



Public Libraries and Multilingual/Cultural Collections

IFLA Satellite Meeting,
 Utrecht 11-13 August, 2003



by
 Robert Pestell

The IFLA satellite meeting took place in Utrecht, following the very successful IFLA Berlin conference. The meeting was kindly hosted by Ton van Vlimmeren, the Director of the Utrecht Public Library, and organized by The Netherlands association of Public Libraries (Netherlands Association) and members of the IFLA Section on Libraries Services to Multicultural Populations.

Utrecht is a very attractive city in the Netherlands, with a medieval town center, canals, cobbled streets, and a vibrant atmosphere. Being the start of the new

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Cambodian Challenge

by
 Robert Pestell

General interest Khmer (Cambodian) books have been largely unavailable for many years. The American Red Cross established a small book publishing industry in the refugee camps on the Thai border after the troubles, and a few publications did become available. After the camps closed down there were very few general fiction and non-fiction books published for the next 10 years or more. Publishing is now slowly recommencing, with the main emphasis being on school textbooks, learning English, and reference works, which are mainly dictionaries. The challenge then, was to track down the latest publications.

My first morning, off to find the Monument Bookshop, which was closed last time I was there due to the Mekong River Festival, when people from all over the country converge on Phnom Penh. Walked for miles, but the bookshop was nowhere to be found (I eventually realised it had been replaced by a mobile phone center). So continued walking for the rest of the day, searching fruitlessly for bookshops. There are actually lots of 'bookshops', but all they sell are stationery and school textbooks, particularly for learning English. General, popular, public library-type books are virtually non-existent – with just one or two gritty, squashed, and mildewed titles in some of the shops. The Central Market has a few bookstalls, but once again, school texts or books in English. The 'shops', by the way, are mainly just small openings, lining the road.

Next and final day, and the last hope. Hopped onto a moto (these are moped drivers who pick you up from anywhere and take you anywhere – there is some fee structure, but you have to guess it or know it. I always offer 1,000 reals – about US\$0.75, and this is greeted with a big smile – so I obviously pay too much). Went to a shop that I stumbled upon last time, when I'd become totally lost. It's a bit out of town, but they had about 25 'popular' books. Well! What a change! A whole room full of books! Mainly textbooks again, of course, but around 100 public library-type Khmer books! These were mainly popular non-fiction (health,

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The Newsletter is the official publication of the IFLA Section on Library Services to Multicultural Populations.

The Newsletter is made available to all Section members as a benefit of membership. Issues are also available on-line at the Section's Website at <http://ifla.org/VII/s32/slsmp.htm>.

Articles for publication and/or requests for information should be sent to Jane Pyper at jpyper@tpl.toronto.on.ca

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DESIGN & PRODUCTION: Diana Mohammed

Chair's Column



Dear friends and colleagues!

A new two-year term began October 1st and it is time to say goodbye to good friends and colleagues and hello to the new members of our Standing Committee. I would like to use this

opportunity to thank outgoing members for their work through the years, their contributions to debates and their friendship.

I would like to express special gratitude to Barbara von Wahlde and Donna Serafin for their work with the Newsletter; they have done a tremendous job. Because of them, our Newsletter was nominated for the third time as one of the best at the IFLA Conference in Berlin 2003. Jane Pyper and her secretary Diana Mohammed will continue the Newsletter which they have taken over from Barbara and Donna. I am sure they will succeed as well – good luck to them.

Lourina K. de Voogd will not be leaving our Committee as yet, but I would also like to express my gratitude to Lourina and her assistant Mrs. Lim for their excellent work preparing and carrying through our post-conference in Utrecht. The Conference was of a very high standard; the speakers and the papers presented were very professional, had good relevance, and were of great interest for the participants. I would also like to thank our hosts in Utrecht for all their effort in arranging all the wonderful social events for us.

At our first SC Meeting in Berlin we had to elect officers for the next two years. Those of you that attended know the situation about our secretary Kirsten Leth Nielsen. Kirsten had to resign in October and the only way to get her back on the scene was if one of our other members would leave the Standing Committee. By a coincidence Barbro Ejendal, one of our Nordic members, had to resign. I am happy to say this has enabled Kirsten to restore her position as secretary for our standing Committee. IFLA HQ has accepted her reinstatement. I am looking forward to working with all of you the coming year.

-- Jane Dreisig

Editor's Note



Welcome to the fall 2003 issue of the IFLA Section on Library Services to Multicultural Populations newsletter. I am taking over the newsletter from the very capable hands of Barbara vonWahlde and Donna Serafin.

Together they have produced interesting and informative

newsletters for our section. I would like to thank them for all their efforts and the hard work that has gone in to the newsletter production during Barbara's term as information coordinator for our Section. She has left me with a very high standard to reach!

I joined the Section on Library Services to Multicultural Populations, because my public library serves a very diverse city. Fifty percent of our population was born outside of Canada. I hoped that this section would let me share experiences and learn from others about how to provide appropriate collections and services to a diverse and changing public. I have benefited from learning how other libraries select materials for other language collections, plan programs, train staff in cultural sensitivity, and the list goes on! Through the workshops and meetings that we have, we have the opportunity to share and learn with others.

The newsletter is another opportunity to improve service where you work. I need your help in gathering great ideas and sharing them with your colleagues. Please send material for the newsletter. We're interested in work you are doing, helpful documents, workshops, or anything that helps us learn how to improve our multicultural services and collections.

This edition has information on workshops held at the last conference, finding Khmer language books, multilingual cataloguing and the Section's strategic plan. I hope you enjoy the newsletter.

-- Jane Pyper

MARK YOUR CALENDARS



Midwinter Meeting

The IFLA Section on Library Services to Multicultural Populations will have its Midwinter Meeting on March 11th and 12th, 2004 in London, England.

Haiyan Kang, one of our new members, has offered to host us at Charing Cross Library, 4 Charing Cross, London UK.

The program and agenda for the meeting will be distributed in the beginning of February 2004 to all members of the Standing Committee.

Jane Dreisig
Chair - IFLA-Library Services to Multicultural Populations

university year, 1,000s of students added to the party atmosphere, with 'older students' guiding them around the various delights (bars) of the town center. The conference started with a reception at the Utrecht Public Library, where delegates were warmly welcomed by the staff and members of the Netherlands Association, with Heineken beer, wine and nibbles. Utrecht was named by Romans, and it is justly proud that the City Council, formed 800 years ago, is the oldest in the country. An ancient rule forbade the populace from drinking too much beer, but fortunately this was not enacted DURING OUR VISIT. The Utrecht library was founded 111 years ago, and is the oldest public library service in the Netherlands, although it is now one of the most modern and attractive in the services it provides.

70 delegates from 18 countries attended the conference, with 15 speakers from Canada, Germany, Denmark, The Netherlands, India, Spain, U.K., U.S.A., New Zealand and Australia. This excellent conference program covered a wide range of issues concerned with providing library services to multicultural populations. Speakers told of how their library services were meeting the needs of their ethnic minorities; how immigration patterns across the world were changing; how countries and governments were developing more proactive responses and programs to assist both immigrants and established multicultural communities; how the concept of social inclusion was increasingly being promoted; and how to successfully market library services to multilingual populations. Here are a few of the many interesting snippets from the presentations (unfortunately, I had to miss the presentations from Spain and India as I was book buying, so my apologies – but the papers presented appear on the IFLA website at www.ifla-utrecht.nl):

Canada

- One in six people in Canada use a mother tongue other than French or English, with Chinese being the major mother tongue after English.
- Over 40 Indigenous languages are spoken within a population of 187,000.
- 50% of Toronto's population has arrived in the last 10 years, and 50% were born outside of Canada
- At Toronto public library a free telephone 'Dial-A-Story' program is provided in seven

languages, featuring different children's stories each day, which attracted 150,000 callers.

Germany

- All ethnic Germans are free to resettle in Germany, and 1.4 million have been repatriated, particularly since unification.
- In the 18th and 19th centuries, German communities were established in Volgograd, where they maintained their languages and culture; many are now returning to Germany.

Sweden

- In May 2000 the first library devoted solely to multilingual services was established in Stockholm.
- The library houses 200,000 volumes in 125 languages, and their 25 staff speak 27 languages.

Denmark

- Free and equal access to all services is an accepted maxim in the country, with new legislation making it compulsory to provide equality of provision in all media, including multicultural resources
- The Danish Central Library for Immigrant Literature and the Copenhagen City Library have cooperated in the acquisition and cataloguing of multilingual resources since 1990. All public libraries may now participate in the service, and 59 libraries now work cooperatively.

The Netherlands

- 20,000 refugees and 40,000 new families* emigrate to the country each year. (New families are comprised of new brides/grooms from the homeland)
- Biblion supplies multilingual books to 550 libraries and institutions in the Netherlands.

U.K.

- The first national public library strategy, 'Framework for the Future', was adopted by the government in 2003.
- Coventry Public library has developed several collections of DVDs for its multicultural population.

U.S.

- The 'Affinity Centers' concept was developed for the new San Francisco public library, which encouraged multicultural communities, such as the African Americans and Chinese, to raise funds for their own spaces within the library.
- The Gay and Lesbian community raised US\$2.6 million for their own Affinity Center. The Latino-Hispanic community raised funds for a multimedia center.

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New Zealand

- One in three of Auckland's population was born overseas, and it has the largest Pacific Island population in the world.
- Library staff have embraced on-going programs of cultural training, such as being aware of the protocols connected to welcomes and the conduct of meetings, to gain an understanding of the Maori people.
- Biculturalism and bilingualism are emphasized by means of signage, publications, web pages, courses in the Maori language and even the carpet having Polynesian design.

Australia

- Sydney has 140 ethnic groups, with 27% of the population speaking a language other than English at home.
- A multilingual PR campaign was initiated to raise awareness of public libraries, which included billboards at railway stations and on main roads, postcards, banners, pamphlets, web site presence and advertisements on the sides of buses.

In summary, the conference was excellent, providing delegates with the latest information on multicultural library services around the world. Special thanks must go to Lourina K. de Voogd, who worked so hard for so long to make the satellite meeting the success that it was. Many thanks also to Ton, Twyla and the staff of the Utrecht public library service and the Netherlands Association for making us so welcome. ■

*Presentations from the preconference are available on the website: <http://www.ifla-utrecht.nl> under the button: **Proceedings***

Cambodia Challenge - Continued from Page 1

fitness, cookery, embroidery, etiquette, interpersonal relations, fortune-telling – Cambodians' most popular subject), and also some fiction (mainly folk tales) and children's picture books. The quality varies a lot, but at least they are written in Khmer. Plus! Khmer music CDs, and not just the usual karaoke, and not pirated. The shop assistants could not have been more helpful – explaining what the books were about – suggesting different books – carrying and packing.

So, eventually I was standing outside the shop with five boxes of books, 55 kgs. in weight, waiting for a taxi to pass by. After a while, a man walks up and asks what I am doing. I said that I was waiting for a taxi. Well! You would think I had made the best joke in the world – he could not stop laughing! 'There aren't any taxis!' he eventually managed to splutter. So, back to the shop – 'Errr, excuse me, I have a little problem.' Saved again – the shop had a van – and they took the boxes to the hotel. Phew! Quick call to DHL (incredibly expensive, but incredibly efficient) and the books were picked up and off home, where they arrived two days later. So, mission accomplished, and nothing left to do but to visit the Shanghai bar (low key and pleasant), Heart of Darkness (the in-place, backpacker trap – best to avoid), Walkabout pub (cheapest beer in laid back Australian bar), Kiwi bar (safe, normal, pleasant, and full of New Zealanders watching rugby – but you have to walk past the Central Market – and you never walk past bus stations, markets or train stations at night. In fact, most guide books warn people not to venture out at night in Phnom Penh). Here's an apt quote from a traveler on the net, "Phnom Penh, the capital of Cambodia, is the rawest, most lawless, most chaotic city I've ever been to." And so off to Ho Chi Minh City for Vietnamese books. ■

Professional Development:

Rogers, Michael. "Serving up World Languages," *Library Journal* (June 15, 2003, Vol 128 No. 11), pp. 42-44.

How-- and where-- to get hard to find materials for multilingual communities:

World Languages:

www.libraryjournal.com/WorldLanguageVendors for a list of over 80 vendors that deal with materials from around the world.



Babel or Alexandria?

A meeting on multilingual cataloguing in Venice



by: Domenico Ciccarello

Library catalogues can be confusing and lead to cultural misunderstanding, like in the Tower of Babel, or they may be instruments for social inclusion, like in the new international project for the Bibliotheca Alexandrina.

Among the most recent tools our libraries use for communication with their patrons, OPACs are of high importance in helping users to get bibliographic information from the library. Searching and retrieving from the library's catalogues can now be done easily and in a more independent way than we did before. Their strength, however, becomes their weakness when we are confronted with the big question: which languages do our OPACs use? Our libraries are becoming increasingly multicultural in the fields of collection development, reference service, staff composition. Quite obviously, they should make similar efforts to be able to display bibliographic records from their catalogues in the languages preferred by the user, even those written in non-roman scripts.

A meeting of national relevance taking place in Venice, Italy, on 2 October 2003, with the suggestive title *From Babel to Alexandria? Cataloguing and Non-roman Scripts*, addressed these and some other related issues. The basic aim of the seminar, well organized by Mrs. Chiara Rabitti, Chief Librarian at the Querini Stampalia Foundation, was to provide a comprehensive framework for professional discussion regarding library services to immigrants, from a rather technical perspective. The main focus was the assessment of the effectiveness of current cataloguing solutions adopted by some public and university libraries in Italy. Among secondary topics investigated during the meeting were also: cooperation at national and regional level; adequacy of transliteration rules and the national code; development of software; commercial offers; staff training. Giorgio Lotto, from the Italian Library Association (AIB), Public Library Committee, and Alessandro Bertoni, from Venice University Libraries, were the chairmen of the morning and afternoon sessions respectively.

One of the best practices presented in Venice was the multilingual OPAC of Prato Public Library <<http://catalogo.po-net.prato.it/blp/campi.htm>>, where bibliographic records of Arabic and Chinese books in Latin characters are displayed together with the image of records in the original scripts, although authors are searchable only in the Romanised form. The speaker from Tuscany, Laura Bassanese, briefly discussed some additional problems encountered in the cataloguing of those collections, such as inadequacy of

sources of information prescribed by ISBD (M) for the title area (as relevant information is often to be found in the colophon of Arabic volumes, and not in the title-page), lack of authority files for less known languages, and differences in indexing practices (e.g. Chinese CIP is useless when it comes to subject entries and classification codes).

Other means of providing bibliographic information in original language for Arabic users through the Web were commented by Cecilia Cognigni (Turin Library Services), Alberta Dellepiane (Berio Library, Genoa) and Maurizio Franciosi (Modena Library Services). In the Turin experience, Arabtex, a freeware automated transliteration system, was used to create bibliographic lists of Arabic titles to be made available on the Internet. The Berio Library has a long experience in the transliteration of multilingual materials. In past years, they have tested different automated systems (Tinlib, Aleph 500) and standards (Unicode, ISO 233-2), none of them with completely satisfactory results. Modena Library Services, well-distinguished in Italy for their services to immigrant minorities, are also experimenting with the provision of bibliographies and annotated lists in original languages through their website.

Claudia Parmeggiani, from Perugia Libraries, spoke about cross-cultural services like the multilingual web portal Etnohelp, sponsored by the City of Perugia. Valentina Sagaria Rossi, librarian at the Lincei National Academy, Rome and an expert in multilingual cataloguing, stressed the urgency of nationwide solutions, along with Marina Battaglini, who described the rich Oriental collections from the Central National Library in Rome. The same views were expressed by Chiara Semenzato (Bologna University Libraries), showing the wide range of languages and alphabets represented in a typical academic library, and by Marco Tomassini (Padua University Libraries), who contributed with documentation on the case of bibliographic treatment of the Slavic collections.

Gabriele Lunati, from Ifnet s.r.l., gave a very useful overview of some marketable ideas, providing the audience with a brief description of OCLC multilingual services. He reviewed tools like the Language Sets options for acquisition purposes, the First Search reference service, the Cat-me Plus facilities, and the CILLA (Cooperative of Indic Language Library Authorities) by OCLC-Pica.

Barbara Poli (Querini Stampalia Library) completed the presentations with a fully documented summary of the issues and alternatives that arose from the morning speeches and the following debate. She also commented on some examples taken from international OPACs.

Many national institutions were represented at the Seminar. Patrizia Calabrese spoke as chair of a

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working group on the conversion of written languages within UNI-DIAM (the Italian commission for implementation and development of ISO standards regarding documentation and automated information). Giovanna Mazzola Merola spoke for the RICA Commission, designated for the revision of the Italian cataloguing rules, and responsible for the definition of tables of transliteration. Anna Maria Mandillo, representing the ICCU (the Central Institute for the Union Catalogue of Italian Libraries and for Bibliographic Information), tried to collect and make good use of the many questions and suggestions reported during the day. The Italian Library Association (AIB) gave scientific support to the meeting, through the Cataloguing and the Public Libraries Committees. Before farewell, all participants agreed that a written document, with appropriate proposals to be forwarded to all the institutions responsible for national library services, should be drafted and approved. All available papers from the Venice seminar can be downloaded at <<http://www.provincia.venezia.it/querini/biblioteca/index.html>>.

Domenico Ciccarello, coordinator
Italian Library Association, Multicultural Libraries Working Group

IFLA MCULTP SC Member

IFLA Section on Library Services to Multicultural Populations Strategic Plan 2004-2005

MISSION

The Section brings together libraries and institutions interested in the development and the provision of library services designed to reflect the cultural, ethnic and linguistic diversity in society. The Section works with all types of libraries, especially public libraries, library consortia, non-library associations and government agencies to develop services and support for multicultural populations and their cultures in all countries. Multicultural populations can include new immigrants, indigenous groups, refugees, ethnic minorities and others who are seeking materials in languages reflective of their needs.

The section promotes, as stated in the UNESCO Public Library Manifesto, the right that every individual in our global society has access to a full range of library and information services. In order to achieve this, the Section supports and encourages libraries in all countries to provide services to multicultural populations through the promotion and dissemination of best practices, emerging trends and issues, and relevant programs. The Section serves as an international forum for the exchange of information concerning the development of multilingual and multicultural services.

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Announcement of Buenos Aires Workshop

by: Christine McDonald



World Library and Information Congress: 70th IFLA General Conference and Council
"Libraries: Tools for Education and Development"

August 22 - 27th 2004, Buenos Aires, Argentina

Details available: at www.ifla.org/IV/ifla70/

Our section will be co-sponsoring this program with the Latin American section.

"From the Global Village to the Indigenous Village: The Role of the Library in Preserving The Cultural Identity of Indigenous People."

Workshop Goals:

- A) To identify libraries that are working with indigenous populations in efforts to preserve indigenous culture [includes indigenous librarians/libraries]
- B) To share the experiences of specific libraries/librarians throughout the world in preserving indigenous cultures.

Officers in charge: Christine McDonald, Carmen Madrid and Clara Chu

GOALS

GOAL 1: Promote, in our global society, access to a full range of library and information services suitable for linguistic, ethnic, and cultural minorities.

Professional Priorities: (a) Supporting the Role of Libraries in Society, (b) Defending the Principle of Freedom of Information, (d) Providing Unrestricted Access to Information (i) Promoting Standards, Guidelines and Best Practices.

ACTIONS

Action 1.1 Review and revise the *Guidelines* to take into account technology and other developments which have an impact on service provision and directions.
Action 1.2 Translate, publish, and disseminate via the Internet the "*Guidelines*" in all official IFLA languages and others as desirable. The Guidelines are translated and published at the IFLA website in all the official IFLA languages: French, English, Spanish, Russian and German. In addition, in Japanese and the Dutch language.

GOAL 2: Create strategies to support multicultural services and library development in libraries throughout the world with special interest in developing countries.

(Professional Priorities: (i) Promoting Standards, Guidelines and Best Practices, (f) Promoting Resources Sharing)

ACTIONS

Action 2.1 Promote the availability of and access to suitable resources for linguistic and cultural minorities.

Action 2.2 Support or encourage cooperative purchasing of resources.

Action 2.3 Encourage attending special language book fairs.

Action 2.4 Participate in Open Forums or Sessions during annual IFLA General Conferences. Participate in Open forum at World Library and Information Congress. 69th IFLA in Berlin.

Action 2.5 Organize the satellite meeting in the Netherlands in 2003 'Public Libraries & Multilingual collections'.

GOAL 3: Work towards the integration of multicultural and multilingual services into the general management of libraries.

(Professional Priorities: (i) Promoting Standards, Guidelines, and Best Practices)

ACTIONS

Action 3.1 Encourage libraries to train local staff on multicultural issues.

Action 3.2 Promote the development of library recruitment policies which reflect the linguistic, ethnic, and cultural diversities in society by examining best practise.

Action 3.3 Develop criteria and outlines for a web-based training program for library staff entitled "How to Deal with the Global World in your Library."

Action 3.4 Organize a satellite meeting in Stockholm in 2005: 'Serving multicultural populations: Staff competence for success'.

Action 3.5 Establish a model library: 'The Multicultural Library' as an example of how to implement multicultural diversity in public libraries in the exhibition area in Oslo IFLA 2005.

GOAL 4: Promote activities that advance the professional development and competence of librarians in multicultural services.

(Professional Priorities: (h) Developing Library Professionals, (i) Promoting Standards, Guidelines, and Best Practices)

ACTIONS

Action 4.1 Promote and encourage attendance at other relevant conferences and programs.

Action 4.2 Issue the Section's newsletter on a regular schedule twice a year with an optional summer (pre-conference) issue.

Action 4.3 Support interest in multicultural services through a current and informative Web site which includes both IFLA committee activities and projects and links to other relevant Web sites and groups; a Section newsletter and other appropriate publications as needed.

Action 4.4 Encourage active membership in the Section and develop a strategic plan for recruitment. Recruit other professionals through the use of the Web site and promotional brochures and leaflets.

Action 4.5 Promote the use of the web page "International List of Multicultural Professional Library Association Groups and Activities" <http://www.gseis.ucla.edu/faculty/chu/mcprof/> through the Section's *Newsletter* and Web site.

Action 4.6 Encourage libraries to train local staff about multicultural issues.

Action 4.7 Implement and promote the use of the web-based training program for Library staff entitled "How to Deal with the Global World in your Library" after its completion.

Action 4.8 Organize a satellite meeting in Stockholm in 2005: 'Serving multicultural populations: Staff competence for success'. . ■

Meet Our New Members



Domenico Ciccarello, after graduating in Modern Languages (1992), served as University librarian in Bari (1994-1997). Since 1998 he has been working for the Fardelliana Public Library in Trapani.

In 2001 he took his second degree in Librarianship at the University "La Sapienza" in Rome. His interests in multicultural librarianship grew when he was designated as a member of the Italian Library Association's Public Library Committee (year 2000), as the Committee decided to establish a Multicultural Libraries Group. Domenico has helped in coordinating and planning activities, which include positive involvement and participation in seminars, meetings and discussion lists. He has also created (2002) a set of dedicated web pages

<<http://www.aib.it/aib/commiss/cnbp/mc/mc1.htm>>, which he is currently maintaining, with information and documentation for libraries and librarians interested in multicultural matters in his own country. He is a new member of the IFLA MCULTP Standing Committee (2003-2007).

Haiyan Kang is the Team Leader for Chinese Service in Westminster Libraries in the UK. She is the Chair of the Chinese Library Support Group and is a standing committee member of the Diversity Group of the Chartered Institute of Library and Information Professionals.

Haiyan Kang obtained her Diploma in Library Science at Northwestern University in China in 1985. She did her postgraduate studies at Thames Valley University in the UK graduating in 1992. Haiyan became a chartered librarian in 1997 specializing in Chinese Language Materials and the book trade market. Haiyan has been working for the past 11 years as a Community Service Librarian, and has gained extensive experience by providing Specialized Service for the Chinese Community

Yasuko Hirata, Professor, Bunka Women's University

I have been a member of the Librarians' Network for Culturally Diverse Society since 1994. The Network was founded after the IFLA Tokyo Conference. The objective of the Network is to promote library services for the multicultural populations in Japan. The Network plans to publish a manual on multicultural services in libraries in the near future.

In 2001 I embarked on a new career, teaching library and information science at Bunka Women's University. Before that, I worked at the Tokyo Metropolitan Central Library as a librarian for 14 years. I moved to the U.S. with my family and lived there from 1985 to 1994. Upon my return I worked at two different museum libraries, Tokyo Metropolitan Museum of Photography and the National Museum of Western Art

I obtained my MLS certificate from the National Junior College of Librarianship (special course) in 1971. I then earned a masters of political science degree at Waseda University in 1973. In 1992 I earned a masters of science degree at Columbia University, School of Library Service.