



# Library Services to Multicultural Populations

The International Federation of Library Associations and Institutions



## Message from the Chair

Jack Leong

Congratulations to all our new members of the Library Services to Multicultural Populations, whose knowledge and experience will provide invaluable contributions. Welcome to our new members:

Pam Ryan (Canada)  
 Theresa Byrd (United States)  
 Olga Cuadrado Fernández (Spain)  
 Jingshun Zhang (China)  
 Le Yang (United States)  
 Lan Gao (United States)  
 Susan Appleby (United Kingdom)  
 Maria Neryueva (Russia)  
 Shelli Lake (Norway)  
 Oddbjorn Hansen (Norway).

It is also sadly time to say goodbye to our departing members, whose work has been invaluable in promoting equitable access to information for all members of society. Farewell to our departing members:

Vickery Bowles (Canada)  
 Ruth Fassbind-Eigenheer (Switzerland)  
 Oksana Chuvilskaya (Russia)  
 Stephen E. Stratton (United States)  
 Fred J. Gitner (United States)  
 Siri Tidemann-Anderson (Norway)  
 Roberto Morelato (Italy)  
 Jack Leong (Canada)

This year our section has focused on developing case studies to illustrate how the toolkit and manifesto help libraries develop multicultural services. We have also been working on translations of the toolkit, a project that will continue as translation services become available. Going forward, we will also be revising and updating the manifesto and toolkit.

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Group photo at the British Library.

## British Library Reference Services Host IFLA 2017 Mid-Year Meeting

Adjoa K. Boateng

On the 9th to 11th March, British Library Reference Services were pleased to host, in the Foyle Centre, a three-day Mid-Year Meeting for the Library Services to Multicultural Populations Section of IFLA. The Section's aim is to bring together libraries and institutions interested in the development of library services that meet the needs of cultural and linguistic minorities.

In her role as Information Coordinator for the IFLA Section, Head of Reference Services Adjoa Boateng welcomed fifteen delegates, who came from as far afield as Canada, Japan, Sweden, the USA, and Romania.

Seven Library and Information Science students were also invited to the first-day programme which, following Adjoa's

welcome, began with a keynote speech given by the British Library's Chief Librarian, Caroline Brazier, and continued with a series of presentations given by staff members from the British Library. These included Emma Morgan, Amber Perrier (Community Engagement) and Nicola Pomery's (Family and Community Programmes) talk on 'Reaching and Inspiring New Audiences'; Nora McGregor on 'Digital Scholarship in the BL' and Sound & Vision Reference Specialist Steven Dryden's highly engaging 'Divining Diversity'.

Delegates and students were also treated to a Reference Services' 'Show and Tell', presented by Hedley Sutton, Nicola Beech, Kathleen Rowe and Heather Pascall, and tours of the Conservation Studios, given by Elizabeth Rose and Flavio Marzo, and the British Library main building. You can find

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## Message from the Chair

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### From Refugee to Citizen-Integration: Policies and Actions of Cultural Institutions

Our section's satellite meeting will be held in 16-17 August, 2017 in Berlin, Germany at the Berlin State Library. This year, the satellite meeting will focus on how libraries and other cultural institutions can help incorporate immigrants into new cultures and societies. Some countries, regions, or cities have found successful strategies, while others have struggled with the challenges this presents. This conference will, therefore, provide case studies to stimulate discussion around the following questions:

- How do libraries and other cultural institutions support refugees?
- How do we facilitate the journey from refugee to citizen?
- What are the best practices for inclusion?
- What services provided by cultural institutions have been the most successful?
- What does library leadership in the area of service to immigrants look like?
- How do we promote cultural competencies to library professionals and their staff?
- How do we promote cultural competencies to politicians and decision makers?

More details about the satellite meeting are available at: <https://libraryservicestomulticultural-populations.wordpress.com>

In the upcoming World Library and Information Congress in Wrocław, Poland from 19-25 August, 2017, our section will be hosting a conference session entitled "Multicultural Library Manifesto Toolkit – Case Studies and Illustrations from a Global Perspective." This interactive session will highlight nine short presentations in the first hour focusing on how librarians around the world are serving multicultural populations. In the second hour, participants will be able to pursue in-depth conversations with three of the presenters.

The meetings in Poland will conclude my term as Chair of this section. As someone grew up in Mainland China, Portugal's Macau, and UK's Hong Kong, who now lives and works in Canada, this section has provided an opportunity for me to use my own experiences, both professional and personal, to help improve library services to multicultural communities.



A presentation about digital scholarship by Nora McGregor at the British Library.

## Mid-year meeting

Continued from page 1...

more information and images relating to the first-day IFLA programme on Twitter by searching **#BL\_IFLA2017**

The second-day programme focused on the IFLA Mid-Year business meeting itself, again held in the Foyle Centre, whilst the third and final day provided IFLA delegates with the opportunity to experience a little bit of London in the short time that was available to them: a hugely enjoyable visit to the **Wellcome Collection**, hosted by their Engagement Officer, Danny Rees, and a fascinating walking tour of the King's Cross Knowledge Quarter, with Footprints of London's experienced guide, Rob Smith.

The next IFLA meeting will be held in Romania.

British Library Reference Services would like to thank everyone who contributed to a highly successful, educational and entertaining meeting. A special thank you goes to Kate Marshall and the International Engagement Team, for their kind assistance in helping us to organise the meeting, and to Graysons for providing the catering.



British Library, London.

Robin Fenwick; Flickr.com

# Thinking twice before donating: “We don’t want other people’s rubbish”

Mary Grace Flaherty

While spending a semester in Mzuzu, Malawi on a Fulbright scholarship award, I had opportunities to visit all types of libraries (academic, school, community-based). Given this is one of the world’s poorest countries, to say there is a dearth of resources is a considerable understatement. This makes the urge by library staff here (verging on policy) to keep a book on the shelf, no matter its condition, origin, or subject matter overwhelming, and so the weeding process is daunting at best. The default here seems clear: something on the shelf is better than an empty shelf.



During my visits, I found that many of the books in collections have been withdrawn from other libraries. Often they have the cover torn off and/or pages ripped out where the book pocket used to be, and bear some type of “discard” stamp. Many have broken spines and/or are damaged in some way. Some are just the covers, with no pages inside. Many donated items don’t fit the scope of any of the collections (e.g. textbook on computing



Donated used books are often damaged and out of date.

with a copyright date of 1973; Fodor’s 1998 Travel Guide to Las Vegas; 1985 Guide to Golf Courses of Scotland and Ireland; biography of Katharine Hepburn in a primary school library).

While the gifts signify a lovely spirit of generosity and willingness to help, it takes a considerable amount of resources to ship them here, such as the staff time to get them ready for shipping, the physical resources (boxes, labels), and, of course, the shipping itself. Whether they come by land, sea or air, books are heavy and expensive to transport.

I know I am not the first, nor likely will I be the last, to encounter or ponder this problem of distribution and inequity. There are reports in the literature of those who have given this issue much consideration. I have to admit that reading about it in my comfortable U.S. office is very different from encountering the ramifications first-hand. As the headmaster in one of the schools I visited so aptly put it, “It’s nice they send the stuff, but we don’t want other people’s rubbish.”

Some solutions seem somewhat simple. Don’t put anything in a box to send overseas that has been withdrawn because it can’t withstand circulation and don’t put anything in a box to send overseas because it is outdated. When the need for generosity arises, we should consider working directly with individual libraries in a deliberate and measured way to send new or lightly used items by using wish lists, or sending a donation so they can procure for themselves what they deem as appropriate. Rather than using funds and resources to ship old books around the globe to foist upon under-resourced libraries, we should be supporting local and regional authors and publishers through organizations such as the African Books Collective (ABC), a great resource for procuring books by local and regional authors. In this way, there will be books on the shelves that make the default of keeping something on the shelf more reasonable. When we received a new book shipment from ABC, the student who helped unpack the boxes exclaimed, “Now we have some books with Africans on the covers!” And the library assistant promptly pulled the Katharine Hepburn biography off the shelf to make space.



Books procured by the African Books Collective (ABC).

# Developing multicultural services

By Yasuko Hirata

Based on study of the 2015 questionnaire, the Japan Library Association (JLA) Committee on Multicultural Library Services published a detailed report in March, 2017.



JLA carried out a research study on multicultural library services in 1988 and 1998. This 2015 survey was the third one in that series. In 1988, the first year studied by JLA, there were 941,005 foreigners. Then the total number is gradually increased to 1,512,116 in 1998, the second research year, and to 2,232,189 in 2015, according to the statistics by the Immigration Bureau. (Total population of Japan was about 127 million in 2015).

The survey consisted of two parts, public libraries and academic libraries. The questionnaires were sent to the main libraries of each local government and university, asking for replies through the website. We had received 1,182 answers (1,005 out of 1,366 main public libraries of local governments and 177 branches) and 956 answers (751 out of 1,021 main academic libraries and 205 branch libraries)

There are several purposes behind the new 2015 questionnaire. Among them are to determine whether multicultural library services have made progress since the last one; whether there are new services or technologies now being provided; and what problems librarians are facing now in delivering these services.

We found that multicultural library services in Japan have partly made progress since the last survey; for example, more libraries provide multilingual materials, and as the development of ICT they implemented multilingual catalogs and websites. However services still need to be developed in many parts. Based on the result of the 2015 questionnaire, we recommend as follows:

1. Collect and share information on multicultural library services and best practices in Japan.
2. Do research on foreign users' needs.
3. Develop staff communication skills with foreign residents or students.
4. Attract multicultural populations to libraries.
5. Establish a partnership with other sections in the same organization and local community.

The number of foreign residents in Japan will be increasing in the future. Although there have been conflicts between residents and people from various countries, libraries should play a role of bridging different cultures.

We hope this report will help libraries to plan effective multicultural services.



A Report on 2015 Survey of Multicultural Library Services / the Japan Library Association Committee on Multicultural Library Services.  
Tokyo : Japan Library Association, 2017. 227p, 30cm.  
ISBN 978-4-8204-1620-3



Kichijoji Library, Tokyo.

tetsuo shimizu; flickr.com

## WELCOME TO OUR NEW MEMBERS

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### Razina Akhter

Library for Development is my passion. My career began in 1996 in Bangladesh, where I teach knowledge management, leadership, and life skills development among young adults.

Over the years, I have been involved in various outreach initiatives for poor children with limited access to library resources, including book donation campaigns, storytelling programs, and a variety of national literacy contests.

I strongly believe that libraries can play a vital role in facing the challenges of the 21st century, offering an umbrella under which different types of community services can be provided, such as early literacy programs for children at risk.

As a lifetime member of the Library Association of Bangladesh (LAB) and Bangladesh Associations of Librarians, Information Scientist and Documentalist (BALID), I am engaged in different types of volunteer activities. I joined the Asian Pacific Children Convention (APCC) in 2006 as Team Leader in Fukuoka, Japan. Since 2010, I have been a member of the American Library Association (ALA). I joined IFLA as an Institutional member in 2016. I love to travel and build up interpersonal relationships.



### Susan Appleby

Based in Inverness, Scotland, my lifelong interest in global citizenship, literacy, and human rights initially found a professional focus as a school librarian, which remains an important part of my work today, along with other public library services, including overseeing our new prison library.

Our school library regularly hosts the Eurotoolbox exhibition in which ESOL pupils are encouraged to develop reading skills in their home languages alongside learning English. I hope to focus academic research on this issue in the near future. Our fledgling multilingual library is growing slowly but surely.

A highlight from attending the German Library Congress in Leipzig in March last year was discovering the rich variety of multilingual libraries across Europe. I hope to connect with some of them and use their experiences to advocate for similar provision to be one day made available across Scotland.

I am a committee member of the Chartered Institute of Library and Information Professionals (CILIP) and its International Library and Information Group (ILIG). ILIG runs an international Host Directory, a kind of library AirBnB (!) for professionals attending conferences; see <https://www.cilip.org.uk/international-library-and-information-group/events-and-activities/hosts-directory> I look forward to extending this connection to IFLA, and being an active member of Library Services to Multicultural Populations Stand Committee.



### Dr. Theresa S. Byrd

Dr. Theresa S. Byrd is Dean of the University Library at the University of San Diego. She was previously the Chief Information Officer and Director of Libraries at Ohio Wesleyan University.

Dr. Byrd was instrumental in developing the ACRL Dr. E.J. Josey Mentoring Program for Spectrum Scholars, a program aimed at increasing the number of racially and ethnically diverse professionals working as leaders in the field of library and information science, as well as positioning libraries and institutions to meet the needs of culturally diverse communities. Additionally, she has served on committees of the Black Caucus of the American Library Association. In her capacity as Dean, she currently is involved with the Linda Vista Collaborative in San Diego. Linda Vista is a multicultural community in which 27 different languages are spoken and the majority of the residents live below the poverty line.

Dr. Byrd speaks about mentoring, emotional intelligence, academic library leaders, and other library topics. She is active in local, national, and international library organizations. Dr. Byrd holds an EdD from the University of Virginia, MEd from Virginia Commonwealth University, MLS from North Carolina Central University, and a BA from Shaw University.

## WELCOME TO OUR NEW MEMBERS

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### Lan Gao

Lan Gao is a Children's Librarian at the Cleveland Public Library Youth Services Department. Lan has been working in the CLEVNET consortium since 2006. With a Bachelor of Arts Degree in English Language & Literature, which she obtained from Shanghai International Studies University in China, Lan went back to school in 2010 to advance her career. She graduated from Kent State University in 2011 with a Master of Library and Information Science Degree.

During the past six years at the Cleveland Public Library, Lan reached out to community partners, schools, daycares, and other organizations to promote library services and programs. Lan promotes quality early literacy for children and families in Northeast Ohio and around the world.

Lan was born in Shanghai, China and moved to the United States in 2006. Lan speaks Mandarin and English. As an immigrant herself, Lan understands the importance of inclusiveness in library services and library collection management. She wants to be the voice that advocates equality and diversity and makes the world a better place.



### Oddbjorn Hansen

Oddbjorn Hansen is the Senior Librarian at The National Library of Norway in the department of The Multilingual Library.

The Multilingual Library (The ML) is a national competence centre for multilingual and multicultural library services. Oddbjorn has worked there since 2001

and is responsible for managing collections in many Asian languages as well as Polish and Romanian. He is part of the team that arranges biannual national conferences on multicultural issues for the library sector. Oddbjorn is currently working on a Nordic project to develop an e-book portal for lending multilingual books.

Oddbjorn is also the head of the Committee for multicultural library services in the Norwegian Library Association. The work of the Committee is to ensure that multicultural library services are on the agenda of libraries and to raise awareness of the importance of multicultural library services among authorities.



### Shelli Lake

Shelli Lake is the Language and Adult Education Advisor at the Oslo Public Library, Stovner Branch. The branch is located in one of Oslo's most multicultural districts. She is responsible for the multilingual and Norwegian learning collections. In addition, Shelli coordinates Stovner's Norwegian Language Café and services for new countrymen and women. Most recently she collaborated on a project with the Museum of Oslo that resulted in the opening of an exhibit with written texts from Norwegian Language Café participants in both Norwegian and their mother tongues. Not being originally from Norway herself, she is passionate about helping others find their own sense of belonging in their new home of Norway.



### Maria Neryueva

Maria Neryueva is Deputy Head of the Russian and CIS Countries Libraries Relations Department at the Russian State Library. She has been working at the Russian State Library since 2005.

From 2007-2013, Maria was a Standing Committee member of Russian Library Association (International Activity Section, Central Libraries of the Russian Federation Section). Since 2010, she has been Executive Director (Coordinator) of the Library Assembly of Eurasia (LAE).

LAE includes the national libraries the Commonwealth of Independent States. The main goal is to ensure constant exchange of information and co-ordination between libraries of the Commonwealth of Independent States in order to preserve their common professional, informational, and cultural environment <http://bae.rsl.ru/>

Since 2010, Maria has also been an Editorial Board member of the "Herald of the Library Assembly of Eurasia", a research and practice journal associated with the LAE and the Russian State Library. It was founded in 1993 under the title "Information Bulletin of the Library Assembly of Eurasia". It is now published as "Herald of the Library Assembly of Eurasia." <http://www.rsl.ru/en/s5/s41/s414258/lae>

Continues...

## WELCOME TO OUR NEW MEMBERS



### Pam Ryan

Pam Ryan has served as the Director, Service Development & Innovation at Toronto Public Library (TPL) since May 2016. Prior to TPL, she served in Director positions at Edmonton Public Library, most recently as Director, Collections and Technology, and as an academic librarian at the University of Alberta for 15 years, most recently as Head, Cameron Science and Technology Library. She has served as President of both the Canadian Association of College and University Libraries and the Library Association of Alberta. Pam has been involved in supporting the Evidence Based Library and Information Practice movement and e-Journal since its inception and was the journal's co-founder and first Production Editor. She is a Sessional Instructor in the Online Master of Library and Information Studies (MLIS) Program at the University of Alberta, teaching Leadership and Management Principles for Library and Information Services, and holds an MLIS from the same.



### Le Yang

Le Yang has been working as an Assistant Librarian and Head of Digital Lab at the Texas Tech University Libraries and achieved his promotion and tenure in February 2017. His research has been published in various scholarly journals and presented at national and international conferences. He has also served as editorial board member, guest editor, and reviewer for several journals in the profession of library and information science.

In addition to IFLA service, Yang is active in numerous library associations, serving on committees at American Library Association, Association of College and Research Libraries, Joint Council of Librarians of Color, Inc., and Chinese American Librarian Association. He was elected as the 17/18 President of Chinese American Librarians Association and will be starting his term in July 2017.



### Zhang Jiangshun

Zhang Jiangshun is the Deputy Director of the Reference and Information Department at the Guangzhou Library. He is currently responsible for the management and development of special collections, services, and programs at the Multicultural Library and the Creative Design Library. Zhang is also in charge of international book exchanges and programs with Guangzhou's International sister cities and Consulate Generals in Guangzhou. In 2000 and 2008, he obtained a Bachelor's degree in English Language and Culture from Guangdong University of Foreign Studies and a Master's Degree in Library Science from Sun Yat-sen University.

## OBITUARY



Marie Zielinska

## Tribute to Marie Zielinska

Marie Zielinska passed away in September 2016 in Ottawa at the age of 95: Obituary.

Marie was one of the founders of the multicultural working group, which developed into a round table before becoming a full Section in 1984. Marie was Section Chair from 1989-91.

Former section member, Clara Chu, remembers Marie as a great contributor to the IFLA Multicultural Section and a strong voice for multicultural libraries in Canada. She was Chief of the National Library of Canada's Multilingual Biblioservice Division for over 20 years.

Marie was the co-editor of the IFLA publication that became the bible for multicultural libraries, "Multicultural Librarianship: An International Handbook," published by K.G. Saur in 1992. She also authored "Celebrating 20 Years: A Concise History of the IFLA Section on Library Services to Multicultural Populations" published by the Section in 2001: <http://www.ifla.org/files/assets/library-services-to-multicultural-populations/publications/20-years-mcult-history.pdf>

With thanks to Fred Gitner for this submission.



Enjoying lunch at a restaurant near the British Library.

## Connect with us on Facebook and Twitter

Library Services to Multicultural Populations Section is now on Facebook. To connect with us and learn the most recent updates on our Facebook account, please visit [www.facebook.com/ifla.mcultp](http://www.facebook.com/ifla.mcultp)

The Indigenous Matters Section is also on Facebook. Please visit [www.facebook.com/groups/66990630010/?fref=ts](http://www.facebook.com/groups/66990630010/?fref=ts)

We also have a Twitter account. To follow our tweets, please visit [www.twitter.com/ifla\\_mcultp](http://www.twitter.com/ifla_mcultp)

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Previous newsletter issues are available online at [www.ifla.org/publications/library-services-to-multicultural-populations-section-newsletter](http://www.ifla.org/publications/library-services-to-multicultural-populations-section-newsletter)

Bookmark our publications page on the IFLA site at [www.ifla.org/publications/](http://www.ifla.org/publications/)

## 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>

An Overview: Multicultural Communities: Guidelines for Library Services Four page summary  
<http://www.ifla.org/publications/an-overview-multicultural-communities-guidelines-for-library-services>

Multicultural Library Manifesto Toolkit  
<http://www.ifla.org/node/8975>