



December 2009

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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. Articles for publication and/or requests for information should be sent to Vickery Bowles at vbowles@torontopubliclibrary.ca

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CHAIR'S COLUMN

By: Mijin Kim



The IFLA Section on Library Services to Multicultural Populations has had another very busy and very successful summer and fall. The most exciting news occurred this past October. After four and half years of writing, editing, consulting and lobbying, the IFLA Multicultural Manifesto was endorsed by UNESCO at their General Assembly. This is an enormous achievement for this Section and it strengthens the perspective that library services need to be equitable and accessible to all.

Congratulations and thank you to all members, past and present, who worked endlessly on the Manifesto; to IFLA headquarters staff; and, to all the IFLA members who lobbied their countries on our behalf. The Manifesto is available in 14 languages on the Section's website:

<http://www.ifla.org/en/publications/the-iflaunesco-multicultural-library-manifesto>.

In addition to the Manifesto, the Section has finalized the 3rd Edition of Multicultural Communities: Guidelines for Library Services. These guidelines are a practical tool for all libraries developing services for diverse communities and another fabulous, collaborative effort by the Section. Thank you to all the members of the working groups. The Guidelines are currently available on the Section's website in English, Russian and Dutch. Many more

languages will be available soon:

<http://www.ifla.org/en/publications/multicultural-communities-guidelines-for-library-services-3rd-edition>.

During IFLA 2009 in Milan in August the Section held an interesting and well attended session on Creativity and the Arts. The session provided a narrative overview of a variety of approaches from different parts of the world. The Section also presented a Poster Session on the Multicultural Manifesto which received an enormous amount of interest from conference delegates.



Creativity and the Arts Session in Milan

The Special Interest Group (SIG) on Indigenous Matters, which is sponsored by the Section on Library Services to Multicultural Populations, held a session to discuss the mandate and future activities of the SIG. Information on how to get involved, provide input and on specific projects of the Special Interest Group on Indigenous Matters are available through Facebook and soon through the IFLA website.

The Goethe Institute provided warm hospitality and meeting space so that the Section could continue its discussions outside of the conference venue.

Despite the many issues that the Section had to discuss during

the three meetings in Milan, the members still found time to socialize at our Section dinners, attend a special performance of



La Scala Theatre

La Scala Opera, and, participate in the many library tours. Milan was hot, dynamic and brimming with culture, history and some spectacular architecture.



Milan Cathedral

Since 2009 was an election year, we had many new members join the Section in Milan. Our Section is truly blessed to have so much interest from around the world and to have a full complement of members. You will be able to meet our new members as we feature them in our newsletter.

An election year also means new IFLA Officers. Firstly, thank you to Susy Tastesten, our outgoing Secretary/Treasurer for the past four years and to Susana Alegre and Robert Pestell who served as Information Officers the past two years. However, volunteering in the Section seems to be addictive as I am very pleased to

announce that Susana Alegre has agreed to serve as Secretary of the Section for the next two years. Susy Tastesten will remain as Treasurer and Jack Leong has volunteered to be our new Information Officer. Vickery Bowles will take over the responsibilities of Editor of the newsletter from Jane Pyper. Thank you so much Jane for your many years of serving on the Section. Lastly, I have accepted taking on a second term as Chair. I look forward to the opportunity to build on the many successes of the Section.



In Palermo

After Milan, many of the Section members flew down to the Palermo, Sicily where we held a Satellite Conference: Libraries and Society: A Pan Mediterranean Perspective. Held in an old, converted castle, the palatial experience of the conference venue was reflected in the cultural and social events. The program was extensive and the intimate discussions with the presenters and conference delegates were deeply enriching. Bravo to the Domenico Ciccarello and the entire conference committee!



Palermo Conference

More information on the Section, its members, publications and activities can always be found at our website:

<http://www.ifla.org/en/mcultp>. Or, you can always email any of the members. We look forward to hearing from you!

THE IFLA MULTICULTURAL LIBRARY MANIFESTO HAS FINALLY BECOME THE IFLA/UNESCO MULTICULTURAL LIBRARY MANIFESTO

By: *Kirsten Leth Nielsen*

The history:

The story of the manifesto begins on a sunny day in Stockholm during the Sections pre-conference in 2005. There was a general agreement at the pre-conference that something had to be done to underline the importance of multicultural library services in the IFLA organization. On advice from the then IFLA president Kay Raseroka the Section came up with a strategy for achieving this. One of the measures in this strategy was the creation of a library manifesto that could outline principles and strategies for the development of multicultural library services.

The work:

The Section immediately went to work, and there were continuous work meetings and a lot of activity during the IFLA main conference in Oslo in 2005. There was a feeling of optimism, and we expected to have achieved our goal within a year's time. This was not to happen. In the spring of 2006 the Section met for a three day work meeting in northern Spain. The meeting was characterized by hard work,

good food and great commitment, and resulted in the first draft of The Multicultural Library Manifesto. We were now on our way. The first draft was put under close scrutiny, discussed, and its wording was changed and improved. The result was second draft. From then on new drafts were continually created as the manifesto was presented to and improved by resource persons. Finally, two years and many drafts later, the Manifesto could be presented to IFLA's Governing Board for approval.

The IFLA victory:

The approval was given under IFLA's main conference in Seoul in the summer of 2007. We had finally got The IFLA Multicultural Library Manifesto. Now it came time to work towards achieving our next goal: to have the manifesto approved by UNESCO. UNESCO held their general conference in the autumn of 2009, and our aim was to get the manifesto on to the conference's agenda and for it to be approved there. It turned out that this was a rather optimistic and slightly naive hope. We had no previous experience with UNESCO, nor had hardly anyone else in IFLA. This meant the beginning of a long and difficult process of finding our way through the UNESCO maze. We got lost in this maze again and again, and only succeeded, after two years of wandering, with the help from the Norwegian Ministry of Culture and Church Affairs, The Norwegian Library Association, the IFLA Headquarters and a great number of enthusiastic people from around the world.

Our goal is achieved:

Then, at last, after the dedicated lobbying of many committed people from all over the world,

after several UNESCO commissions had voiced their opinion, and after governments and others had paved the way for the manifesto, what we had begun to believe would never happen, finally did. On the 16th of October 2009, four years after our work had begun, we received news that the IFLA Multicultural Library Manifesto had been approved by UNESCO's General Conference.

Not quite the IFLA/UNESCO Multicultural Library Manifesto yet:

But this is not the end of the story. The latest news from UNESCO's Secretariat is this: "The next step is approval of the Commission's report which takes place on 20 April 2010. Once this is done, the IFLA/UNESCO Multicultural Library Manifesto is official." In other words we will have to wait yet a little longer until we can begin to spread and promote the manifesto. But I am sure we will manage the wait. Patience is something this process has taught us, and, as the expression goes: "All things come to he who waits".



MULTICULTURAL COMMUNITIES: GUIDELINES FOR LIBRARY SERVICES

By: *Robert Pestell*

At the 2009 IFLA Milan Congress, the Section endorsed the revision of the Guidelines for library services to multicultural communities, which are now available on the IFLA web site. The Guidelines are currently being translated into the official IFLA languages as well as a number of others, and these in turn will be published on the Section's site.



Claudia Lux speaking at the Cathedral

The revised Guidelines are the culmination of several years' work by the Section, with the revision commencing at IFLA Buenos Aires in 2004. The 3rd edition reflects the changes that have taken place since the 1998 edition, taking into account new technologies, and professional and societal developments which have impacted upon service provision and directions.

The Standing Committee of the Section on Library Services to Multicultural Populations regards the revision of the Guidelines as an important step in promoting the development of library services to culturally and linguistically diverse members of our communities. The structure of the guidelines corresponds

closely to that of *'The Public Library Service: IFLA/UNESCO Guidelines for Development', 2001*, so that librarians may more easily use them in conjunction with each other, although it has been the intention that they may be applied to all types of libraries.

The Working Group to review the Guidelines was comprised of Clara M. Chu (USA), Domenico Ciccarello (Italy), Fred Gitner (USA), Christine McDonald (USA) and Robert Pestell, Chair, (Australia). Particular thanks are due to Clara M. Chu (USA), Ann-Katrin Ursberg (Sweden) and Lourina K. de Voogd (Netherlands) for their invaluable editorial input. The Standing Committee, under past Chairs Jane Dreisig (Denmark) and Kirsten Leth Nielsen (Norway), and current Chair Mijin Kim (Canada), has discussed the draft Guidelines at each of its mid-year and annual meetings, in Rome, Oslo, Girona, Seoul, Ljubljana, Durban, Heidelberg, Quebec and Osaka, and a cooperative, international effort has resulted in this new edition of the Guidelines.

IFLA SIG ON INDIGENOUS MATTERS

By: *Loriene Roy*

A small but supportive group attended the IFLA SIG for Indigenous Matters meeting at the 2009 World Library and Information Congress in Milan.

Those in attendance developed an action plan for the IFLA SIG. The action plan calls on the SIG

New Member Biography: Dr. Loriene Roy



Loriene is a professor at the University of Texas's School of Information in Austin. She is Anishinabe, enrolled on the White Earth Reservation, a member of the Minnesota Chippewa Tribe. She was elected to serve as the 2007-2008 President of the American Library Association.

Her work is centered on developing and promoting library services and cultural heritage initiatives with and for indigenous populations. She founded and directs "If I Can Read, I Can Do Anything," a national reading club for Native children and "Honoring Generations," an IMLS-funded graduate scholarship program for indigenous students. She has written extensively on these and other efforts. She is the co-author of three books, the latest of which, *Service Learning: Linking Education and Practice*, was published by the American Library Association in 2009.

Loriene has received a number of professional awards including the 2006 ALA Equality Award, 2007 Library Journal "Mover & Shaker," Outstanding 2002 Alumna from the University of Arizona's School of Information Resources and Library Services, the Joe and Bettie Branson Ward Excellence Award for Research, Teaching, or Demonstration Activities that Contribute to Changes of Positive Value to Society, two Texas Exes Teaching Awards, two James W. Vick Texas Excellence Awards for Academic Advisors, and the Leadership Award from the National Conference on Tribal Libraries, Archives, and Museums.

She is the General Editor of *The American Indian Experience*, a full text source through ABC-CLIO/Greenwood. She serves on the advisory boards of *Web Junction*, the *International Children's Digital Library*, *Knowledge River*, and "We Shall Remain," a national television series produced by WGBH-Boston. Her professional memberships include ALA, Te Ropu Whakahaau, REFORMA, and the American Indian Library Association.

to work on the following key areas.

1. Language is the key to cultural preservation. The IFLA SIG on Indigenous Matters should strive to strengthen indigenous languages. One proposed demonstration of this key area is to draft a general principle statement on such support and bring it forward within IFLA.
2. The SIG should strive to develop concrete ways to reach out to and

involve indigenous librarians from around the world.

3. The IFLA SIG should conduct a review of IFLA documents to determine how and if the documents value and respect traditional knowledge systems and make suggestions for any areas of needed improvement.
4. The IFLA SIG on Indigenous Matters will focus on developmental issues and address key questions such as (a)

what is indigenous;
(b)how libraries,
collections, publishers,
and services can
encourage cultural
diversity.

5. The IFLA SIG will bring indigenous protocols to the attention of IFLA members and provide a means for understanding their principles and applications.

Attendees felt strongly that the Convener should appoint task forces to address these five action areas. They also felt that indigenous peoples should serve as members of these task forces. They recommended that I start making appointments to the task forces by extending an invitation through the IFLA SIG Facebook Group. Invitations were also extended for distribution on the electronic distribution lists for the American Indian Library Association, Te Ropu Whakahaui (Maori Libraries and Information Management), ATSILIRN (Aboriginal and Torres Strait Islander Library and Information Resource Network), and AMBAC, the national library association of Mexico. Task force members currently include indigenous members from Guatemala, Canada, Australia, and the United States. Tribal nations represented include Anishinabe, Blackfoot, Chickaloon Athabaskan, Choctaw, Lakes Band of the Colville Confederated Tribes, Maya, Mohave, Nebraska Winnebago/Meskwaki, San Carlos Apache, Plains Cree/Salteaux, Torres Strait Islander, and Yorta Yorta. The final rosters and updates will be posted on the Facebook page.

MILAN: AUGUST 2009

By: Tess Tobin &
Susana Alegre Landaburu

The beautiful city of Milan, under the theme "*Libraries Create Futures: Building on Cultural Heritage*", hosted the 75th IFLA Conference from August 23-27, 2009. Delegates had the opportunity to meet and listen to librarians from all over the world and take in the rich culture of this fine city.

The Standing Committee for the IFLA Section Library Services to Multicultural Populations had a very productive conference. The Standing Committee held three section meetings one of which was held at the Goethe Institute, Milan. Section Chair, Ms. Mijin Kim, welcomed many new members to the committee. Plans for future conference programs, satellite meetings and other committee business were discussed. Ms. Kirsten Nielsen gave us an update on the "Multicultural Library Manifesto", one of the long term projects of the Standing Committee. Nielsen reported that this document which was approved by IFLA in 2006 still needed to be endorsed by UNESCO. The Committee was delighted to hear recently that the Manifesto was authorized by UNESCO at its meeting in Paris in October, 2009. The newly adopted joint IFLA/UNESCO Multicultural Library Manifesto is an important tool and will help librarians address cultural and linguistic diversity issues in their work, and guide them in providing library services that serve diverse interests and communities and respect cultural identity and values.



Milan, Section Dinner

At last year's meeting the Standing Committee Library Services to Multicultural Populations became the sponsoring body for the newly formed Special Interest Group (SIG) on Indigenous Matters. Dr. Lorie Roy, Chair of the SIG, held a very enlightening session in Milan on the broad range of issues relating to indigenous peoples, indigenous knowledge and libraries and information services.



Lo Zingaro

Later in the week, more than 150 attendees participated in the session, *Creativity and the Arts: Libraries Building on Multicultural Heritage* (<http://www.ifla.org/annual-conference/ifla75/programme2009-en.php>), the program this year in Milan for the Library Services to Multicultural Populations Section. The program illustrated how libraries and library professionals work to find a balance between past and

present, new and old both in the preservation of culture and the uses of new technology in these efforts.

Apart from the many conference sessions, the city of Milan and the surrounding region had a lot to offer. Delegates enjoyed library visits, walking tours and fine dining at the many local restaurants, and shopping in the Galleria Vittorio Emanuele in the Piazza Duomo, reputed to be the world's oldest shopping mall. Delegates were charmed by the young talented students who performed a delightful evening of music at La Scala, one of the most prestigious and important opera houses of the world. Another spectacular evening was the concert in Il Duomo (the Cathedral) with many of the museums and art galleries staying open until midnight just for librarians. Despite the high August temperatures (40C), conference delegates enjoyed the friendly atmosphere of this cosmopolitan city.

IFLA'S NEW WEBSITE

By: Jack Leong &
Susana Alegre Landaburu

As you will know IFLA'S new website was launched last April and this means that the Library Services to Multicultural Populations Section has also a new website unit. Information officers of most sections have worked under the guidance of IFLA webmasters to transform the old website into a much more functional and friendly one that gives sections the opportunity to create and

New Member Biography:

Jack Hang-tat Leong



Jack has been appointed as the Information Officer in the 2009 committee meetings in Milan. He looks forward to contributing his knowledge and enthusiasm to this committee in his new capacity.

Jack started his career in the library profession when he joined the University of Toronto Libraries as the East Asian Information Services Librarian in 2006. In 2007, he was promoted to become the first director of the Richard Charles Lee Canada-Hong Kong Library at the University of Toronto. In this position, he has been developing, strengthening and promoting the collections and library service to academic users and community at large.

Jack has been very active in university, professional and community services. He is a member of IFLA, the Ontario Library Association, Council of East Asian Library in North America, Association for Asian Studies and Hong Kong Library Association. Since 2006, he has been serving as a director of Canadian Foundation for Asian Culture Inc. (Central Ontario). This foundation organizes and coordinates celebration activities during the month of May every year, which has been designated as Asian Heritage Month in Canada.

manage their own information. This allows for a higher and more immediate communication.

This is our new Section's homepage:
<http://www.ifla.org/en/mcultp>

On it you will find:

- A small introduction to the Section-as we used to have.
- Latest News – The last three published news features always appear on our homepage. The

older ones will also appear in the News Section located on the left menu. News has an RSS feed.

- A section of upcoming events with an RSS option as well.
- A blog.
- A menu on the left side: News, Events, Publications, Next Conferences, Minutes, Standing Committee Members and Past Conferences.

IMPRESSIONS FROM A NEWCOMER

By: *Steve Stratton*

I never thought I would be standing at an airline counter and tactfully telling the customer service representative to “get me the heck out of this country,” while I was in the country where I lived. However, there I was, day two of my trip to IFLA, and I hadn’t yet left the United States due to a variety of weather related delays. “Act of God,” the airline employee in Minneapolis told me the day before as my travel day ended after the first of three scheduled legs that would take me to Milan. Day two was threatening to end at Detroit Wayne County International Airport, which had not even been on my itinerary until a big storm over JFK airport in New York had re-routed my flight to Michigan suburbia.

My pleas to get me out of the country were not met with kindly smiles. With a line building up behind me of other Europe-bound travelers from my flight, the agent told me that she could *possibly* get me to Rome, but that was the only flight to Europe

leaving that late in the day from Detroit. No continuing flight to Milan; Rome take it or leave it. I took it. I was already going to miss the first meeting of the Library Services to Multicultural Populations Section I had been nominated to serve on, and I didn’t want to miss the second meeting by delaying another day and a half in getting to Milan. So off to Rome I went. By the time I caught trains to downtown Rome and then to Milan, via Firenze and Bologna, I was exhausted, but ready for...shopping! My luggage and I had parted ways the first evening in Minneapolis. I needed clothes and toiletries to be presentable the next morning. Thankfully Milan is a world class shopping experience. I had no trouble tracking down basic inexpensive clothes in the neighborhood where my hotel was located, despite my fear that only high-end designers existed in Milan. Shopping was great all over town in fact and the expensive shops were fun to look in even if I will never have the ability to dress myself like a runway model.

As this was my first time to attend IFLA as a working member of a section, I knew I would be busy. The steering committee convened twice after I arrived. One meeting was held off-site from the convention center at the Goethe Institute, just a block from the Duomo. The meeting was heated. No, not from the discussions of course but the temperatures in Milan were hot. Final plans for the post conference satellite meeting in Palermo, *Libraries and Society: a pan-Mediterranean perspective*, were discussed. Although I was unable to attend the Palermo meeting, word was that it was a rousing success. One of the big projects I learned about was the

work the section has done on the IFLA Multicultural Library Manifesto. It has now been translated into 14 languages, with more to come, but two steering committee members including Kirsten Leth Nielsen have also been working hard to get the document endorsed by UNESCO at their 35th general conference meeting this fall. The good news is that the Manifesto was indeed endorsed by UNESCO in Paris this October. The hard work by the Steering Committee in particular Kirsten has paid off in the international recognition that multicultural services in libraries will now receive.

I was enthused by the Special Interest Group on Indigenous Matters session and I thought the meeting was a great start to a new group within IFLA. There were a lot of great ideas that came from the brainstorming meeting and the SIG will be a great part of the Section. The program featuring Creativity in the Arts was fantastic and highlighted several programs that I enjoyed hearing about and provided plenty of ideas on reaching out to populations at my library. Again, Kirsten was there on stage presenting a program from her library. I wonder if she ever slows down? She certainly sets the bar high as an example for us new members. I hope I am able to contribute as well as she does during my time with the Section.

Of course in addition to the programs there was the opportunity to take part in cultural visits and tours of the region. I had enjoyed this opportunity at the previous IFLA I attended in Durban and again this was a great part of my time in Milan. Seeing and hearing about local history and culture,

and visiting local libraries was definitely a learning experience. I look forward to working on the Section and to hope to have better luck with the American weather, so I can arrive on time for the next meeting in Moscow! Thanks for welcoming to the Section Steve Stratton.

**LIBRARY SYMPOSIUM ON
PROMOTING TRANS-
CULTURAL READING
FEBRUARY 2ND, 2010 SEVILLE
FUNDACIÓN TRES
CULTURAS DEL
MEDITERRÁNEO**

By: *Olga Cuadrado Fernández*

“Reading is a fundamental tool of personality development, but also of socialization, an essential element to live in a democracy and function in the information society”.
(Reading Promotion Plan, 2004-2008. Ministry of Culture. Spain)

Libraries, acting as catalysts of culture and dialogue, play a decisive role in promoting books and reading. Today, information technologies and multicultural society require library professionals to be aware of the emergence of new spaces and stakeholders, new ways of reading and new users.

Through this meeting, the special library of the Fundación Tres Culturas del Mediterráneo (Foundation of Three Cultures of the Mediterranean, hereafter referred to as Foundation or Three Cultures) aims to bring together different professionals in the field of librarianship to learn, reflect

and plan innovative cultural activities for libraries, ranging from special to public, to take on the role that is most fitting for this century. It will present a range of cases and practices carried out in different parts of the world to promote reading.

Experts from the library and education fields will engage these issues during a one-day symposium with panels and a workshop, designed to promote transcultural reading, offering participants the opportunity to see the different shades of the same colours. For this meeting we'll have the participation of Clara M. Chu, a member of our section.

Pre-registration is required for participation at the website: www.tresculturas.org

**LIBRARIES AND SOCIETY: A
PAN-MEDITERRANEAN
PERSPECTIVE**

By: *Ann-Katrin Ursberg*



In sun-baked, southernmost Italy, in the beautiful city of Palermo, Sicily, some 35 participants gathered to take part in the IFLA post conference of the Section of Library Services for Multicultural Populations (MULTP). The theme at stake being truly intercultural focused on what was expressed in the subheading as a Pan-Mediterranean perspective – and that was really what the two day

New Member Biography:
Olga Cuadrado Fernández



Olga is the Head Librarian of the Special Library and Documentation Center at the Foundation Three Cultures of the Mediterranean (Seville, Spain) which she joined in 2006. She has a varied experience acquired in different kinds of libraries such as the Documentation Center of the Andalusian Ombudsman Office, Seville's University Faculty of Arts Library or the Documentation Center "María Zambrano" at the Andalusian Women's Institute.

Olga holds a Master Degree in Documentation and Scientific Information, a BA Degree in Documentation and a Diploma in Librarianship and Documentation from the University of Granada in Spain, and a Master Online in Digital Documentation from Pompeu Fabra University in Barcelona. She is a member of the Spanish Information and Documentation Center (SEDIC) and of the Board of the Andalusian Association of Librarians.

“I believe the 32 Section is very important in helping to foster a society that uses information to learn from its differences. Working in this area allows me to grow as a librarian, share my experiences with other professionals as well as being up-to-date with the latest advances in librarianship”.

conference was all about! The attendants were at times challenged by the urgent input of multicultural issues from different parts of the area, finding themselves like gazing from unknown lookouts, in a wish to grasp the scenery of complexity in front of them. A bit sprawling but overall interesting..!



After an evening reception under the stars - on a big balcony facing the central square of Piazza Marina, right opposite the conference venue of Steri Palace - the first conference day highlighted LIS teaching and learning in the Mediterranean area. The key note speaker Anna Maria Tammaro, researcher in Librarianship at the University of Parma, and in addition an IFLA Governing Board member, painted up the actual scenery, scattered with some international outlooks in between. That day was also giving impressions from the multicultural arenas of among all, Greece, Tunisia and Spain by the various speakers.

Second day was opened by key note Sohair Wastawy, Chief Librarian of the renowned Alexandria Library in Egypt. She spoke of the lack of freedom of information that is still a reality for most people, giving examples from all over the world.

Succeeding presentations focused on different multicultural projects being carried out within

the Mediterranean area, sometimes in cooperation with several nations. For example a couple of the Spanish speakers presented unconventional and interesting methods of dealing with the growing diversity in their country.

The conference was sponsored by the University of Palermo and the AIB Sicilia (Italian Library Association). It was well hosted by a former delegate of the MULTP Standing Committee Domenico Ciccarello who, together with his friends and associates, made their utmost to give all participants a good conference experience and a nice memory of Sicily.

MID-YEAR MEETING IN MOSCOW, RUSSIA

By: *Svetlana Gorokhova*

We are excited. After months of consideration and planning, the

2010 Mid-year meeting of the Library Services to Multicultural Populations Section is to be held in Moscow, Russia. Although February-March is not the best season to see Moscow, we are sure we can surround the participants with such degree of hospitality that it would make them feel like they are in the Sahara Desert.

The program of the meeting includes enough time for discussing current and burning issues of the Section's activities, visiting the Libraries of federal, regional and municipal levels where local librarians will share with their foreign colleagues their experiences and practices for serving multicultural populations in Moscow and in the whole country. The libraries to visit will include All Russia State Library for Foreign Literature; Russian State Library; N. Nekrasov Central Universal Municipal Library and others.

We all know that it is impossible to get acquainted with the life of

New Member Biography: **Svetlana Gorokhova**



Svetlana graduated from Moscow Linguistic University in 1989 with a Red Diploma in English Language. During her last year in the University she joined the All Russia State Library for Foreign Literature (6 million items in 146 languages) as a Reference Librarian and has worked there since then.

At the moment she acts as Deputy Director General for international activities, coordinating number of projects featuring the library as a community center, addressing various issues of serving multicultural populations in Russian regions.

Svetlana completed a number of international courses aimed at providing librarians and other public workers with skills of public deliberation and training other librarians on how to handle challenges of serving multicultural populations and to enjoy and promote cultural diversity.

a country without getting exposed to its culture, so we plan to provide participants of the meeting with great variety of cultural impressions – starting with visiting Sergiev Posad Monastery (<http://www.stsl.ru/languages/en/index.php>) and finishing with Tretyakov Gallery (<http://www.tretyakovgallery.ru/en/>), with the Kremlin and Red Square in between (http://www.kreml.ru/main_en.asp).

So we would like to extend our sincere WELCOME to those who will be able to participate and especially to those who have yet to decide.

**STUDY VISIT:
MULTICULTURAL LIBRARIES:
PRACTICE MAKES
PERFECT!¹
NOVEMBER 1ST – 2ND
IN ROTTERDAM**

By: *Wolfgang Kaiser*



Study Visit – First Day

As a guest speaker, who was invited to the Study Visit, it was a great occasion to get to know other librarians and people who are working on those topics. I enjoyed also Rotterdam very much and I felt very comfortable

¹<http://www.debibliotheken.nl/dsc?c=getobject&s=obj&!sessionid=1t!8nhbdoWMdxXGwuyBPegM75UuUC!RV1DyOvofBaqs3h50uVxzYXp1K38HdWzi&objectid=24659&!dsname=VobExtern>

and I even tried to learn a bit of Dutch.

Best Practice libraries from Spain, the Netherlands, Israel and Scandinavia were presented by their “intercultural” librarians with different approaches and definitions of what multicultural means for their communities and countries. The Study Visit was organized by the Netherlands Public Library Association and hosted by the local Public Library (By the way: thanks for your hospitality and the organization). It took place in the former European Capital of Culture (2001) and one of the most multicultural cities in Europe (about 50 % of the population have an immigrant background, so called *allochthonen*), in Rotterdam. It is an intercultural city with local policies that celebrate diversity by having strategies that attract potential job candidates of ethnic minority origin.²

Some Dutch librarians from the Public Library in Rotterdam explained to me that in a few years Amsterdam and other cities will have the same number of people with immigrant backgrounds. Now Rotterdam can be considered as a best practice city where cultural diversity is an enrichment and an X-factor of the city.³ That’s why I want to mention the successful concept of the municipal *Participation Ladder*⁴ which was presented by Joke

² http://www.coe.int/t/dg4/cultureheritage/culture/Cities/grid_en.pdf

³ <http://www.welkominrotterdam.nl>

⁴ <http://www.bibliotheksverband.de/fachgruppen/kommissionen/interkulturelle-bibliotheksarbeit.html>

http://urbact.eu/fileadmin/Projects/MILE/outputs_media/LAP_Charlois_II_III.pdf

Mos, the unit manager in Division Innovation and Development. The idea goes back to Sherry Arnstein who defines different degrees of knowledge transfer and skills based on levels of participation in society. It is the policy framework in which low literacy in large urban environments is tackled. In the Public Library, there exists an e-centre where people with low literacy skills can take part in e-learning and civic integration courses which facilitate the access to the Dutch society and citizenship.

One of the most innovative and inspiring libraries, which uses multicultural and also trans-national approaches, which aim to get in contact with the libraries of their native country, is the Public Library in Gandia⁵, Spain.

We had a guided tour through the library with its six floors and new youth section, which was designed recently because of the fact, that Rotterdam is Europe’s Youth Capital in 2009. The Grundtvig Programme⁶ was also presented with information about the ways in which libraries can get involved on the occasion of the “European Year for Combating Poverty and Social Exclusion” in 2010.

After that we visited the branch library in Delfshaven and learned how the library staff successfully support children⁷ in a district, where about 60 % are from

⁵ <http://www.gandia.org/web/guest/biblioteca-central;jsessionid=00607658410A74FC71B79A1B7556426A>

⁶ http://ec.europa.eu/education/llp/doc/call09/prior_en.pdf

⁷ <http://www.delfshaven.rotterdam.nl/smart-site2253511.dws>

immigrant backgrounds and where there are high levels of poverty⁸.

After the first day Lourina De Voogd was asking the audience what is really the X-factor for successful multicultural librarianship. Katrin Sauermann for example, one of the members of the German commission on intercultural librarianship mentioned the need and the importance to have librarians from immigrant backgrounds.⁹

The second day of our visit we heard another presentation by a Best Practice library from Ramla, an Israeli town with about 80.000 habitants (like Gandia), where Jews and Arabs, Christians and Muslims live in co-existence. The Belfer library offers books in Hebrew, English, Arabic, Russian, Spanish, French and Amharic. Ms. Daniella Levkovits, the director, initiated a joint project between Arabic and Jewish kindergartens. The outcome wasn't predictable, but the effect of breaking barriers and creating new friendships of Arabs and Jews through their children, is a remarkable milestone in library work.

With the help of the library, local religious groups were able to overcome prejudices and differences of culture. It's the first and only library in Israel for Jews and Arabs together. Every approach itself has its own X-factor and we could translate the information about the Dutch literacy programme, or about an idea of a real immigrant institute,

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<http://www.ewi.tudelft.nl/live/binaries/2e2a5b07-3f77-4d71-b1d1-33a897e794aa/doc/Conference%20paper%20Noordhoff.pdf>

⁹ <http://www.kjbade.de/>

into German to adapt those ideas. I'd like to conclude by citing one of the principles of the Gandia Public library: "*Culture generates knowledge and knowledge generates culture.*" There's a need to exchange ideas and we hope that this Study Visit, with guests from different countries will continue to build a sustainable network in Europe.



Dear friends and readers,

Here above is the logo for next year's IFLA Congress in Gothenburg, Sweden. At the bottom you can see the theme of the conference, expressed as: *Open access to knowledge – promoting sustainable progress*, a theme containing many different aspects of libraries and living conditions today. Above all, the concept of Open Access should be understood as widely as possible - we are speaking of physical access to library premises, the principle of access to knowledge for all, the possibilities for disabled persons to access library services on the same premises, free access to digital documents, provision of literature in different languages thus encouraging linguistic diversity, global access to information literacy...

Sweden is a small country, but with determination and delight we will prepare for this event and carry it out. "It's a challenge for our library community in Sweden and in Scandinavia, not only to welcome you to the 2010 World Library and Information Congress, but also to surprise you and overwhelm you and make your journey worthwhile.." (from First Announcement leaflet). Gothenburg is a friendly place with a relaxed atmosphere, and the surroundings will add to it with the open salty sea and the lingering Nordic light in the evenings.

So don't miss joining us in Gothenburg, Sweden next August. For practical information as well as details about Calls for Papers and Call for Poster Sessions, make a visit to: www.ifla.org

Ann-Katrin Ursberg

SATELLITE MEETING IN COPENHAGEN 2010

By: Susy Tastesen

The Multicultural Section has sent a proposal for a Satellite Conference in 2010 to IFLA Headquarters. We will have an answer soon. We propose a post conference – Dates: August 17th – 18th. Welcome reception August 16th Maybe additional study tour August 19th.

It will be a joint conference; Copenhagen Public Libraries (CPL), Danish Library Centre for Integration (SBCI) and IFLA Special Interest Group on Indigenous Matters (SIG) in collaboration with the IFLA

Section on Library Services to
Multicultural Populations.

Theme for the conference:
*"Libraries in a Multicultural
Society – Possibilities for the
Future"*.

We have had the first meeting of
the local organizing committee
(members from the organizing
libraries) where we started
preparing our work; we will send
out a call for papers soon.

Make a reservation in your
calendar now!

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