

Library Services to Multicultural Populations

The International Federation of Library Associations and Institutions



Screen capture from Google Earth app. and the HTC Vive Pro VR headset.

Migrant women meet – and VR in New Plymouth, New Zealand

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On Puke Ariki's journey through setting up our Virtual Reality room and testing the various experiences that would be suitable for our community group's one of the experiences that came highly recommended for our HTC Vive Pro VR Headset was Google Earth VR.

Google Earth VR gives the user the ability to hold the Earth in their hands and literally fly to any location in the world. So you can go from flying across the Manhattan Skyline to standing on the summit of Mount Everest in a matter of seconds.

Not only can you travel the world in seconds but any location that has Google street view available or someone has uploaded 360 degree footage the user can actually enter into street view and experience it in 360 degrees so you have the sensation of actually standing in the location with the ability to look up, down and around.....as with all things in Virtual Reality it has to be experienced to be truly understood.

We decided that it would be a great experience to offer to our Migrant Women Meet group who get together in our Community Lounge once a week. As we thought that for some of the group they may not have been home in a long time it would be a great chance to visit these places in VR.

National resource pages for language cafes in Norway

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In 2018 The Norwegian Library Association conducted a national survey find out the level of activity regarding language cafes in Norwegian public libraries.

From the results of the survey:

- › 57 % public libraries have established language cafes.
- › The majority will arrange a language café one once a week.
- › 90 % facilitate the cafe with an external partner like The Red Cross or an adult education center.
- › Most libraries use a mix of own employees and volunteers to run the language cafe.
- › The most used resources are «Word of the day», board games, newspapers. 28 % used picture books, 23 % used other literary texts.
- › 60 % say that the participants have good/ very good learning outcome. 30% say they are unsure/don't know about the learning outcome.
- › From the comment section of the survey: Is this the best way to run a language cafe? What do others do?

In the survey, the libraries could add their own comments and there were many comments about being uncertain if they were running the language café the right way. There were a lot of frustration about the lack of structured information that they could tap into to get advice and guidance on how to run a language cafe. After the survey was published, the Multilingual Library decided that it should become the place to



Message from the Chair

Adjoa Boateng

Dear Colleagues,

Once again I would like to start my column with a warm greeting to each and every one of you. Since my last column the process of nominations for the Standing Committee has been completed. We have six new colleagues starting their first terms at Athens during WLIC 2019. Three colleagues will continue beginning a second term. Also as of the current time of writing we have four new corresponding members. You can read about our new and returning colleagues in the Newsletter and/or view their introductions which will be given during the business meetings in Athens.

At Athens we will be saying thank you and bidding farewell to four colleagues. Mary Grace Flaherty (USA), Kenji Murakami (Japan), Gulnara Baitakova (Russian Federation) and our Secretary Mathilde Servet (France). Mathilde's departure means that we will be holding elections for a new Secretary during our first business meeting in Athens. Details for this process will be sent to the Standing Committee. I would like to especially express my gratitude to Mathilde. The past years officers have required a lot of personal time and commitment her support has been invaluable.

A final update on nominations for 2019 is that I have been nominated as Chair for Division III (<https://www.ifla.org/library-services>). This new position will mean that I will be a member of the IFLA Governing Board 2019 – 2021.

WLIC 2019 Athens

The Theme of our session is;

'Multi-culturalism in libraries now, 2018 - 2022' - Recognising good practices Award

Session 260, Room: Trianti, Thurs 29th Aug 2019, 10:45 – 12:45

The plan for the session is as follows:

- Presentation of the Section (with a talk & slides)
- Four 15 mins Presentations of Papers - from each of the speakers on the work for which they have been nominated.
- 20 minutes Question and Answers panel
- Presentation of Award
- 20 minutes Refreshments and networking

The presentations and speakers are

- World Library – A Nordic project on digital materials for linguistic minorities by Marit Vestlie, (Oslo, Norway)
- Multiple Dimensions of Library Services for Multicultural Populations in West Bengal by Dr Ratna Bandyopadhyay and Anita Basak, (Kolkata, India)
- Project Libero: Libraries as Intercultural Learning Spaces: Setting up an e-Learning Platform for Minor Refugees in Public Libraries by Ursula Liebmann (Vienna, Austria)
- ECHO Mobile Library: A grassroots library servicing nine refugee and migrant communities in and around the Athens area by Keira Dignan and Rebecka Wolfe, (Athens, Greece)

Business Meeting I: Room: HAEF 103, Sat 24th Aug 2019, 13:30 – 15:30
Session 020: SC I - Library Services to Multicultural Populations

Business Meeting II: Business Meeting Room 5 Wed 28th Aug 2019, 13:30 – 16:00
Session 232: SC II - Library Services to Multicultural Populations

IFLA Strategic global vision

In June 2019, our Section co-info coordinator Leslie Kuo and I attended an IFLA Strategy Workshop at the Hague. A new description of what it means to be a dynamic unit and a revised Action Planning template were introduced. IFLAHQ have provided timelines with an implantation end date just after the business meetings in Athens (August 2019). IFLAHQ are also proposing changes to the structure and organisation of the Sections and standing committees which will be implemented in 2021. I strongly recommend reading more about the organisational governance of IFLA. Some information may be found here online via the following link - <https://www.ifla.org/officers-corner>.

As always, I would like to end my column by wishing all members, friends and associates of Section 32: Library Services to Multicultural Populations, the very best for the remainder of 2019. I also hope that as many of you as possible will be able to join us in person or remotely at Athens and our next Mid-year meeting which will be in March 2020.

Best wishes

Adjoa K. Boateng

Chair: Section 32 Library Services to Multicultural Populations

Migrant women

Continued from page 1...

One of our Senior Librarians contacted the group and explained what we could offer and asked those that would be interested to send us address details for the different locations that they would like to see in VR. I collected these and preloaded them into the software that runs the experience and set up a large screen

TV in the Community Lounge so that while the person was in the VR experience the rest of the group were able to come along for the ride as they went to each destination.

We went to Torres Del Paine National park in Chile where one of the women had grown up and would take people on guided tours in the National Park visiting the many glaciers, visited the Orkney Isles in Scotland and the Old Man of Hoy, stood on the summit of Mount Taranaki, walked

round the US Naval Academy Maryland USA and visited the Almunecar in Spain.

The reactions of the individuals to the experience in VR was great but in some ways it was the reaction from the group watching in the Community Lounge that was really interesting. Through the VR experience it was a powerful way for them to show the other people in the group where they grew up or locations that they had a very special connection with in a whole different way.

Language cafes

Continued from page 1...

collect and present the work being done all over the country, for inspiration and advice to others.

The resource pages that we host are a joint effort between The Multilingual Library, a multicultural ask group from The Library Association and the NGO "Books for Everyone".

The resource pages are in Norwegian and can be found here: <https://dfb.nb.no/vare-tilbud/sprakkafe>

Here you will find practical tips on how to start a language café, descriptions of different types of language cafes that you can try out; conversations based on literature, workshop-based cafes, thematically based conversations, and how to use board games in a language café setting. We also write about how to be a facilitator at a language café and how to recruit and work with volunteers.

The feedback from the libraries has been great. They tell us that we have provided them with precisely the kind of content they asked for in the survey and inspiration to try new ways to run their language café. We will continue to develop the pages in the coming years with the help of our collaborators.

We have collected brochures and info materials about language cafes here, a few are in English:

<https://dfb.nb.no/vare-tilbud/sprakkafe/brosjyrer-og-informasjonsmaterieell>

News from San José State University, School of Information

Dr. Michele A.L. Villagran, Assistant Professor, School of Information at San José State University received the 2019 AALL Academic Law Libraries SIS Research & Scholarship Grant for her proposed project: *Examination of Cultural Intelligence within Academic Law Librarians*.

Dr. Villagran will examine the overall level of and any variations among the four dimensions of cultural intelligence of participating academic law librarians, the viewpoints academic law librarians have about the value and importance of cultural intelligence within their organizations, and how academic law librarians can best serve the information needs of their patrons through use of cultural intelligence.



Dr. Villagran and her team (Shamika Dalton (editor & co-author), Dr. Yvonne Chandler, Vicente Garces, Dennis Kim-Prieto, and Carol Avery Nicholson) are among the recipients of the Joseph L. Andrews Legal Literature Award for their publication, *Celebrating Diversity: A Legacy of Minority Leadership in the American Association of Law Libraries*, Getzville, New York : William S. Hein & Co., Inc., 2nd ed., 2018. The book explores the history of ethnic diversity within AALL and the critical role of minority law librarians in organizations and democratic society. New and future leaders in AALL are profiled, including Dr. Villagran who is featured in the section on "Leaders of Today".

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Language diversity at University Library

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Nowadays the knowledge of foreign languages is a necessary requirement for people who travel often, for professionals who want to make their professional career, who often communicate with foreign partners, often have to go abroad to present research results at conferences and so on.

Unfortunately not all people have enough time to take private classes to increase their level of the foreign language proficiency or to speak with people any foreign language while living in Russia.

The main purpose of any language existence is people communication.

Is it possible to create a natural environment for foreign language communication in the country where the foreign language is not the native for people living there? Can we create the atmosphere where people can freely talk and discuss the issues they like, play games, share their life experience and culture differences in a foreign language like as if they were in an English speaking country? The answer is, definitely-YES, it is possible!

The Research Library of Tomsk State University suggests such a communication possibility for all residents of Tomsk within the project of English speaking club which currently runs twice a week (Speaking Tuesdays and Speaking Fridays) in the TSU Research Library – English Reading Room, International Resource Center.

Now it's an opportunity for all people to come together in a relaxed, friendly setting and talk informally about topics of interest in a common language.

At the beginning the English Speaking Club-project was arranged in collaboration with the International Division of Tomsk State University which aimed to give the possibility for foreign language practice to Master's and PhD students, faculty and staff of the University, but the Club gained such popularity that it was decided to run the speaking clubs in the library also on Fridays and make it open for all Tomsk citizens. Native speakers, either from Britain or America, who work at the University or are within any educational programme usually help running the club, clearing up any language matters.

Tomsk, a Russian provincial city that attracts scientists and gifted people

from around the world, is considered the students' city as every eighth resident of Tomsk is a student who studies in of the six universities that we have in Tomsk. Students come to Tomsk from the whole world and our English speaking clubs are not an exception! Lots of international students come to the clubs and share their culture and experience to all.

The English speaking club being so popular among people (at the maximum we had 70 attendees at the club, where 30-40 attendees we usually have) we've decided to run also German and French speaking clubs, also with German and French students volunteers.

This year we also invited foreign students to attend 'Russian for fun' club which is supported and run by volunteer students from the Russian studies department from the University.

The International Resource Center of TSU Research library has become a unique place for communication, for language practice, for meeting new people from the whole world, for making friends thus breaking all the barriers of being afraid to speak any foreign language and creating the possibility to see how diverse our world is.

19 June 2019

https://vk.com/irc_libtsu

<https://www.facebook.com/libtsu/>

<http://www.lib.tsu.ru/en/english-for-everyone>





A report of the International Book Fair, Guadalajara 2018

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This past November I attended the 32nd annual international book fair in Guadalajara, Mexico known as the FIL (Feria Internacional del Libro). The Guadalajara FIL is not the oldest book fair in Latin America but it has grown to be the largest spanning nine days with over 2,000 exhibitors representing 47 countries. Over the past two years I have seen an increase in materials about immigration, refugees, and diversity. This year there was also an increase in material about privacy and transparency. I was especially interested to see the amount of material produced for children.



The Mexican National Commission on Human Rights (CNDH, Consejo Nacional de los Derechos Humanos) offered materials focusing on human rights for migrants, specifically children migrants. One was a trifold pamphlet created for undocumented immigrants in Mexico clarifying that "All people who are in Mexican territory, regardless of what country they are from or whether they have their migratory documentation in order, are guaranteed human rights by the Mexican Constitution." The handout is a guide to help migrants understand their rights and what to do if they are violated. This document and a companion pamphlet were entirely in Spanish except the line "You have a right to a translator" which was in Spanish, English, German, French, Chinese, and Russian. I found this selection of languages to be interesting considering that the only countries for which embassy or consulate contact information was provided were El Salvador, Guatemala, Honduras, Nicaragua and Ecuador. I could understand having Central American nations represented on that

list; I was surprised to see Ecuador but not Costa Rica, Panama, Colombia, or Venezuela.

The CNDH also had interesting items about and for children. They had a memory card game about the rights of children and adolescents. They also had a version of the popular Mexican game "lotería". Lotería ("lottery" in English) is a game of chance similar to bingo in which participants get a card that has a grid on it and each grid is assigned an image (in bingo each grid is a letter and a number). Cards are randomly drawn from a deck and when all of the cards represented on your grid are pulled, you yell "lotería" and you win that round. Traditional lotería cards are iconic designs and many artists have reinterpreted them. The CNDH produced "Lotería: los derechos humanos de las niñas, niños, y adolescentes en la migración" ("Lottery: human rights of children and adolescents in migration"). I found it sadly ironic that human rights for migrant children was framed as a game of chance.

The CNDH also had an attractive children's book celebrating the United Nations' Universal Children's Day. They also had a co-publication produced with the United Nations called *Paseo por el limbo* that had intimate black-and-white photographs of people living in a residential facility in Mexico City for people with mental illness.

Due to the presidential election held in Mexico July 1, 2018 I was not surprised to see that participatory democracy and voter rights were common themes. The Tribunal Electoral del Poder Judicial de la Federación (Electoral tribunal) offered a free guide to defending the voting rights of indigenous populations. The same booth had a children's book called *Explorando la democracia* (*Exploring democracy*).

The Instituto Nacional Electoral (National Electoral Institute) also had some publications about participating in democracy. One publication was a workbook to help children learn how to have a voice in their schools and communities. The publication offered tips for getting involved and expressing needs and concerns. There was even a section about finding and evaluating information. The other had a slightly older audience (adolescents) and included advice on how to communicate one's needs with one's family and how to help the family see that one's ideas evolve as one gets older. It was great to see how these books could help empower young people on the local level to prepare them for action in larger arenas later in life.

WELCOME TO OUR NEW MEMBERS



I am **Anita Basak**, having Ph. D in library and Information Science. Now working at Govt. College of Engineering & Leather Technology, a

Government Research Institution on Leather Science (especially) and Information Technology in West Bengal, INDIA. I am the senior Librarian working for last 20 years. Though I have to cater information to the users of leather science and Information technology, much of leather researchers of India as well as from abroad come and use our library for their research work.

I have a keen interest in serving as well as surveying multicultural libraries in the form of public libraries in West Bengal and of course in INDIA. Many work has surveyed and prepared in the remote areas of different districts of West Bengal, like Birbhum, Sunderbans, South and North 24-Parganas etc. I am involved with many libraries to have a great idea about making non-users to users through different modes, especially mobile libraries, different activities within the libraries. our main motto - to enrich and enhance the reading habits of the people through library services. Even I have a keen interest to be involved in such work in other developing countries also.

Kia Ora from New Zealand. My name is **Sabine Weber-Beard** and I work for the Far North District libraries as Systems and Senior Librarian. I myself was not born in New Zealand and using the library and also then working for libraries has changed my life. New Zealand is a unique country and people from all over the world settle here so we need to be aware and be prepared to make everyone feel welcome and comfortable using our libraries. I have been working for our libraries officially since 2001 and love what I do. So, I hope by being a part of this international standing committee I can start effective communications to build relationships that lead to effective interaction.



Puanga – also known as Matariki – is what we call the Maori New Year in Taranaki

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Puanga celebrates the rising of the constellation Matariki (known in Europe as the Pleiades) We celebrate by sharing kai – food, planting and spending time with family and friends.

In Eltham we hosted a special session at our local Kohanga Reo as well as holding events throughout the week in the library.



Catharina Boss is a subject librarian at Bremen Public Library, where she is responsible for managing the international fiction

department that offers conventional and digital media for adult readers in 20 foreign languages. She holds a master's degree in Japanese and English studies as well as Library and Information Science. Before becoming a librarian Catharina spent three years as an information specialist at a German broadcast station. Catharina enjoys travelling. She is also a keen gamer, lover of rock music and addicted to binge-watching TV series from all over the world.



Eléonore Clavreul has been working in and around libraries for the last 20 years. After having worked in public libraries in Parisien

suburbs, she then worked for the French Ministry of Culture on subjects relative to the economy of books. She now heads the delegation of the international and national cooperation of the Public Information Library, in Paris.

Continues...



IFLA/UNESCO Multicultural Library Manifesto Toolkit Updates

The Japanese translation is now completed. You can find the published Japanese version online: <https://www.ifla.org/node/8977>. It was translated by colleague Yasuko Hirata and coordinated by Standing Committee member Le Yang. This Section would like to thank both of them for the time and efforts in this project.

Welcome new members

Continued from page 6...



Andrew Finegan has worked as a library and information professional for over ten years. He currently works in the Trove Outreach branch of the National Library of Australia, and has an extensive range of experience delivering library services to diverse communities in public, school and research libraries. Furthermore, he has worked overseas in a number of information and knowledge management roles, most significantly at the UN Mission in Kosovo, working with local organisations in building intercultural community development programs. He is also currently a member of the IFLA New Professionals Special Interest Group (NPSIG). - photographer: Konrad Crnkovic



I am **Miyuki Hamaguchi**. I worked in a public library in the Dominican Republic 30 years ago. I was interested in multicultural services through this my experience. I have worked at Japan Foundation Japanese-Language Institute, Kansai Library as supporting foreigners' studies for 17 years. I returned to my hometown Nagasaki 2 years ago and I'm teaching a librarian

course at Nagasaki Junshin Catholic University. I love cats and I look forward to seeing cats in different countries.



Elisabeth Marrow is currently the branch Librarian at Eltham and Kaponga Libraries in South Taranaki, New Zealand. I have worked in both Public and School Libraries as well as beginning my working life in hospitality – which took me right across the globe. I am very excited to be a Corresponding member of the Libraries with Multi Cultural Populations – diversity in the library space and the library as the 3rd space of the community are areas close to my heart. Thank you for this opportunity – I hope to catch up with some of you in Athens, only a few short months away.



Sebastian Tarazona I currently work as Program Coordinator at the Department for Children, Adolescents and Young Adult section at the Malmo City Library, Sweden. I am also involved in work with the aim of developing library outreach and services in target areas through new forms of cooperation between the library and civil

society. I have a background in the humanities and library sector.



James Toner is currently Head of Libraries at Doha British School in Qatar. In addition to this, he is also a Visiting Lecturer at University College London Qatar, delivering their Services to Children and Schools module as part of the MA Library and Information Studies Programme. Prior to moving to the Middle East, he has held a number of teaching and support positions within education and has been involved in information and library services development, most notably within higher education within the UK. As an active researcher, James's main interests are predominantly rooted in library strategy and policy, information/knowledge exchange and application (particularly within culturally diverse environments), as well as leadership strategies, organisational learning and culture. Having written for publication and presented at national and international conferences, he is currently investigating what factors (if any) influence knowledge sharing behaviour on collaborative, cross-cultural charity projects.



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Twitter: [@ifla_mculpt](https://twitter.com/ifla_mculpt)



Facebook: [@ifla.mculpt](https://www.facebook.com/ifla.mculpt)

Our sister section, [Indigenous Matters is on Facebook](#)

If you or your library posts about multicultural topics, please tag us so we can share your news.

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Additional Resources:

IFLA/UNESCO Multicultural Library Manifesto

<http://www.ifla.org/node/8976>

Multicultural Communities: Guidelines for Library Services, 3rd Edition

[http://www.ifla.org/publications/
multicultural-communities-
guidelines-for-library-services-3rd-
edition](http://www.ifla.org/publications/multicultural-communities-guidelines-for-library-services-3rd-edition)

An Overview: Multicultural Communities: Guidelines for Library Services Four page summary

[http://www.ifla.org/publications/
an-overview-multicultural-
communities-guidelines-for-library-
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Multicultural Library Manifesto Toolkit

<http://www.ifla.org/node/8975>

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