



The International Federation of Library Associations and Institutions



Sabine (far right) at IFLA WLIC 2018 in Kuala Lumpur.

IN MEMORIAM – Sabine Weber-Beard

It is with great sadness that we announce the death of Sabine Weber-Beard who passed away on July 25 from Motor-Neurone disease. She worked in the Far North District Libraries team for 21 years and was active in the LIANZA Hikuwai network and with IFLA. Chris Pigott, Far North District Libraries Manager, wrote this memoriam in remembrance of Sabine.

Sabine started at Far North District Libraries 21 years ago as a casual, working her way up into leadership positions, and culminating as Senior Librarian – Systems at Kaeo Library.

One of the most important things Sabine did was help pull the Far North District Library services into the future. She played an integral role in key projects, including the implementation of Horizon, and later the integration into Kotui. She was instrumental in our

adoption of APNK wi-fi and hardware, the shift to self-check machines, our use of digital content and devices, and finally our creative technology, STEM and robotics programmes.

“We wouldn’t be where we are today – future-facing and excited about the challenges that lie ahead – without her tireless passion,” her colleague Nic Smith says. “She’s done so much for our libraries, it’s hard to know where to start.”

Sabine was also the most connected member of the Far North team, with relationships and friendships across the district, out into the wider library world in New Zealand and across the world with IFLA. But it was locally that she made the most impact.

“Sabine was a superstar at so many community events,” colleague Roxanne Harrison says. “She had the best dress-ups, the biggest Teddy Bear picnic collection, interesting ideas and

enough enthusiasm to keep the team – and the visitors – smiling the whole day through. Even if the day was windy, pouring with rain and you were stationed outside in a gazebo! She was always happy to help with set-up, pack-down and everything in between. He mihi nui ki a koe Super Librarian Sabine.”

As her long-time manager and friend Jacine Warmington puts it, “Sabine loved people and being in the community. She was up for any event, particularly in Kaeo and Kaikohe, where the library could help. She was at market days, float parades, school events, Waitangi Day, doing what she loved best – meeting people and talking about the great work our libraries do.”

Originally from Germany, Sabine arrived in New Zealand in the 1990s as a backpacker, settling initially with her husband, on a large piece of land out the

(Continued on page 2)

Message from the Chair

Dear Colleagues,

Our Section has completed the process of co-opting new Standing Committee members and appointing new mentors.

I would like to take this opportunity to welcome our newly co-opted members:

- Natalie Rector (Thailand)
- Waleed Al Badi (Oman)
- Lilian Letshabo (Botswana)
- Peggy Nzomo (USA)
- Virginija Svediene (Lithuania)
- Anne Barnhart (USA)
- Leili Seifi (Iran)

I would also like to welcome our newly appointed mentors:

- Fred Gitner (USA)
- Yasuko Hirata (Japan)

I believe the addition of our new members will strengthen this Section's regional diversity. Also, our mentors will bring years of IFLA experience to provide valuable guidance to this committee. Welcome to all and I

look forward to working with you in the future.

For this issue, we have received a lot of wonderful submissions by colleagues from around the world. I hope you enjoy reading these articles. In this issue, we will also get a chance to read the bios of our new members so you will get to know them better.

IFLA's next elections will be held in 2023. Nominations open next month. If you are interested in serving on this committee, I would like to encourage you to get involved in our Section's Call for Nominations. Having members representing different regions serving on the standing committee will enable us to balance our approaches to achieve the goal of diversity and inclusion in the library field. Please do not hesitate to reach out to us should you have any questions or would like to learn more about our Section.

Currently our committee is working on the planning of 2023 WLIC Satellite Meeting. We will share more details with you once



they are finalized.

I would like to give special thanks to our Secretary and newsletter editor Andrew Finegan to have this issue published. Also, as always, thanks to our standing committee members, newsletter contributors, colleagues and friends for your support and contribution to this Section.

Stay safe and be well.

Lan Gao
Chair
IFLA Section 32
Library Services to Multicultural Populations

back of Kaeo. They loved the space, the freedom to raise chickens, cats, dogs, bees and grow every kind of plant and vegetable. As John got older, they shifted to a smaller section in Kaikohe, and grew to love that town too, still growing all kinds of vegetables and learning the perils of keeping animals on the main road.

Sabine regarded New Zealand as home, but she loved travelling and the world. She loved libraries and IFLA and the ability to connect with other librarians around the world, who loved what they did just as much as she did. She loved getting out of bed at 3 am, to go to a library meeting beaming out of the Hague.

Our Museum Curator and one-time librarian Whina Te Whiu, who knew Sabine early on says that,

"Sabine was a challenger, challenging libraries and librarians to think outside of the traditional to become inspirational. She was a champion for literacy and digital literacy - and a big Star Wars nerd. If I had to choose a quote that Sabine epitomised and lived by it is: 'Do or do not, there is no try,' vintage Yoda.

And at the heart of it, she loved doing things because she understood just about more than anyone else the value of libraries and the absolutely vital role they play at the heart of healthy communities. The digital stuff was fun. But a town with a library is a town with a heart and hope.

Sabine gave my team hope, too, and helped show us the way to the future. As a colleague and a person, we loved her. As a team our hearts are broken. Gone too young, taken too soon. This time

last year she found out she had Motor Neurone Disease. A year later, she is gone.

But we are grateful for the times we had with her and thankful for the work she did. I'll miss her enormously, the team and the people of the north do too – but let's celebrate the good times and give a good old LIANZA Conference-style shout-out to Sabine for all the amazing work done in what she always said to me was the greatest job in the world.

This article was initially published in the August 2022 issue of [Library Life](#). We thank the Library and Information Association for New Zealand Aotearoa: Te Rau Herenga o Aotearoa (LIANZA) for their permission to reproduce this article.

Stepping in to help asylum seekers

Ten years after Hurricane Sandy, New York City is facing the arrival of 20,000 asylum seekers from Central America, South America and elsewhere, who have been bussed to the city from the southern border since April this year. Reports indicate that about 32% of them have temporarily housed in Queens, which is the highest percentage in all of the five boroughs. Just as Queens Public Library staff supported the community during the Sandy storm, we continue to confront this humanitarian crisis.

IDNYC is a free, municipal identification card for all New York City residents, regardless of their immigration status. Due to its special benefits, it is often the first thing many asylum seekers apply for. At our Central Library, several staff members serve as volunteer translators to Spanish-speaking asylum seekers when they wait in long lines to apply for an IDNYC card. While they wait, books in Spanish are distributed to those with young children. Our Adult Learning Center team also help asylum seekers make an appointment for IDNYC, or promote our programs and services.

In order to educate our staff and guide them in better assisting those newly-arrived migrants, New Americans Program and Community Learning held a very informative training webinar in October called "Welcome to Queens: What can QPL do to Provide Support for Asylum Seekers?". At this training, RIF Asylum Support shared their experience on how they have been providing services to asylum seekers. An attorney from Catholic Migration Services presented legal aspects of the

asylum application process. Staff also learned what QPL does to aid this population.

As New York City faces the highest number of people in recorded history in its shelter system, the library's Bookmobile outreach team has been working with the Department of Homeless Services and has arranged visits to identified family shelters that include asylum seeker families. From early November, the team conducted several visits where we offered many services, such as signing up library cards, giving away books in Spanish and Haitian Creole, and promoting the library's programs and services by our bilingual staff. To support this outreach effort, our Marketing Department also worked with volunteer services and is planning to assemble kits for the asylum seeker families. The kit will include winter gloves, Queens Public Library maps, Library Card Application in English and Spanish, Programs and Services flyers in English and Spanish, New Americans Program brochure, and other resources.

With the help of the New Americans Program, the Marketing Department created a blog post, which suggested ways that library customers can help

our city's newcomers as the holiday season approaches. The blog includes resources on clothing and other donations, how to volunteer with your time or language skills and cash donations. It will be updated regularly as more opportunities become available. The Marketing Department has also incorporated it with our annual system-wide initiative *It's Time for Kind* campaign. When customers have helped any asylum seeker, we are asking them to post their acts of kindness on our *It's Time For Kind* Kindness Wall at any branches or share with us on social media using the hashtag #ItsTimeforKind.

On 19 November, our New Americans Program celebrated its milestone of 45 years of serving immigrants. We have been instrumental when the QPL responds to the crisis of newly arrived asylum seekers. Queens Public Library is continuing to evolve to meet the new emerging needs of our new customers.

Xi Chen
Assistant Director
New Americans Program
Queens Public Library



QPL Blog post: [How You Can Help Asylum Seekers](#)

Stories for everyone – no exceptions!

[Mamma Lingua. Storie per tutti, nessuno escluso](#)® (Mamma Lingua. Stories for everyone, no exceptions) is a project of [AIB - Italian libraries association](#) that involves national and regional partners to spread awareness of early literacy in multilingual environments. The first Mamma Lingua project started in Lombardy thanks to a regional fund and consisted of a bibliography published in 2015, which mentioned 127 preschoolers' books in the 7 languages most spoken by the foreign communities living in Italy (Albanian, Arabic, Chinese, French, English, Romanian and Spanish). The project aimed to increase the number of books in the original languages, available in public libraries to welcome children and parents.

In 2017 Mamma Lingua became an itinerant book exhibition, thanks to Fondazione Cariplo and the library networks of Milan city and suburbs. It was prepared by training 90 librarians and volunteers to welcome, share and read aloud books in different languages with the help of linguistic mediators.

In 2019 the Italian libraries association funded by the "Centro per il libro e la lettura" (Ministry of Culture) extended the project

nationwide, including books in 14 languages and creating a website and posters in 14 languages.

The project provided the 20 regional sites (most of them are public libraries) with 108 books in 14 languages, a spacious wheel suitcase to carry the books where needed, multilingual posters and training on how to involve families with preschoolers in reading at home. A website was also developed to host the catalogue with books and information about the activities in the various regions. Multilingualism is a characteristic of our society and forms the basis for the project, which has found a fertile ground for its continuation.

A total of 2226 books were purchased: 21 copies of 106 titles in 23 languages (Albanian, Arabic, Bangla, Chinese, French, German, Gujarati, Hindi, English, Oromo, Portuguese, Punjabi, Romanian, Russian, Somali, Spanish, Swahili, Tagalog, Tamil, Tigrinya, Turkish, Urdu, Yoruba). The books consist of two nuclei: the original language and the bilingual version.

Books in the original language try to represent all kinds of books of interest to preschool children: books of lullabies and nursery rhymes, board books for manipulative, perceptive and

cognitive abilities for children under 3 years of age, picture books and informative books for children under 6 years of age, books of authors and illustrators of each linguistic area considered, books by authors and illustrators now classics of illustrated literature for children.

The operators involved in the project (more than 700 between librarians, teachers, cultural mediators) have been trained by language and reading promotion specialists to acquire the skills necessary to offer a service to its users, and be able to involve local foreign communities during the activity. Many volunteers attended libraries Mamma lingua sites and read books in different languages of Mamma lingua suitcase, and thanks to the project they created a virtuous network between libraries, foreign community, school. Between September and December 2021, the BiblioHUB®, a mobile library owned by AIB, Mamma lingua went for a long trip in 7 Italian regions (Central and Southern Italy) and stopped by Mamma lingua sites, where meetings were held to raise awareness about the project goals.

Mamma lingua recently became an itinerant web radio broadcasting every night for 364 days at 8:45 PM. Every day volunteer lecturers read in their mother tongue a children's books of Mamma lingua project.

Agnese Cargini, Francesca Cadeddu, Giovanna Malgaroli, and Milena Tancredi
Mamma lingua National Group
Italian libraries association – Roma

mammalingua@aib.it
www.mammalingua.it
www.aib.it



New Committee Member: Peggy Nzomo

Dr. Peggy Nzomo serves as the International Library Initiatives Specialist at Mortenson Center for International Library Programs at the University of Illinois Library in the United States.

She is the editor for the Global Perspectives Column in the Journal of Library Administration, and reviewer for the International Information and Library Review, and The Christian Librarian. She is also co-convenor for the Academic Library services for International Students Special Interest Group of the Association for College and Research Libraries.

Her research interests include among others, multilingual information access, information literacy, international and comparative librarianship, computational linguistics, natural language processing, information seeking behavior, services for multicultural populations, advocacy & libraries, and user experience research.



She is passionate about connecting users with the information they need and facilitating collaborations and partnerships amongst LIS professionals around the world.

Kaohsiung Public Library's Southeast Asia Mobile Library Service

Since November 2017, Kaohsiung Public Library has been operating the Southeast Asia Mobile Library service, which regularly visits migrant workers and people from Southeast Asia to promote multicultural reading services for nearly five years. The service has allowed new immigrants and migrant workers in the local area to improve themselves in their leisure time, and to help them relieve their homesickness by reading the texts from their hometown.

The Southeast Asia Mobile Library provides nearly 2,000 books in foreign languages, such as Indonesian, Vietnamese, Filipino, Thai, and English, and some of the books are selected by Southeast Asia Bookstore – Brilliant Time Bookstore. Every month, the mobile library visits the export processing zone, labor parks, dormitories for migrant



The mobile library is painted with elements from Indonesia, Vietnam, the Philippines and Thailand.

workers, and churches on a regular basis. These are places where Southeast Asian migrant workers live and work. Since most migrant workers cannot read or write in Chinese, new immigrants are hired as interpreters to improve the accessibility of the service.

The mobile library was donated by District 3510, Rotary

Club of Kaohsiung Harbor City, which called on club members to raise funds. It is painted with elements from Indonesia, Vietnam, the Philippines, and Thailand, fully expressing the natural and humanistic atmosphere of Southeast Asia. Greetings such as "How are you?" in different languages are used to allow the public to understand the cultural characteristics of our new immigrants.

The service not only has enhanced the use of the library's collection, but also extends the service branches' reach, making information and reading resources easily accessible to the public. Kaohsiung Public Library's mobile library service is designed to create a friendly reading space, to take care of people from other countries, and to achieve the goal of "the world as a big family".



The Southeast Asia Mobile Library participates in Eid Al Fitrin Lizhi Xincheng, Ganshan.

Kaohsiung Public Library

Sharing a wealth of knowledge and information

The 1970's were an interesting time for women in Australia. 'I am Woman', by Helen Reddy became a national anthem for feminists and women around the world; women were on the frontlines fighting for work rights, gay liberation and feminist liberation movements challenged the 'Australian' lifestyle, and Multicultural Centre for Women's Health (then known as Action for Family Planning) was formed in Victoria, Australia.

MCWH's physical library is a multilingual, multicultural, feminist library that might transport you back to the 1970's. The physical library is small (boutique) in stature, has relatively no funding, but holds a wealth of knowledge and information, as all libraries do. The library is made up of a collection of books and reports about women from migrant and refugee backgrounds, gender equality, feminism, intersectionality, sexual and reproductive health, social determinants of health, women in the workplace, and stories about LGBTIQ+ and migrant living in Australia.

Unfortunately, due to the pandemic it has remained closed, however please connect with us if you would like to learn more. The collection is a specialised collection not only for the public, but also for MCWH staff to build on their knowledge and support them in the work they at MCWH and with women from migrant and refugee backgrounds.

Just like in the 1970s, the incredible MCWH health educators continue to engage and connect with women in their language and share their wealth of knowledge and information, so women can go on to make

informed choices about their health and wellbeing, access health care and services, seek preventative measures in health and treatment options. The multilingual library and resource collection continues to support the health education program.

The Online Women's Health Library, is funded by the Australian Government and part of the Multicultural Women's Health Australia project. This online platform holds a collection of accessible fact sheets and videos about abortion, contraception, pregnancy options, cervical and cancer screening, endometriosis, menstruation, stillbirth prevention, healthy living, occupational health and safety, mental health and wellbeing, self-care, racism and mental health, healthy respectful relationships, prevention of violence against women, reproductive coercion, violence against women, domestic and coercive control and COVID-19 in languages such as Arabic, Burmese, Cantonese, Dari, English, Farsi, Greek, Hindi, Italian, Karen, Mandarin, Nepalese, Punjabi, Somali, Tagalog, Swahili, Tamil, Turkish, Vietnamese and more. The multilingual resources have been developed by MCWH and other organisations all over Australia.

The Online Women's Health Library is a platform where women and service providers can search and access multilingual health information to support them in learning about their health and wellbeing if they are unable to access MCWH activities at this stage. The Women's Health Library supports MCWH activities that include national projects such as Health In My Language, PACE

Leadership, and prevention of violence against women projects, research, and more.

Anyone can join the MCWH mailing list to receive monthly updates of new multilingual resources available on the Online Women's Health Library. This year the library has continued to connect with service providers and health agencies to advocate for multilingual, multicultural health information.

Being part of the IFLA Library Services to Multicultural Populations Section has been rewarding as I have had the opportunity to learn more about the incredible work libraries do all over the world to improve the lives of so many who seek nourishment in learning and engagement.

This year, I was also fortunate to attend the ALIA Diversity and Inclusivity Conference and most recently joined the ALIA Multicultural Group. I look forward to contributing and engaging with the amazing work libraries do for communities from multicultural backgrounds.

2023 will be an exciting year where the multilingual library and resource collection will continue to work in all capacities to break down barriers for women from migrant and refugee backgrounds in accessing health information.

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

<https://www.mcwh.com.au/>

<http://www.mcwh.com.au/multilingual-library-catalogue/>

Reconnecting with language and culture

La hora del cuento (Spanish story time) began at the District Library in Blenheim, New Zealand in August 2022. We were approached by a Community Connector from the Marlborough Multicultural Centre asking how the Spanish speaking migrant families in the town might be encouraged to visit the library. Also some parents were concerned that their children were losing their Spanish language skills since arriving in New Zealand. After some discussion we agreed to start a Spanish speaking story time as we thought this would address both of these concerns.

We hoped that the sessions would provide a link to the families' language and heritage, plus encourage attendees to feel more at home and familiar with the library as in the past they had not been regular library users.

Our free, monthly story time sessions are on a Saturday afternoon to allow working parents to join the group. Sessions are organised and presented by volunteers from our migrant community and change with each session, with some presenters delighting in dressing up to match the theme of their story. A simple

craft for the children follows the story and refreshments are offered to encourage connection, conversation and browsing the library collections. We hope an additional outcome of the story time will be to assist with literacy for our migrant families. A small collection of Spanish language books has been donated to the library, mostly from South American countries, comprising modern and traditional stories, and the library has purchased additional Spanish language titles to build the collection.

The sessions have been well supported by our migrant community and provide a valuable time for monthly catch-ups with friends, as well as providing an opportunity for young people to reconnect with the Spanish language and culture through the power of story. A special *Especial de Navidad* story session will be held in the lead up to Christmas and the monthly sessions will continue in 2023.

Tracey McKean
Children & Young Adult Services Librarian
Marlborough District Libraries
New Zealand



New Committee Member: Leili Seifi



Leili Seifi is an Associate Professor at the University of Birjand, Iran. She organized the first international conference on the design and development of public library services in Iran. She is also Chair-Elect of SIG III (ASIS&T) 2022-2023, member of the organizing committee of the Middle East Librarian Association Conference 2022, member of the planning team & chair of the marketing committee of entrepreneurship & libraries conference 2022, Board of directors & chair of scientific event and awards of Association of Iranian Public Libraries. Secretary of treasures of Middle chapter of ASIS&T, Chair of Dr. George N. Atiyeh Prize 2021 & 2022, Member of Editorial Board of Journal of Knowledge and Communication Management. Her field of interest in research is digital preservation of cultural heritage, Indigenous knowledge management, public libraries and information literacy.

As she is from a multicultural background in Iran, she would like to help public libraries serving multicultural communities in Iran. She looks forward to working with committee members, and contributing to the goals of our endeavors in whatever way she can.

Leading the way in fire literacy



Created in 1990, the University of Illinois at Urbana-Champaign (UIUC) Illinois Fire Service Institute (IFSI) Library has supported IFSI's mission to *Help Firefighters Do Their Work Through Training, Education, Information, and Research* by providing information and resources to firefighters across Illinois, the United States, and the world. The IFSI Library holds the largest collection of fire service resources in Illinois and is one of the top three fire service libraries in the nation. As the only fire service dedicated library in Illinois, the IFSI library is a crucial resource for Illinois firefighters.

In Spring 2022, the IFSI Library was awarded \$10,000 from the American Library Association (ALA) through the National Endowment for the Humanities American Rescue Plan: Humanities Grantmaking to create the Children's Fire Safety Literacy and Reading Discussion Program. Before the COVID-19 pandemic, firefighters

and fire departments had requested books from the IFSI Library to use in educating children about fire safety. One Illinois fire department, the Peoria Fire Department where the IFSI Library has a distal collection, requested a collection of children's books related to fire safety and firefighting to be housed at the Peoria Fire Department and available for Peoria firefighters to read in public schools for fire safety outreach. The IFSI Library purchased 15 children's books ranging in level from pre-K through grade 8 that presented both male and female firefighters from a variety of races and gave them to the Peoria Fire Department distal collection. There were plans to develop this program further by including books in foreign languages spoken in Illinois, and to reach out to Illinois fire departments to inform them about the collection. Unfortunately, as a result of the pandemic, this children's

program was put on hold until the award of the ALA grant.

From 1 March to 31 August 2022, the IFSI Library used ALA funding to purchase 84 children's books for grades Pre-K through 12 on the topics of fire safety, fire history, and day in the life of firefighters. A graduate student from the UIUC iSchool was hired to purchase books, write discussion guides, create a [LibGuide on children's fire literacy](#), and coordinate with firefighter readers. Of the books that were purchased, 10 were in Spanish, three were in Polish, and two were in Chinese as these are the three most commonly spoken foreign languages in Illinois. Fire safety education is crucial for helping children learn about how to prevent and respond to fires, and no matter their language all children should be able to learn how to stay safe from fires. Books also featured racially and ethnically diverse firefighters and women firefighters, to inspire diverse children to see themselves reflected in the fire service community.

Thirty-one firefighters from 21 Illinois fire departments across the state participated in the program, with some giving multiple programs. 21 fire departments were represented, and 38 reading-discussion programs were held. 511 children were reached. Response to the program was positive, with firefighters expressing interest in working with the IFSI Library in the future to provide children's programming. Firefighters said that children were engaged with the discussion, and some even sent thank you cards to the firefighters who read to them.

(Continued on page 9)



This grant-funded project is only the beginning of the IFSI Library's work to provide fire safety literacy education for the multi-cultural children of Illinois. The books purchased as part of this project will continue to be available at the IFSI Library, and future work will involve more outreach and collaborations with firefighters, non-English children's book purchases, and fire safety programs targeting Illinois' multi-cultural children and firefighters.

Kelda Habing
Illinois Fire Service Institute
Library



Section Mentors: Yasuko Hirata and Fred Gitner

I am very happy to be appointed as a mentor together with Fred, who has been my long-time colleague of the IFLA Library Services to Multicultural Populations section.

I had worked as a librarian at the Tokyo Metropolitan Central Library for fourteen years. Then my family moved to the U.S. in 1985. We had lived in Houston and New York for eight years. In NY, I had a chance to study Library and Information Science at the School of Library Service, Columbia University. After coming back to Japan, I temporarily worked at museum libraries.

Then, I taught library and information science at several universities for about 17 years. I retired from my teaching job now, but I still work for multicultural library services as a JLA committee member.

I am looking forward to exchanging information with MCULTP section members to improve multicultural library services in Japan.

Yasuko Hirata
The Japan Library Association
Committee on Multicultural
Library Services



Yasuko Hirata (above), Fred J Gitner (below)



I have been Assistant Director of New Initiatives and Partnership Liaison for the New Americans Program at Queens Public Library since 2015, after having served since 1996 in various administrative positions. Prior to arriving at Queens Public Library I was Library Director of the Alliance Française in

New York for over fifteen years.

I am a co-editor of "Bridging Cultures: Ethnic Services in the Libraries of New York State" (2001) and "Connecting Cultures: Ethnic Services in the Libraries of New York State" (2013), have published articles about library services for immigrants in professional journals and have spoken on this topic at national and international conferences. I was a Standing Committee Member of the Section on Services to Multicultural Populations of IFLA from 2009-2017, and am co-chair of the Europe Subcommittee of the ALA's International Relations Committee.

Having served as a member of MCULTP, assisting with conference and satellite program planning, as well as assisting most recently in celebrating the Section's 40th Anniversary, I look forward to working with committee members to bring new perspectives to serving diverse immigrant, refugee and asylee communities given the increased migration that we are faced with around the world.

Fred J. Gitner
Assistant Director of New
Initiatives & Partnership Liaison
New Americans Program
Queens Public Library

Eliminate obstacles for readers – light up the city!

The door of the library opens to all people, especially to ones who cannot come but still want to read books and enjoy library services.

In Hangzhou Public Library, China, Mr. Zhou, a visually disabled reader, was reading the latest works of the Nobel Prize for Literature. With the help of the "angel eye" device, turning words into sounds, Mr. Zhou directly felt the beauty of books with his ears; Zuyi Ye with the same disadvantage could now touch and read over and over again the *Romance of the Three Kingdoms*, one of China's Four Great Classical Novels in the library. His wish was to tell the stories in the book to everyone when he grows up as a storyteller; Xixi, a reader in a wheelchair, could freely visit every space of the library

Organization, highly praised a series of public cultural services taken by the Hangzhou Municipal Government to benefit the visually impaired and the disabled: "I know that the Hangzhou Public Library has recently established an accessible reading space, which can benefit more visually impaired and disabled citizens in Hangzhou."

The "barrier-free reading space" praised by Forban is located in the hall on the first floor of Hangzhou Public Library, which is directly accessible by the subway nearby. More than 1000 Braille books are displayed in this space, equipped with desktop electronic visual aids, remote and on-site electronic visual aids, one-button smart readers, portable viewers, Braille point indicators, and



Zuyi Ye, a visually disabled child, touches and reads *The Romance of the Three Kingdoms* over and over again.



Mrs Xixi reads freely at Hangzhou Public Library

without any help. She could enjoy music in HiFi rooms, sound recording in the reading booth, or just do some reading.

At the 8th China International Copyright Expo, Silvie Forban, Deputy Director General of the World Intellectual Property

other new technical pieces of equipment, which are convenient for visually impaired people with diverse reading needs. In addition, Hangzhou Public Library has a collection of more than 10,000 Braille books, 799 intelligent listening

machines, 15T audio-visual databases, and 400 audio-visual books. Whether readers of visually impaired or color blind, with electronic visual aids, they can read without obstacles; With the Braille point display and screen reading software, readers can "surf the Internet".

The Hangzhou Public library is the space where the visually impaired and the disabled have equal access to knowledge, embodying the humanistic spirit and tolerance of a library, a city, or even a country. "Reading thousands of books and traveling thousands of miles is a common wish that people want to realize." Liu Dong, the general director of Hangzhou Public Library, said, "I hope to provide accessible reading space for the visually impaired so that disadvantaged groups can enjoy the pleasure of reading."

**Hangzhou Public Library,
China**

The Very Collection: an online multicultural communication program



The Very Collection in My Library is an online multi-cultural communication program launched by Hangzhou Public Library, China in China-CEEC Libraries Union which introduces the very rare collection kept in each member library in the form of video to audiences with different cultural backgrounds. It is an ongoing program throughout 2022 and 2023. It has released 7 videos so far, such as Records of Wulin Customs by Hangzhou Public Library, The Four Gospels by Belgrade City Library and Octoechos of the First Voice by National Library of Montenegro "Đurđe Crnojević", in various online platforms with over 10,000 views.

The China-CEEC Libraries Union was established in October 2018, with more than 60 libraries in China and CEEC involved and the Secretariat set in Hangzhou Public Library. During the COVID-19 epidemic, people no longer visited libraries as frequently as usual and most of them became active online library users. Following this trend, Hangzhou Public Library launched a variety of online reading promotion activities for different groups. Integrating rich multi-cultural resources in the Union, The Very Collection in My Library publish the videos in series with Chinese and English subtitles, aiming to improve people's understanding of different cultures and histories.

**Hangzhou Public Library,
China**



Liu Dong, General Director, Hangzhou Public Library, China

1. Hangzhou Public Library
Record of Wulin Customs
Qing Dynasty



Jasmina Ninkov, General Director, Belgrade City Library, Serbia

2. Belgrade City Library
Belgrade Book of the Four Gospels
1552



Ma TunChuan, General Director of Yunnan Provincial Library, China

3. Yunnan Provincial Library
A Brief Summary of Qian's Family Genealogy
Qing Dynasty



Dragica Lompar, General Director, National Library of Montenegro "Đurđe Crnojević", Montenegro

4. National Library of Montenegro
"Đurđe Crnojević"
Octoechos of the First Voice
1494



Jiao Xiang, General Director, Jinling Library, China

5. Jinling Library
Hundred Poems and Forty-Eight Sceneries of Jinling
Qing Dynasty



Snezana Stojcevska, General Director, City Library "Braka Miladinovci", Northern Macedonia

6. City Library "Braka Miladinovci"
Aesop's Fables of Phrygia
1566



Xu Yibo, General Director, Ningbo Library, China

7. Ningbo Library
XiangShan County Annals (the Period of Tongzhi)
Qing Dynasty

From Manila with Love



On 15 June, Jerome Rivera, Senior Librarian Children and Youth, hosted a special Philippines Storytime at Avondale Library in honour of Philippines Independence Day.

Parents and kids were thrilled to learn baby shark in Tagalog and some awesome facts about the Philippines, as well as animal names, colours and

numbers in Tagalog.

Jerome also baked a very special Filipino dish, bibingka, for families to try. It was a hit!

The final story was 'From Manila with Love' by Amy Luna Capelle, which talks about a young girl's first trip to the Philippines and to meet her Lola and Lolo (grandma and grandad) for the very first time in

person. This is a reality for some of our families in New Zealand and had a really special paragraph that reflects the power of connecting with your culture and family and reflects our values of whanaungatanga.

*Before our visit, the country was a mystery
Now, in my soul is my culture and history.
Though distance and years might keep us apart
There lives a connection deep in my heart.*

The real pleasure of these activities is seeing the looks of delight on the faces of children and parents in the crowd who see their culture and language celebrated by their communities. Not to mention when parents in the community thank you for sharing your culture with them and their children.

These localised targeted activities really contribute to our goals around sense of belonging, and interculturalism.

**Avondale Library
Auckland Libraries
New Zealand**

New Committee Member: Lilian Letshabo

Lilian Mmapula Letshabo is a librarian with an accomplished professional track record spanning 16 years. She is currently working as a Librarian at the Botswana University of Agriculture & Natural Resources at its Meat Industry Training Institute. Lilian is responsible for the day-to-day running of the Centre Library, which she was instrumental in transforming through space planning together with her team. Lilian has previously worked for the Government of Botswana where she was Assistant Librarian at the Ministry of Health.

In addition to the provision of



library services, she imparted her creative and innovative skills by assisting entrepreneurship students create art artefacts from waste material as well as

coordinating an entrepreneurship conference attracting various stakeholders.

Ms Letshabo has just submitted her final dissertation in MPHIL specialising in Digital Curation with the University of Cape Town-South Africa. She aspires to explore her creative and innovative side by engaging in projects where she can apply best digital curation principles to various types of collections. She is passionate about seeing innovative, multicultural, and creative solutions to the growth of libraries in Africa and beyond.

News from Nélide Piñon Library – Instituto Cervantes Rio de Janeiro

On 20 June 2022, the [Nélide Piñon Library](#) of the [Instituto Cervantes in Rio de Janeiro](#) was inaugurated, with the presence of the director of all the Cervantes Institutes in the world, the Spanish poet Luis García Montero, and the Spanish-Brazilian writer and academic Nélide Piñon.

The library is one of the information units of the Instituto Cervantes Library Network - RBIC in Brazil. The information unit in Rio de Janeiro is a Spanish public library specialized in Spanish language and Hispanic-American culture and literature, serving hispanicists, researchers, the local Hispanic community, students and all those interested in Hispanic culture.

The Instituto Cervantes in Rio de Janeiro maintains partnerships with local institutions to fulfill its institutional mission to universally promote the teaching, study and use of the Spanish language and to contribute to the dissemination of Spanish and Hispanic-American cultures. Among these institutions are the Spanish NGO [Espanhol para Tod@s](#) (Spanish for All) together with Redes da Maré, which offers language training for the community of Maré, and the bilingual school [Colégio Estadual Hispano-Brasileiro João Cabral de Melo Neto](#), in the neighbourhood of Méier, both in Rio de Janeiro.

After its inauguration, the library has been receiving visits to see its new space. Of these, the following are highlighted:

The visit organized by Prof. Diana Casali on 11 July with

Spanish students from Redes da Maré.



On 25 October, there was a visit from the Colégio Estadual Hispano-Brasileiro João Cabral de Melo Neto, with the presence of teachers and 90 students.



On 28 May, the library of Instituto Cervantes donated some publications to be part of the collection of the school library of the Espanhol para Tod@s Project of Redes da Maré.



The library also received a visit from members of the Network of [Libraries and Information Centers on Art in the](#)

[State of Rio de Janeiro – REDARTE/RJ](#) on 11 July.



On 29 September in the Nélide Piñon Library, the 3rd Art Libraries Forum was held, organized by REDARTE/RJ and by the [Brazilian Federation of Librarians Associations, Information Scientists and Institutions - FEBAB](#). Besides being a member institution of REDARTE/RJ, Instituto Cervantes sponsored the participation of Spanish speakers, thus promoting the exchange between Brazilian and Spanish information professionals.



The library has also collaborated in the organisation and computerisation of the library of the Consulate General of Uruguay in Rio de Janeiro so that it can serve the local community of Uruguayan residents.

Carlos Alberto Della Paschoa
Bibliotecario
Instituto Cervantes
Rio de Janeiro

Polarbibblo.se: Where children can make their voices heard

Supporting National Minorities with Polarbibblo

There are differences between public library services to a diversified and multicultural population and services to national minorities or patrons using regional languages. Looking at it from the libraries' point of view, there are some particular challenges. When languages are small and in many cases just a spoken language, it needs special considerations.

In Europe, the languages are protected by the [European Charter for Regional or Minority Languages](#), a convention protecting and demands the countries to support languages used by traditional minorities. Together with the [Framework Convention for the Protection of National Minorities](#), it constitutes the Council of Europe's commitment to the national or regional minorities.

The Charter covers 79 languages used by 201 national minorities or linguistic groups within Europe. Some of the languages covered by the Charter are present in many countries. Many of the languages the Charter protects are small, with few speakers. Due to the pressure of the majority language, these languages are, in many cases, suppressed and immobilised. Some are even languages that are "not allowed" to exist. These may be languages only used within a family context or in a specific situation, a specific community. Some users of these languages might not be able to read or write, but can speak their language fluently.

Sweden recognises five national minority languages: Yiddish, Finnish, Romani, Meänkieli and Sámi.

In the light of the Charter's intentions, Polarbibblo is a key arena for children to grow interest of using their minority language.

Elisabet Rundqvist,
National Library of Sweden



Polarbibblo is a website in Meänkieli, Sámi, and Swedish language where children can explore their storytelling and use of language in a fun and creative way. They can send in stories, poems, book recommendations, and drawings, but also play games and test their knowledge in our quizzes. They can also see what other children have created and inspire each other.

The majority of the content on Polarbibblo is created by children, for other children. It's a safe place where they can share their thoughts and develop their creative expression. And, most important of all — be seen.

Every story and drawing sent to us is reviewed by one of our editors before publication and, if the child has a user account, they will receive personal feedback from an editor. This feedback can include tips and tricks on how to improve, but also encouragement and

general guidance for the writing process. The editor's main role is to help the children get published on the website and we therefore have few requirements a story must fulfil to be approved. The important part is that the children are given a chance to express themselves.

This is vital for Meänkieli and the Sámi languages, where there the tradition of the written word isn't as well established. We have three variations of Meänkieli on Polarbibblo — the Torne Valley variety, the Gällivare variety, and Lannankieli — and five Sámi languages — Lule Sámi, Northern Sámi, Pite Sámi, Southern Sámi, and Ume Sámi. Just like with Swedish, children can submit stories and drawings in these languages and receive help and feedback from an editor. This gives the children an opportunity to communicate with an adult in their own language

(Continued on page 15)

New Committee Member: Waleed Al Badi



Waleed Al Badi has been the Director of Majlis Oman Library since 2016, and he was also President of the Omani Library Association from 2015 to 2017.

He completed his Master Degree in Library & Information Science at Sultan Qaboos University in 2015.

His Association Memberships include the Omani Library Association (since 2007), Special Libraries Association (since 2007), Arab Federation of Library and Information (since 2008) and IFLA (since 2010).

and learn new words and phrases.

The languages are seen as equal on Polarbibblo and we have seasoned editors and translators to give the children the best possible experience. We understand the importance of seeing and hearing your language, but also that it's done respectfully and within the correct cultural context. We also offer varying levels of difficulty in our activities so more children can participate — no matter their proficiency. Most notably in our games, where sound plays an important role. Those who can't yet read their language can still access it by hearing it spoken out loud.

The goal is to have Sweden's five national minority languages represented on Polarbibblo, with Finnish and Romani coming up next, later followed by Yiddish. Safety is also of high priority on Polarbibblo and we make sure that the children can feel as safe

and comfortable as possible. The editors prevent harmful material and bullying by reviewing each contribution, and all conversations between children and editors are held within the website's system. We also have no likes or public comments, to prevent our users from comparing themselves to each other.

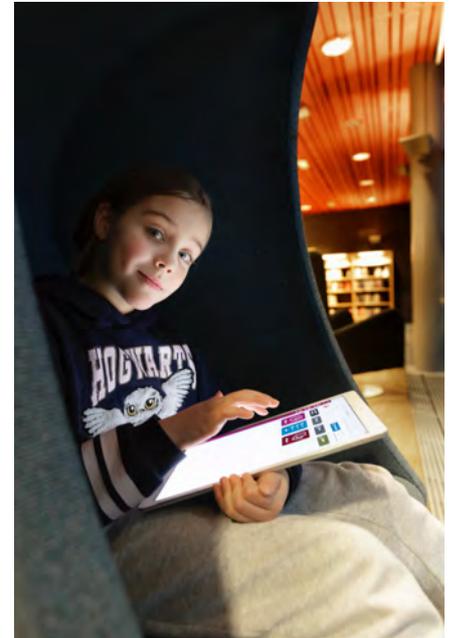
It's completely free to use Polarbibblo and children can do so at home, at school, or the library. Children can use the website with or without an account, but having one has certain benefits. With it you can join our games' high score lists and get feedback from our editors, but also join our lottery with a chance to win books, magazines, T-shirts, and other fun prizes every month. Naturally, we have prizes in all the languages represented on Polarbibblo.

Our main goal is to give children an opportunity to create

and express themselves, but also immerse themselves in their language and culture by writing, reading, and listening to it.

On Polarbibblo, children can make their voices heard.

**Linda Nilsson Westerdahl,
Polarbibblo**



Start a Teen Voices Club at Your Library!

This year is the first year we've had a Teen Leaders Club, also sometimes called Teen Advisory Boards, or Teen Voices Clubs. I recruited high school students through campus-wide emails, and then provided a SWOT analysis training before running through some event ideas with them. I interviewed three of the Teen Leaders on their experiences in the club so far:

When you got the email for volunteers, why were you interested in participating?

Ivy: I volunteered because I was always interested in reading and I wanted to get more students to use the library.

Julian: I felt like if we had more activities, more people at this high school would have an appreciation for libraries and

increased passion for reading.

Neui: I wanted to be involved in more ways within our community. Combined with my love to read, I thought this club was a great fit for me and a great opportunity too.

So look back to last year, compare it to this year as far as your impression of the library.

Ivy: I saw a huge increase in the variety of activities and that even the displays are more vibrant. I've noticed that more clubs and committees started to collaborate with the library. The GSA club introduced some LGBTQ+ books to our display at the library. Many people feel like it's a really great way to discover new books.

(Continued on page 16)



Julian: I hope the other clubs begin to collaborate with us: it's a really good idea to promote their club and reading.

When you joined what were your expectations?

Ivy: I was really happy that we get to brainstorm a lot of activities and it has been a pleasure to organize: it's really rewarding when you see your friends and peers participate.

Neui: There is a different feeling between being one of the first members of a newly formed club and being a new member of an already existing club. With our Library Leaders club, I felt like we were starting fresh. I was surprised by how welcoming the environment of the club was and how open-minded everyone is to each other and I loved the way we kept building on ideas collectively.

What do you wish our library, or just libraries in general, did for or offered to teens from South-east Asia?

Julian: I wish there were more diverse stories, such as in young adult fantasy, with Asian characters or set in South East Asia available.

Neui: This goes back to one of the main goals of our club, which is to encourage young adult voices that simultaneously promotes South-East Asian teen culture. We could create a display for South-East Asian teenagers who wish to express their opinions about those books and have their ideas heard.

So if you could speak to librarians around the world what would you tell them about creating a Teen Voices club?

Julian: I think that when teens generally think about libraries, they feel like it's a very boring place where you go to read and study. But I think it's really nice to see that the library now has cool events and activities for people to be engaged in so that that stereotype can change.

Ivy: I agree, If teens are the one organizing it, it would ensure that their peers are more interested in it.

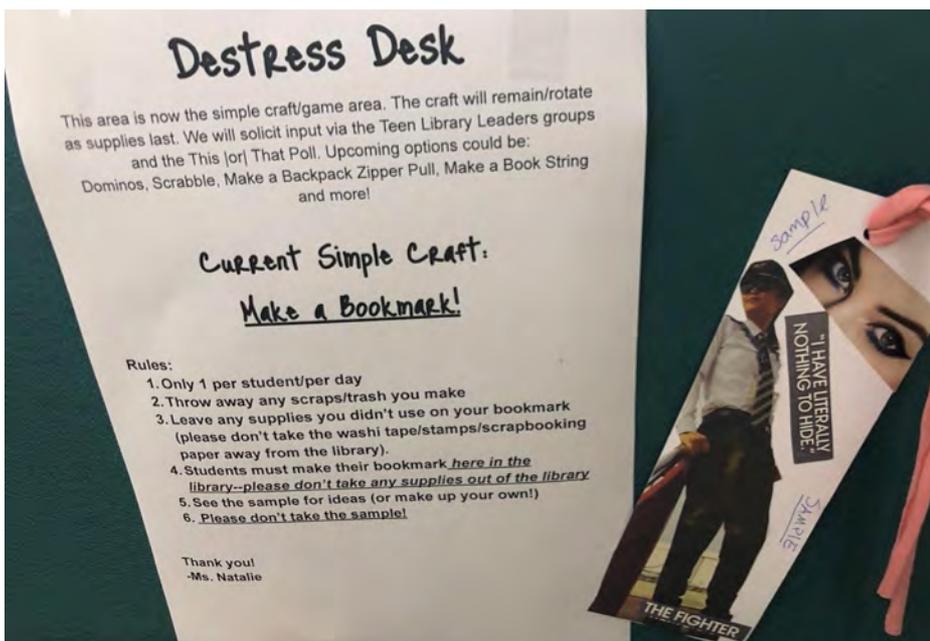
Neui: I would tell them that a club that focuses on giving voice to students will empower them and at the same time promote new perspectives that may result in greater engagement with the student body; creating a Teen Voices club enables young people to feel valued and that they have a voice in their community.

Natalie Teske Rector
Head Librarian at Ruamrudee International School (RIS)

Sasinipa Nopakun (Julian)
Sophomore at RIS and Teen Library Leader

Thitilapa Sae-Heng (Ivy)
Junior at RIS and Teen Library Leader

Wadwalai Rujipornpong (Neui)
Sophomore at RIS and Teen Library Leader



New Committee Member: Natalie Rector



Natalie Rector is the head librarian at Ruamrudee International School in Bangkok, Thailand. Prior to that, she worked in Taiwan, was a university librarian in Florida, and served in the US Peace Corps.

She has presented at ALA, EARCOS, ISTE, IASL and regional conferences on topics covering marketing, outreach, library design, teen services, event planning and

more! Natalie studied at Florida State University, earning a Masters in Library & Information Science, and a Graduate Certificate in Online Instructional Design, which has served her well in the past 3 years of Covid restrictions and virtual schooling, and she is looking forward to contributing to IFLA's mission any way she can.

Achievements in Delivering Library Instruction to ESL Students at a Campus Library

Emily Reed is a Reference and Instruction Librarian at Penn State Harrisburg. She coordinates library instruction, services, resources, and outreach for the 700+ international students on her campus.

In the December 2021 Library Services to Multicultural Populations Section Newsletter (<https://repository.ifla.org/handle/123456789/1770>), I wrote about the first-year library instruction learning outcomes for international and English as Second Language (ESL) students at Penn State Harrisburg. Having library lessons embedded two times in the academic pathway for this population is a huge curricular achievement for our library and our information literacy goals. However, I also wanted to look at this achievement through another lens, through the student surveys we conduct at the end of these lessons.

At Penn State Harrisburg, the librarians use a variation of the “Instruction Survey” developed by Project Outcome for Academic Libraries (n.d.) to assess student

satisfaction with library instruction. This survey is used in both the fall and spring semester composition courses for ESL students.

228 international or ESL students participated in the library survey at the end of class in 2022. In reviewing the survey results (both the spring 2022 course, ESL Composition for American Academic Communication II; and the fall 2022 course, First-Year Seminar in English), students were largely positive about the lessons they learned about the library. Over 90% of students agreed or strongly agreed that they: 1) feel more confident completing their assignments, and 2) they intend to apply what they learned. Over 95% of students agreed or strongly agreed that they: 1) learned something new that will help them succeed in their classes, and 2) are more aware of the library’s resources and services.

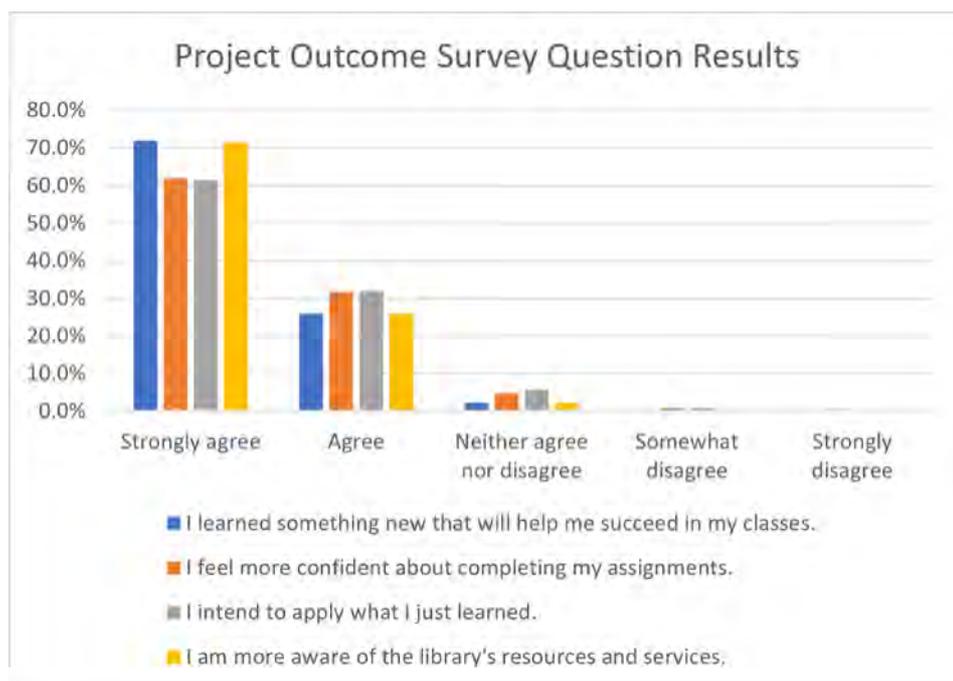
In an open-ended question asking what they liked most about their library lesson, 42% of the responses mentioned learning about the library resources or searching for resources. 19% of the responses mentioned how I

conducted the lesson or the choices I had made in presenting the lesson (lesson delivery software, my attitude and presence, etc.). 7% specifically mentioned the utility of the library website.

This survey is not an assessment of student learning, but rather an illustration of how students view their time spent learning about the library. The survey questions ask about their feelings and their intentions; it is asking affective questions. This fits in nicely with the affective learning goals I have for international and ESL students: I want them to feel comfortable in the library space and unafraid to ask for assistance when needed. Will students remember everything I taught them during these lessons? No. But, will they remember how they felt when they had a librarian teach them for the first time, when I showed them something they did not know before, and that there are many ways they can receive library assistance? That is the goal, and the 19% of responses that commented on my lesson design or my teaching style reflect that positive impact.

International and ESL students likely have very different past experiences using libraries before they arrive at college, so it is critical that they find their academic library to be welcoming to them. That is my affective goal for our international and ESL students, to make them feel welcome. If they feel welcome, they will use library spaces, resources, and services, and if they are not sure how to do that, then they hopefully feel empowered to receive assistance via many different channels. And if they use library spaces, resources, and services, they are more likely to experience academic success, and their success is also our success.

**Emily Reed
Reference and Instruction Librarian
Penn State University Libraries**



References:

Project Outcome. (n.d.). Outcome measurement made easy for academic libraries. <https://acrl.projectoutcome.org/>

New Committee
Member:
Virginija Švedienė



Virginija Švedienė is the Adult Education Coordinator for Panevėžys County Gabrielė Petkevičaitė-Bitė Public Library (Lithuania).

Her current work focuses on coordinating library international projects in the field of adult education, library advocacy, establishing and maintenance of professional contacts with foreign libraries, development of international traineeship programs, presenting library services and activities in professional publications and e-platforms and professional events in the national and international context.

Because of her practice in international projects and practical activities in the field of non-formal adult education, she has a broad vision of the library field and would very much like to share and apply her experience, to contribute to the development of ideas relevant to libraries in collaboration with an international team of IFLA.

Establishing a Roma Library

In the latest issue of the IFLA Newsletter the MCULTP section contributed with an article about the ongoing efforts to establish a Roma Library initiated by the Libraries of Malmö, in collaboration with the Swedish National Library (KB). In the following article Senka Islamović, in charge of catalogization and acquisitions for the Roma Library, shares her thoughts on the questions and challenges involved at this stage of the project.

Sebastian Tarazona

Within the context of establishing the Roma Library, the National Library of Sweden (KB) has given the Libraries of Malmö the task to improve the metadata available in the national catalogue for items related to the Roma population and to update the entries for materials relating to this minority group. The Romani language, in Sweden dubbed “Romani chib”, is one of the country’s five minority languages, meaning that it enjoys special status and protection.

The first step consisted of mapping the area in order to get a broader picture of what the cataloguing entailed: what type of items are listed in the national catalogue, how they are indexed and what metadata is already available. What we found was that the indexing of the works was predominantly rudimentary, with a significant number only containing the subject heading “romanies” regardless of their actual subject matter in addition to being about Roma people. This is problematic, not only because it doesn’t do the literature justice, but also because it makes it difficult to find and access relevant materials. Initially, the catalogue contained only 14 subject headings related to Roma people. By analyzing its contents, we were able to suggest another 28 that are

going to be added to the Swedish linked vocabulary system and will be available for use by cataloguers around the country who work in the collaborative national catalogue.

When the project began, all the literature in the Romani language was indexed with a single language code, even though it consists of many variants, some of which are mutually intelligible, while the vast majority are not. The five most common ones were added with an update of the system, while another six are going to be made available with the next release. This will make it easier for the Roma population, as well as library staff, to find items in the languages relevant to them and their patrons.

In order to acquire further items, especially in connection to the development of the Roma library, it was important to look at the state of Romani literature, that is literature written by Roma writers as well as items written about the Roma population. The latter category predominantly belongs to the scholarly field, which is growing. To find out what type of items are available for purchase it was necessary to look beyond the Swedish market, as the publishing of this type of material within the country is limited, and most of the newly published works are

(Continued on page 19)

already a part of the libraries' collections.

During the project, we have collaborated with a reference group consisting of individuals belonging to the Roma population, who have been important in providing us with information about what type of

search entries they believe are intuitive to Roma people, as well as what aspects of their cultural heritage they would like to see made visible. It was and remains important to us that the target group is involved in the work that is ultimately done to benefit them and to elevate their

language and culture to the status that it deserves.

If you would like to know more about the project and what we do, please contact **Senka Islamović** on senka.islamovic@malmo.se.

IFLA Library Services to Multicultural Populations Section

Chair

Lan Gao
Senior Subject Department Librarian
Youth Services Department,
Cleveland Public Library
United States
lan.gao@cpl.org

Secretary & Newsletter Editor

Andrew Finegan
Australia
afinegan@gmail.com

Information Coordinator

Eléonore Clavreul
Head of National and International
Cooperation department
Bibliothèque Publique D'Information
eleonore.clavreul@bpi.fr

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>

Connect with us:

Email: ifla.mcultp@gmail.com

Facebook: <https://www.facebook.com/ifla.mcultp/>

Twitter:
https://twitter.com/ifla_mcultp/

Instagram:
https://www.instagram.com/multicultural_libraries/