці Німеччини. Рішенню приїхати саме до Берліна сприяло запрошення родичів. Світлана почала шукати можливості для адаптації у новому для неї та доньки оточенні. Не могла не згадати про знайомство в 2019 році на Львівському бібліотечному форумі із керівником центральної бібліотеки ім. Генріха Белля району Панков Тімом Шуманом. Написавши йому листа, українська бібліотекарка отримала відповідь із запрошенням відвідати бібліотеку. Метою візиту Світлани було дізнатися більше про діяльність бібліотек Німеччини, зібрати якомога більше практичного

досвіду для реалізації у рідній миколаївській екобібліотеці та знайти майданчик для спілкування і соціалізації у новому середовищі.

Зустріч з п. Тімом Шуманом кардинально змінила перебування фахівчині в Берліні на краще. Світлана пише: «З того дня наше життя налагоджується, набуває сенсу і наповнюється позитивними змінами. Завдяки колегам у нас є житло, допомога в оформленні документів, донька знову ходить до школи, я маю можливість брати участь у професійних заходах і бути корисною для громади».

Вона відзначає, що сьогодні бібліотеки Берліну активно включені в процес підтримки українських громадян, яких війна вимусила шукати притулку в Німеччині. Бібліотеки столиці пропонують безкоштовний читачий квиток для українців без посвідки на проживання. За цим квитком можна взяти напрокат 10 книжок і користуватися цифровими послугами на сайті Асоціації публічних бібліотек Берліна [www.voebb.de](http://www.voebb.de). Крім того, на сайті зібрані важливі матеріали та посилання на офіційні джерела для тих, хто шукає допомогу, і хто готовий її надати. Спеціально для українських відвідувачів було перекладено, видано і розповсюджено інформаційний буклет про діяльність бібліотек Берліну та правила користування ними. «Дуже важливим є те, що бібліотеки шукають можливості для поповнення своїх фондів українською книгою і найближчим часом це буде реалізовано», – повідомляє Світлана.

У багатьох німецьких бібліотеках проходять різні активності та заходи для українців. У бібліотеці Каров відкрилися курси німецької мови за участю вчителів-волонтерів, організована дошка об'яв і пропозицій. На початку квітня Світлана Зайко стала учасницею білінгво-заходу, який організувала бібліотека ім. Януша Корчака. Це була зустріч у центрі допомоги

жінкам, на якій були присутні матері з дітьми з Німеччини та України. Під час заходу німецька колежанка Johanna Thureau презентувала діяльність та послуги бібліотеки німецькою, наша миколаївська колежанка – українською. Потім читали казки для українських дітей та всіх охочих: Johanna німецькою, Світлана українською мовами. «Маю зазначити, – пише наша фахівчиня, – німці були зачаровані мелодійністю української мови і слухали із задоволенням та щирою посмішкою на вустах)))».

У історії, яку повідала Світлана, є незаперечна істина – справжні фахівці своєї справи не сидять склавши руки, поїхавши далеко від війни. Їй, бібліотекарці здалеку, надзвичайно приємно і цікаво долучатися до активностей, що ініціюють місцеві бібліотеки, знайомитися з їхньою діяльністю. За її словами, це неоціненний досвід, який, Світлана вірить, у майбутньому стане в нагоді при відновленні повноцінної діяльності вітчизняних бібліотек та розбудові України.

«Найголовніше на сьогодні для мене і моєї доньки, це те, що не можна купити, не можна попросити, це те, що даровано світлим серцями, – неймовірна підтримка, нові справжні друзі, які дають можливість почуватися гідно та спокійно у новому для нас світі. Я висловлюю подяку колегам, які щиро прийняли мене в своє коло!

Безпосередньо це: директор бібліотек Панков – Danilo Vetter, керівник бібліотеки ім. Генріха Белля Tim Schumann, керівник районної бібліотеки Каров Ieva Ketzer, бібліотекарка бібліотеки ім. Януша Корчака Johanna Thureau», – ми відчуваємо в цих словах нашої колежанки щирість, оптимізм, нескореність обставинам, віру в перемогу. Дякуємо, Світлано, за таку чудову історію! Ми разом! Все буде Україна!

Центральна міська бібліотека ім. М.Л. Кропивницького м. Миколаєва, Україна

# University of Warsaw Library supports refugees from Ukraine and Afghanistan

Since the end of February 2022, the Russian invasion of Ukraine has dominated the news in Polish media, as well as the thoughts of Polish citizens. The conflict has also greatly impacted library services across our country.

During the first weeks of the war, [the University of Warsaw Library](#) (BUW) building became a hub for charity campaigns organised by the Students' Council and the Volunteer Centre of the University of Warsaw (UW). Like many Poles around the country, UW students and staff engaged in collecting essential items for the citizens of Ukraine. As time passed, BUW librarians proposed a number of actions

as a response to the growing number of refugees coming from the war-affected Ukraine to Warsaw. We decided that Ukrainian passport holders can obtain a BUW library card free of charge until the end of the summer semester of 2022. Ukrainian-speaking librarians have translated a number of library announcements, information leaflets, and statements into Ukrainian.

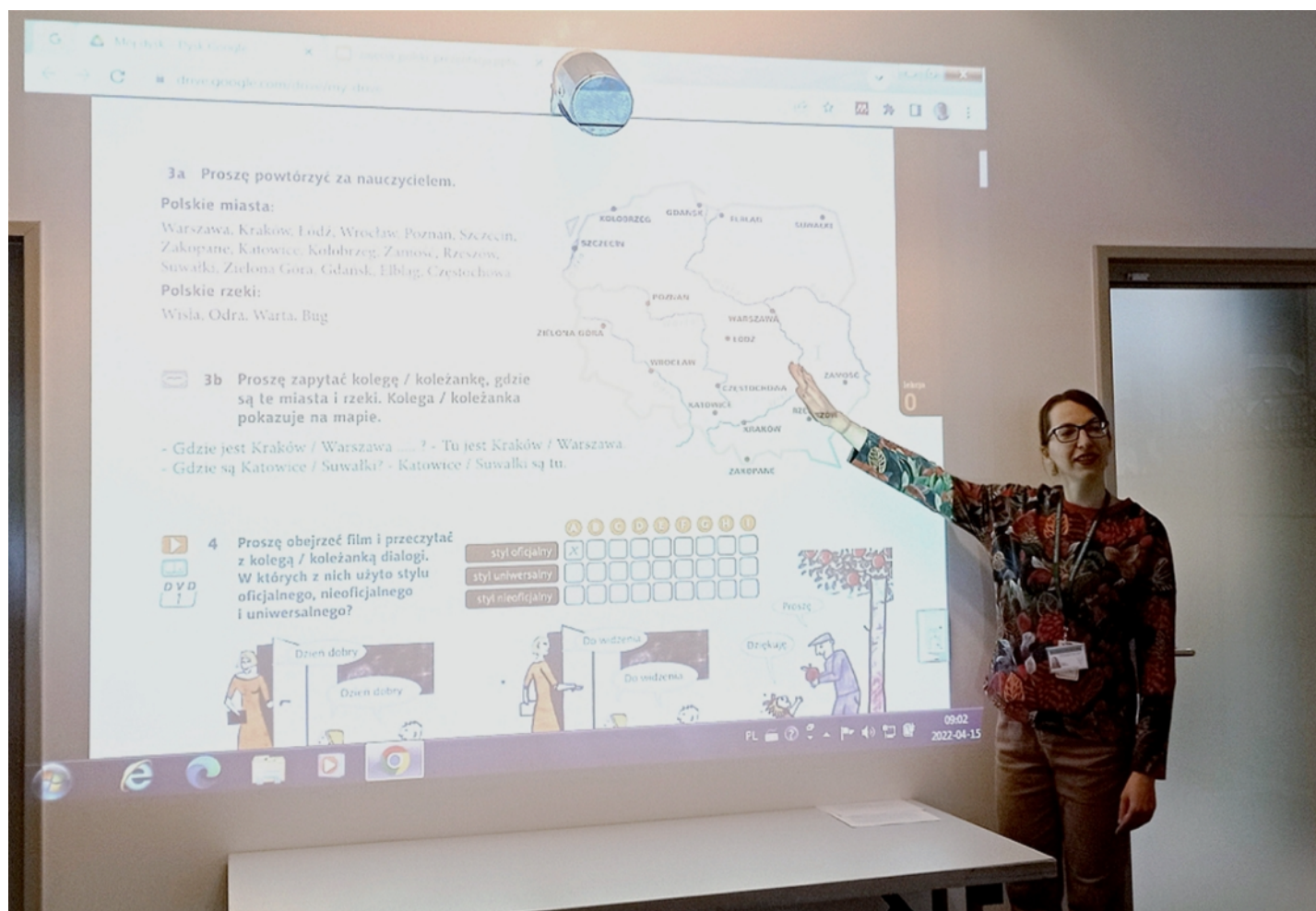
A librarian and Polish teacher, Alena Liveich (from Information Services and Training Department), organised free Polish as a Second Language course, especially for Ukrainians. In order to maintain an optimal level of teaching and in accordance with the library's

space limitations, Linevich proposed to arrange two groups, a maximum of 20 students each.

The interest in the course exceeded our expectations: the list of participants was fully booked within half an hour. We have received over 350 applications in total. The classes started on 22 and 23 March and are held every week until the end of June. The groups, consisting mostly of women, learn basic Polish vocabulary and phrases associated with making acquaintances, everyday life activities, and dealing with official matters.

Additionally, as part of the course, students have the opportunity to take a trip around

*(Continued on page 5)*



*Alena Liveich conducting the Polish language class.*



the library, listen to lectures and training, watch presentations, and even cartoons in Polish. We hope that familiarising themselves with the basics of the Polish language will give our neighbours self confidence and help them in these difficult times.

It is worth noting that our librarians did not forget about other foreigners and continued providing services for anyone in need. After the Taliban offensive and the fall of Kabul in the summer of 2021, many Afghan citizens fled their country and came to Poland. University of

Warsaw students and doctoral students launched a project called '[An initiative for students from Afghanistan](#)', which aims to prepare young Afghans for studies in Poland.

In March 2022, BUW, in agreement with the Initiative, offered free library cards to a group of more than a dozen Afghan students. On 29 March, the group visited BUW for a library tour and training conducted by the Information Services and Training Department librarian, Zuzanna Sendor.

## Other University of Warsaw initiatives

Various UW organisational units offer a range of free support services for citizens of Ukraine, including translation assistance, Polish language courses and materials, professional psychological help and legal assistance, as well as financial support and fundraising. The University also offers [jobs for Ukrainian researchers](#).

Alena Linevich  
Zuzanna Sendor  
University of Warsaw Library

# Polish public libraries for Ukraine

Libraries, as trusted institutions in society, have repeatedly helped local communities by disseminating reliable information, providing information about ongoing charity campaigns and fundraisers, supporting those fundraisers, and running their own campaigns.

The war in Ukraine, and the increased number of refugees, shows that existing support methods need to be changed into a more active form. Hence, Polish libraries have not only begun to expand their book collection with Ukrainian books, but also now offer Polish language classes for Ukrainians, support for refugees in looking for work, and classes for Ukrainian children. Among the many library actions worth mentioning are [the Provincial Public Library and the Cultural Animation Centre in Poznań](#), which runs a series of creative meetings with books. Librarians read [fairy tales to kids and teenagers](#) in Polish and Ukrainian in the form of a kamishibai picture theatre.

[The Information Society Development Foundation](#) initiated the [Libraries for Ukraine](#) campaign, the aim of which is to support libraries that help Ukrainians to become part of local communities. The website provides knowledge, through which libraries can more efficiently conduct information, educational and cultural activities aimed at people in need and people supporting them, as well as activities integrating local communities.

Polish librarians perform the most extensive task of libraries: as they provide literature to society, they have also become widely involved in making Ukrainian literature available. Thanks to the support of [the Polish Book Institute](#), local public libraries have increased their resources by [7,000 copies of books](#) for children and adolescents from five Ukrainian publishers. Literature in Ukrainian was also sent to [the Warsaw Public Library](#), [the Lower Silesian Public Library in Wrocław](#), [the Public Library of the City of Gniezno](#), [the City](#)

[Public Library in Konin](#). In the centre of Suwałki, an open-air Polish-Ukrainian library was organised by [the Public Library in Suwałki](#). [The Raczyński Library](#) brought [500 books](#) from local publishing houses in Lviv: the Old Lion and Apriori.

Many cultural institutions offer digital versions of books for free. Ukrainian publishers joined the action include Видавництво Mamino and БараБука BaraBooka. Some books, as indicated, can be [printed out and given to children](#).

Maja Bogajczyk  
University of Warsaw Library

# Supporting those affected by the Ukrainian conflict

New York City is home to more than 150,000 Ukrainians, with most of them living in Manhattan's East Village and Brighton Beach in Brooklyn. In the Queens County, we see a prevalent Ukrainian population in Forest Hills, Rego Park and Richmond Hill neighborhood.

Since the start of the Russian-Ukrainian war on February 24 of this year, more than 10 million people have fled their homes and become refugees in Europe and the rest of the world. Historically, libraries have played an important role in times of conflict with helping those in need. Queens Public Library has always been in the forefront supporting our multicultural communities in the times of crisis. What could we do in response to the rising crisis in Ukraine? How could we support Ukrainians in the Queens communities? Mr Fred Gitner, Assistant Director of New Initiatives & Partnership Liaison for the New Americans Program, took the initiative in bringing together relevant staff from Marketing, Communications, Collections, Programs and Community Affairs to decide how to help. At an initial meeting, the committee decided to create a comprehensive [blog post](#) to help our customers understand the situation.

Presenting both a global and local point of view, the blog post included the following categories of information: Cultural Programming at QPL; Books, Authors, and News Resources from QPL; Libraries in a Time of Crisis; Learning About the Conflict; Where to Donate Supplies in Queens; Resources for Ukrainian New Yorkers; Local Ukrainian Businesses & Religious Institutions; Aid Organizations.

Our Programs and Services Department coordinated programs featuring Ukrainian culture, including a [Jazz Celebration of Ukrainian Folk Music](#) and a Concert of Ukrainian Folk Song. Since Queens is one of the most diverse counties in the US and is well known for its language collections, we made sure to include print books in English for adults and children as well as Ukrainian books for adults. In addition, our Collection Development Department immediately ordered a collection of 350 e-books in Ukrainian through Overdrive, which supplemented our print collections. A list of reputable news outlets covering the Ukraine situation were chosen to ensure customers had access to trustworthy information. For those who wish to help, we carefully compiled the links to reliable aid organizations for customers to choose. We identified the Office of the Queens Borough President that is collecting medical supplies and informed customers how and when they can donate to the office. For many displaced Ukrainians arriving to the U.S., we selected resources on where to get legal assistance, New York City services and other valuable information to help them settle down.

The New York Legal Assistance Group (NYLAG) and the NYC Mayor's Office of Immigrant Affairs are among the many important organizations and government agencies available. Whilst researching local Ukrainian businesses and religious institutions, we found a local business in Ridgewood named Varenyk House. They are making Ukrainian dumplings called Varenyky in Blue and Yellow and all money from selling Blue and Yellow Varenyky will be forwarded to Support Ukraine.

In the end, our Marketing team sent additional information about the blog post through our email newsletter and featured it on the carousel of the library website. We continue to update our blog post as we find more resources. Through this collective effort, Queens Public Library continues to provide an essential role and shows our concerns when reaching out to the multicultural community during times of crisis.

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



*Ukrainian books in the library's collection*



# A foundation and watchtower for everyone

Until moving to the northern Czech Republic, this white, upper-middle class, highly-educated American woman experienced few instances of feeling 'other'.

Then I went and fell in love with a foreigner, and moved to be with him an hour south of the German border. Here I stick out like a lacy lower-back tattoo, and in my first four years, I never really fit in at jobs in the public, corporate, start-up, educational, and non-profit sectors.

Until now.

Now I am the first American to be employed in the Czech Library System: the coordinator of the American Center in the Foreign Language Literature department of the regional library.

Culture is an iceberg, with external attributes such as baseball and svičková accounting for 10% of its identifiers. The other 90% of its attributes are harder to differentiate but impossible to miss (for example, in US bookstores you are encouraged to hide amongst the shelves and read, but try that in the Czech Republic and a scary, Soviet-looking guard will come and wordlessly kick you out). Where is a place that all cultures and

subcultures of the world, and indeed all of human knowledge and history, come together to offer their treasures to anyone who wants to enjoy them? And that for free?

Where else but the library?

The library welcomes locals, strangers, and wanderers alike with open arms. 'Come in, come close, the air is alive with silence,' it offers. In the library, we have our own little world we can keep to ourselves, and access to the whole universe all at once. Whether someone wants to learn more about our world, or to escape it completely, there is a book for that. If some power tries to control what is taught, what is approved, what is thought, the library will protect human knowledge from these dangerous and hostile winds. It will always be a place for the misfits, the beloved, the discriminated and disenfranchised, to find a place of their own.

With the 21st century's explosion of diversity, it is a treacherous bridge between what is and what should be. Our efforts in effective outreach are clumsy, imprecise. Because of and despite us, the world continues as

a chaotic and messy whirling dervish. But the Czech Library System does not let this block their helping hands from holding onto society's needy, or from extending their arms of care to newcomers.

The first wave of Ukrainian refugees reached our city in the first week of March. As the library staff, on their own initiative, collected donations and volunteered at local crisis refugee centers, the library readied a more systematic, enduring form of support. The library facilities feature a small apartment, so we immediately accepted two refugees to stay in this space, Nadiya and Oksana. Nadiya and Oksana became salaried volunteer and integration coordinators for the library, connecting refugees with the efforts of local non-profit and governmental organizations. Educational materials for learning the Czech language were prepared and distributed to refugees, library employees received training in teaching Czech to speakers of other languages, and instructional courses were set up in the library. We printed and ordered books in Ukrainian, as well as Czech-Ukrainian textbooks. We offered creativity clubs and workshops in the library art studio as well as 3D printing in the library laboratory. As time goes on, more and more adaptation educational activities and courses are being prepared and offered by the library to refugees. This will enrich all who were here, and all to come.

As long as there are people, as long as there is reason, there will be libraries.

Ani Petrak  
American Library Coordinator  
The North Bohemian Research  
Library in Ústí nad Labem



Library director Jana Linhartová, with Ukrainian volunteer coordinators Nadiya and Oksana, display teaching materials used in Czech language courses for Ukrainian nationals.

# How a health sciences library supported migrant farmworker families during COVID-19



Inequities in access to the internet, though long persistent, became far more visible in society because of the COVID-19 pandemic. This was especially true for migrant and seasonal farmworkers and their families in eastern North Carolina who have historically been negatively impacted by the digital divide. The Laupus Health Sciences Library, academic research partners at East Carolina University (ECU), and community partners throughout North Carolina like the Migrant Education Program (MEP) came together to address this concern in what we call the Migrant Education Program Laptops Project.

The project was borne from the existing partnerships between these entities which studied digital equity issues and health literacy in the farmworker community. Building on this existing knowledgebase for the laptops project, the team reached out to area schools and discovered a high level of interest in a few key areas: distributing laptops for perpetual ownership to the children of migrant farmworkers, providing offline and online information on pandemic-related and other health information (in English and in Spanish), and educating MEP staff, educators, and English as a Second Language (ESL) teachers on how to find quality information online as well as information on relevant health topics such as diabetes

and hypertension.

Laupus Library and partners successfully applied for a grant from the State Library of North Carolina to fund the purchase of 100 laptops and peripherals to be distributed to migrant students. Laupus librarians then prepared thumb drives with an offline health library, distributed the laptops and drives to the schools, and delivered health literacy classes to their instructors which included how to use the offline health library and how to navigate the web for updated, quality, reliable health information. The information sessions consisted of a “train the trainer” approach to finding reliable information online, which could then be shared with students or used in the classroom.

Researchers from ECU’s Department of Health Education and Promotion then provided a qualitative assessment through interviews with the MEP partners who received information literacy skills training and worked closely with the students who received the laptops. The reported outcomes were overwhelmingly positive, including improvement in MEP staff ability to search and utilize relevant health information in their work. One interviewee stated, ‘Well, I loved the way that they - I got - you know, the four hours training... how to go and search for sicknesses? I learned a lot about that. I loved that because now I know which one [website] I can rely on.’

The MEP partner interviewees described their improved ability to identify credible websites such as those ending with ‘.org and .edu’. Besides Google, they now use other search engines like, ‘PubMed a lot to download information and print flyers,’ and US government websites like the Centers for Disease Control and Prevention. Another interviewee described that they are sharing the learning outcomes of the training with others:

*...I really didn't know honestly, I didn't how to look up to the internet. And I'd see something, and I'd just read it. I didn't know how to go exactly to the resources... and I didn't pay attention when that article was dated... And I didn't know which one [article] to believe... but now I know how to go in and search a specific thing. I didn't know that either. So, I love that. And I'm passing it around.*

More details on the project can be found in a [news release](#) and from project [presentation slides](#). Project partners also authored a related [call for partnerships](#) with medical librarians on initiatives related to rural internet access.

Beth Ketterman  
Director of Laupus Health Sciences Library  
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# Reaching International College Students During Times of Crisis

International students are a valued population at many colleges and universities. They bring international perspectives to the classroom, encourage positive diplomatic relations between countries, and bring in significant revenue to the educational institution. However, international students face additional challenges in comparison to many domestic students such as obtaining a visa, navigating a potential language barrier, adjusting to new teaching styles, and coping with culture shock. In times of crisis, existing challenges are heightened, and there are additional barriers to also consider.

not be ready to seek out traditional library services due to having more pressing concerns. Collaborate with partners to identify new or heightened needs international students may have, and then offer applicable services and assistance.

2. During a crisis, students' learning environments may change. They may not attend class in the physical classroom, or synchronously. Adjust library instructional services accordingly and within capacity, thinking about students' changed learning environments. Following Universal Design for Learning principles (CAST, 2018) can help librarians

to see where the library is accessible in different university systems, and if the library should have additional touchpoints.

- Develop on-demand ready reference materials and place them in strategic locations, both virtually and physically.

- Consider becoming embedded in the learning management system.

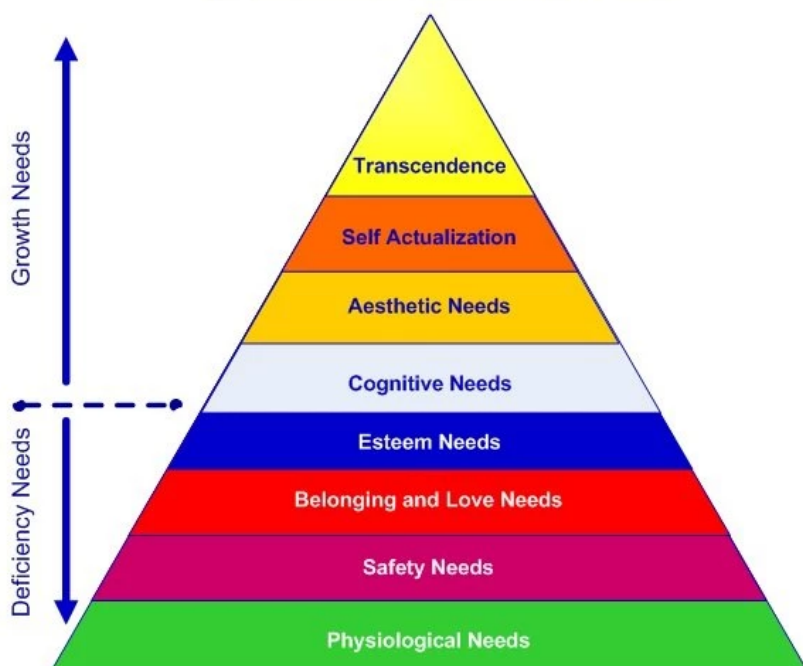
- Think about learning opportunities for individual students, which often takes the form of reference services. Do students need an appointment to receive research assistance? Can they attend this appointment virtually? Or can they use a chat reference service or email in order to receive assistance at times that are more convenient for them?

3. Once conditions seem to stabilize, reflect on the changes that were developed and determine which changes make sense to keep and what can be let go. Adopt an attitude of always seeking to improve, evolving services as contexts change over time.

During a crisis, usual processes and practices may need to be reviewed and adapted in order to reach students and serve new needs. While developing new or adapting old methods is not easy and can be time consuming, taking the time to reflect and evaluate these changes can lead to new better ways of doing things in the future.

Emily Reed  
Reference and Instruction Librarian  
Penn State University Libraries

## MASLOW'S MOTIVATION MODEL



Some considerations for assisting international college students during a crisis:

1. During a crisis, students will develop new and substantial needs, and they are likely not thinking about the library in the way they traditionally have pre-crisis. Students will naturally focus on physiological and safety needs before cognitive needs (Maslow, 1970). Recognize that students may

determine how to make their teaching accessible to more students.

Some options:

- Record captioned videos and make the transcripts available.
- Conduct some user testing, and/or conduct an audit

### References

CAST (2018). *Universal design for learning guidelines version 2.2*. <http://udlguidelines.cast.org>  
Maslow, A. H. (1970). *Motivation and personality* (2nd ed.). Harper & Row.

# A community-centred library full of stories

[Athens Comics Library](#) is designed to be a place of inspiration and creation of experiences, learning and exploration, participation, creativity and experimentation. The library believes in the healing value of comics and storytelling, an approach that has supported various communities within the years. Our work aims to use its space to share impactful stories and lived experiences, and at the same time encourage people to learn how to listen to someone else's story and realise that humanity is composed of many overlapping stories.

At Athens Comics Library we offer support to migrant children and their carers through our Programme [Baytna Hub](#): a safe space in our Library that provides high-quality pre-school education and specialist psychosocial support to children aged 2 to 6 and their caregivers. The programme strives to give these children the opportunity to learn and play and to develop healthy and secure relationships. Baytna nurtures the attachment between caregivers and children to enhance the socio-emotional, cognitive, and physical development of children we work with.

We are currently working on [Refugee Week Greece](#), a global and dynamic movement, with a cultural festival celebrating the contribution, creativity and authenticity of people having experienced forced migration. It takes place every year on the 20th of June, on World Refugee Day. This initiative is a cultural festival that promotes the contribution, creativity and resilience of refugees and people seeking refuge. This Refugee Week's theme is 'healing' and celebrates the capacity and strength that a new start in life requires. Our aim is to change the narrative around refugees and migrant communities, and to share our stories, to heal together in the face of the contemporary challenges of our societies.

The current unprecedented times, with the global pandemic, the recent war, economic and political crises are widening further and

further the gap between communities and also particular genders, increasing women's responsibilities who are expected to perfectly balance work and personal life, and at the same time the increased incidence of gender-based violence. In March 2021, the UN warned that COVID-19 has placed a barrier to women's voices being heard, as they have to face a number of obstacles, including violence, natural disasters, as well as inequality and inequity.

For those reasons we ran a number of women empowerment programmes: '[We are all Wonder Women: stories of women empowerment](#)', to highlight a number of issues related to women's empowerment, such as beauty stereotypes, gender-based violence, labour rights, women's role models, male-dominated fields, motherhood and subsequent return to work, etc. We also ran '[Women strike again](#)' bringing together athletes, teams and organisations that lead to the fight against inequality in football and use sport as a means of social change.

Moreover, as COVID-19 has dramatically altered access to education and culture, particularly for vulnerable communities, and whilst the world is moving more and more towards digital solutions, a serious concern around digital exclusion is raised for those particular communities who might not have access to data, smart-devices and technology in general. Particularly the exclusion of refugee children from the Greek education

system and community arts reached record levels during the pandemic. For that reason we created a series of [Take Away Art creativity packs](#) that children could enjoy at home together with their caregivers. The packs were created one by one by our Library team, and we decided to follow a DIY ethos for every single pack we produced and include: a letter personally addressed to every child, 3 original stories, 4 activity cards (in Greek, English, French and Persian) with all materials needed, and educational gifts. Our packs were also sent to children supported by other organisations across Greece. Through our storytelling innovation with Take Away Art packs, we are seeing children identify their own resilience and strength, while at the same time reclaiming control of the narrative of their lives from a very young age. This is made possible through storytelling missions founded on a mosaic of creative collaboration and community arts.

We believe that libraries are places of experimentation and sanctuary, and our role is to forever raise awareness, offer support and participation opportunities, and contribute to a culture of diversity and equity in the wider community.

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# Connecting migrant and refugee women

Multicultural Centre for Women's Health (MCWH) is a national, community-based organisation led by and for migrant and refugee women in Australia. MCWH's foundation was built upon the knowledge that migrant women in Victoria, Australia experience numerous barriers in accessing health information to make decisions about their reproductive and sexual health. The global pandemic put an additional spotlight on the challenges that women from migrant and refugee backgrounds face when learning about their health and wellbeing. Some of these barriers include inequity in accessing health care in Australia, feeling isolated, family violence, gender inequality, financial hardship and issues relating to employment. The pandemic also highlighted the strength, resilience, and resourcefulness of migrant and refugee women. We are always inspired when we hear their stories.

During the pandemic, MCWH's Multilingual Library and Resource Program has continued to support and share information with women and organisations using digital platforms such as the [multilingual online library catalogue](#). Women and service providers are able to access multilingual health information not only related to COVID-19, such as restrictions, safety measures, vaccinations, rapid antigen tests, but also on reproductive and sexual health, healthy living, occupational health and safety, mental health and wellbeing, safer use of medicines and women's safety and wellbeing in written and audio film format.

Multilingual health information and learning tools continue to be delivered via MCWH activities such as the Health Education Program, leadership programs, women's safety projects and training to support women to increase their knowledge about COVID-19 and health related issues. The outreach programs successfully deliver these activities using either radio media



or via Zoom or other online platforms. Women are able to receive and request multilingual health information and service referral support through MCWH activities. They can also request information directly through our online library.

Each month, MCWH's 'Spotlight' alert connects with women in the community, libraries, councils, women's health services, community health centres, settlement services, migrant resource centres, learning and education centres, workplaces, hospitals, refugee and asylum seeker resource centres, ethno-specific organisations by highlighting the latest multilingual resources in health and wellbeing and supporting agencies to support women in their community. Like many other libraries, MCWH's physical space was closed during the COVID-19 lockdown period. However, information on the latest books, research articles, reports

and webinars across teams and the organisation was shared to propel our commitment to social justice and equity for women from migrant and refugee backgrounds.

The pandemic has highlighted the importance of libraries as a safe place to learn and be informed. It provided an opportunity to share information via digital platforms at an accelerated force, and additionally, made us consider how to include and support women who may not have the opportunity to access information online, or experience barriers to connecting online. For example, trained Bilingual Health Educators can use multilingual resources and information to compliment more traditional outreach initiatives such as telephone calls.

Carmela Ieracitano  
Multilingual Library & Resource  
Coordinator  
Multicultural Centre for Women's  
Health

# GUIDELINES FOR LIBRARY SERVICES TO THE DISPLACED PERSONS: REFUGEES, MIGRANTS, IMMIGRANTS, ASYLUM SEEKERS

## History of Development by the IFLA Section Library Services to People with Special Needs (LSN)

In 2018, LSN published International Guidelines for Library Services to People Experiencing Homelessness. Included in these Guidelines was a chapter on library services to refugees, immigrants, migrants, and asylum seekers. When IFLA headquarters saw the guidelines on homelessness, they asked if LSN would be interested in expanding this chapter into a complete set of Guidelines for library services to the refugee target group.

At the IFLA WLIC in Kuala Lumpur in 2018, the LSN Steering Committee voted to accept this opportunity. Five members were excited to serve on a Working Committee to advise on the development of the Guidelines. Nancy Bolt chaired and Ingrid Kallstrom co-chaired the Committee. At WLIC and in late 2018 and 2019, the Working Committee conducted research on existing literature and sought partner IFLA sections to send representatives to the Working Committee. After recruitment, LSN partnered with Library Services to People with Print Disabilities, the Public Library Section, the Services to Multicultural Populations Section, and representatives from ten countries.

In early 2019, the Working Committee had engaged Despina Gerasimidou to be the expert consultant to complete the research and do a first draft of the Guidelines. The Working Committee met at the Athens WLIC and discussed an outline of the Guidelines, discussed a survey to be sent to the library

community to gain examples of library service, and decided on a working title of International Guidelines for Library Services to Refugees, Migrants, Immigrants, and Asylum Seekers.

Through late 2019, the Working Committee developed and pretested the survey, and got ready to release it to the library community. Of course, by March 2020, COVID-19 had attacked the world. The survey was issued and results were compiled, but further work on the Guidelines slowed down as the whole world struggled with dealing with and recovering from the pandemic.

By early 2021, a draft of the guidelines was ready for review by the library community and revised in the fall based on their input. Now, in 2022, the Guidelines are in final draft form and ready to be submitted to IFLA for a final review. Part of the review process resulted in a slight name change, *International Guidelines for Library Services to Displaced Persons: Refugees, Migrants, Immigrants, Asylum Seekers*.

In this time of countless global crisis - the threat of starvation facing 45 million people in 43 nations around the globe, more active conflicts than at any time since 1945, poverty, extreme weather change becoming common as the world warms and global pandemic that is still not dying down - libraries have become more than ever a shelter for the body, mind and soul when people are making difficult decisions, chosen or forced, in order to survive.

Displaced persons are scattered all over the world looking for the safest place for them and their families to settle and when they move to a new country are faced with legal, cultural, educational, and economic challenges and they need information, guidance and support. Libraries play a key role in making these new community members feel welcome and succeed in their efforts to support them. Guidelines for displaced persons are more than ever needed as a go-to document for covering definitions, human rights, policies, library service ideas, ideas for staff training, needs assessments, evaluations of services and to hear stories on how libraries provide services to displaced persons around the world. LSN and the Working Committee sincerely hope that these Guidelines, expected out by the end of the year, will be of help.

Nancy Bolt  
Nancy Bolt & Associates  
Past LSN Chair

Maela Rakocevic Uvodic  
LSN Chair



# Helping unaccompanied minors learn French

Like all public libraries in large French cities, the Bibliothèque publique d'information, located in the Centre Pompidou in Paris, has been welcoming an increasing number of refugees over the past 20 years. This phenomenon, which is hard to quantify since access to the library is free and without registration, has led librarians to propose specific actions for migrant audiences, who rarely use of the library's documentary resources and have disparate levels of literacy.

Since 2010, following the influx of Afghan refugees and the numerous requests from associations that welcome them, a specific service has been set up once a week, outside opening hours, to welcome groups accompanied in particular by the association France terre d'Asile (France Asylum Land), which is very active in Paris. After working with the supervisors, who are often qualified to teach French as a foreign language, the

librarians guide the groups in the use of resources for learning French, mathematics or other subjects.

The most used resources are now the databases specifically intended for the acquisition of basic skills such as Onlineformapro or GERIP - on the one hand because they allow a high number of simultaneous consultations, but above all because the younger people from these associations are sometimes more at ease with the computer device than with the book. These databases, which are based on an interactive and playful pedagogy, are particularly appropriate for an adolescent person.

Indeed, one of the characteristics of the groups accompanied by France terre d'Asile is that the beneficiaries are increasingly young. Unaccompanied minors who entered French borders tripled between 2014 and 2018, the vast majority coming from sub-Saharan Africa. In France, they

benefit from specific protection and a right to schooling that is not always effective, particularly for those arriving in the middle of the school year. Associations such as France terre d'Asile take over until the teenagers are able to go to school, and the possibility of taking advantage of the spaces and resources of the Bpi is a useful, pleasant and rewarding alternative for the young people, who are thus brought into the Centre Pompidou. More and more, activities that are not so much educational as cultural are offered to young people (writing workshops, artistic creation), to help them discover the range of the library's offerings.

In conclusion, despite the drop in arrivals during the two years of health restrictions, the reception of unaccompanied minors in Paris is a phenomenon that will continue to grow. The Bibliothèque publique d'information must therefore adapt to this new public and offer targeted services from the first weeks of a young people's arrival in the country. Some of these young people will later become a loyal audience, attending, among others, the French as a foreign language conversation workshops open to all, making the library a real driver of their cultural integration in France.

Bernadette Vincent  
Head of Self-learning  
Department  
Bibliothèque publique  
d'information



Image: Sophie Passard

# The 107th All-Japan Annual Library Meeting

The COVID-19 pandemic is still affecting our lives and our library communities. The 107th All-Japan Library Meeting of 2021 in Yamanashi prefecture, hosted by the Japan Library Association (JLA), was held online on 21 and 22 November - the same as 2020. Luckily, participants could watch all videos of the meeting until 30 December.

There were 16 sessions in total, and our Multicultural Library Services Committee held a session with five lecturers.

The first lecturer was Ms Miyuki Hamaguchi, the chair of the Committee. She made a presentation on Multicultural Library Services Q & A which was uploaded to the committee website in April. The project of Q & A started three years ago with the aim of publishing an easy-to-understand pamphlet about multicultural services.

Unfortunately, it was not issued in a print version because of the budget shortage. The Q & A consists of 12 items: such as 'What Are Multicultural Library Services?', 'How to start A Multicultural Library Services Program', and so on. In addition, four columns, three useful materials and two appendices are included. At present, more than five thousand people have accessed the Q & A [found here on the website](#).

The second lecturer was Ms Haruko Abe, the vice-chair of the Committee. As one of the ward office staff, she talked about the public library as a 'safety net'. She said that the library was a place for everyone. Anyone who is not a resident, or even the homeless, can freely enter the library, read books, listen to music, and get information on the Internet. The library provides a safe and secure place to stay, and librarians can communicate with people in need and direct them to various

administrative services. However, most of the minority people who cannot speak Japanese have never visited libraries. She offered several examples to attract them to the library: providing a library guide written in easy-Japanese, adopting multilingual e-books, providing materials for learning Japanese, providing foreign language materials to meet their needs, and making the library as the center of cultural exchange with local communities.

The third lecturer was Mr Masao Yoneda, the librarian of Shinju-ku Okubo Library. He reported on his experiences with multicultural library services at Okubo Library. Almost 10% of the inhabitants in Shinjuku-ku are foreign nationals; but, in the main service areas of the Okubo Library, that number goes up to 33.6%. The Okubo Library is well known for its extensive services to minority people in Japan. His report focused on the four memorable points that influenced him to promote multicultural library services. They were: the 97th All-Japan Annual Library Meeting in 2011; a multilingual story-telling event in 2012; joining Musubime-no-kai (Librarians' Network for Culturally Diverse Society); and the idea of extensive reading in easy Japanese for foreigners. He still remembers the phrase at the All-Japan Annual Library Meeting: 'You should steadily advance multicultural services little by little, and don't worry about failures.' The Okubo Library has partnerships with various groups, which helps to promote their activities. He commented that multicultural library services were not only for minority people, but also for the majority, and it would lead to a non-discriminatory society.

The fourth lecturer was Ms. Satomi Kubota, a librarian of Osaka Municipal Central Library. She described its multicultural services from the point of public services. There are 144,000 foreigners from 143 countries living in Osaka City, which is equivalent to 5.3% of the

population. She brought up three points to make people understand the necessity of multicultural services: demographic data of the municipality, analysis of the minority community, and cooperation with other departments and organizations. She concluded that it was ideal to provide information in their native languages, but in reality, this was not possible to support. Therefore, easy Japanese would be needed as a common language.

The last lecturer was Ms Tomoe Yui, a librarian of the Osaka Municipal Central Library. She reported on its multicultural services from the point of technical services. In 2012, the Osaka Municipal government announced its strategy promoting multilingual communication for the coming Osaka EXPO in 2025. The Osaka Municipal Library developed a policy to collect foreign language materials based on that strategy. This is important to secure the budget for any library. Then she described the details about the purchase contracts with book agents and also the process for multilingual cataloging.

All presentations were very useful to put in place and maintain multicultural library services. As the host of the session, we hope that these lectures and Q & A will help library staff promote multicultural services in their communities.

Miyuki Hamaguchi  
Yasuko Hirata  
Japan Library Association



Mount Fuji



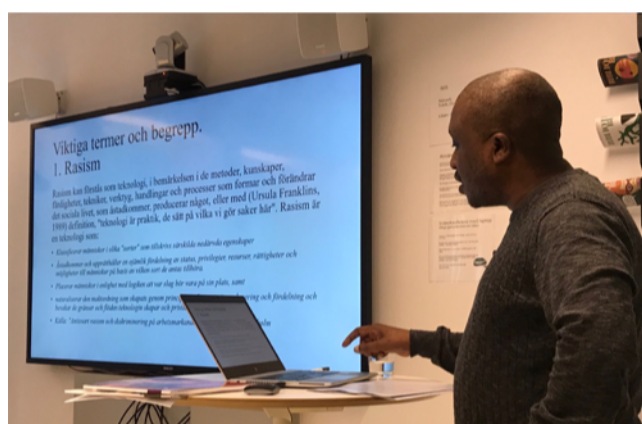
# Antiracism training for Swedish Librarians

On Friday 22 April, the Swedish Library Associations Expert Network for Library Services to Multilingual Populations held its yearly network meeting in Stockholm on the topic of Equal Treatment and Antiracism in the Library sector. Amongst the visiting speakers were librarians Milia Rahman Olsson and Mattias Järvi who both spoke on the situation for racialized library workers, how to better understand the mechanisms at play and ways to combat structural racism in the workplace.

From Malmö in the south of Sweden, librarians Rickard Sjöholm and Marit Mevold, together with Sarah Hirani, editor for the Swedish antiracist magazine *Mana*, spoke about their joint project 'Koll – det antirasistiska kollektivet', a 4-week antiracism camp for young adults conducted during the summer of 2021 in collaboration with activists, academics and social movements in and around Malmö, especially underscoring the importance of providing proper education for young people about racism and ways to contest it.

Organizers of the network meeting were Barakat Aldammad, Librarian for multilingual literature at Lidköping municipality, Cecilia Herdenstam, Library developer at Gotland Region, and Sebastian Tarazona, standing committee member of IFLA MCULTP section and coordinator for multilingual activities at Malmö City Library. Sebastian Tarazona Program Coordinator Malmö City Library

Sebastian Tarazona  
Coordinator, Malmö City Library



Mattias Järvi



L to R: Rickard Sjöholm, Sarah Hirani and Marit Mevold

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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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