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Message from the Chair

In a few weeks, we will be meeting for the 2014 IFLA World Library and Information Congress (WLIC) in Lyon, France. The theme of this year's conference is *Libraries, Citizens, Societies: Confluence for Knowledge*. Confluence is the name given to Lyon's borough where the Rhône and the Saône, the two rivers that cross the city, meet.



In August, library professionals from around the world will gather in this historic city, referred to as the crossroads of civilization throughout the ages, to impart their ideas and share their knowledge about libraries and how they serve the diverse citizenry of the many nations they represent.

The announcement for this year's WLIC states that libraries are at the convergence of their patrons, the citizens they serve and the societies in which they operate. All librarians worldwide champion and promote these values every day: anti-discrimination, access to knowledge, freedom of information, lifelong learning

The Library Services to Multicultural Populations section has championed these principles over the years ensuring that library and information services are available to all members of the community, specifically targeting underserved cultural and linguistic groups.

In March, we co-sponsored a symposium with the Turkish Librarians Association entitled *Multicultural Approach to Information Services* at the Pera Museum in Istanbul, Turkey. With the help of simultaneous translation, we had a cultural exchange and dialogue with our Turkish colleagues about serving culturally and linguistically diverse patrons.

The section advocates for multicultural library services whose principles are highlighted in our major publication the IFLA/UNESCO Multicultural Library Manifesto. <http://www.ifla.org/publications/iflaunescomulticultural-library-manifesto>

This newsletter has information about the section's two programs in Lyon: *Libraries as modern towers of Babel: Fostering Development from an Individual to a social being - the role of multiculturalism for mutual understanding* and a program sponsored by the SIG on Indigenous Knowledge, *Vive le "I" for indigenous in IFLA: strengthening cultural responsiveness and accountability in libraries and information*.

Enjoy reading and we look forward to seeing you in Lyon.

For more information about the Library Services to Multicultural Library Services see our webpage at <http://www.ifla.org/mcultp> Consider being part of this great section!

Take care,
Tess Tobin, Chair

SUMMER 2014 NEWSLETTER

Mid-Year Meeting of IFLA's Library Services to Multicultural Populations Section Committee Istanbul, Turkey - March 5 - 8, 2014

By Christiana Ikeogu, Director, Lit Africa

This was an unprecedented mid-year meeting. Starting on the evening of 5th March with a welcoming dinner, members, especially newcomers, were able to put faces to the names of those who did not make it to the IFLA Singapore Conference of 2013. After a scrumptious meal at the historic Tarihi Cicek Pasaji restaurant, everyone was pleased to take a stroll along Istiklal Street.

Attendees included Tess Tobin(USA) (Chair), Fred J Gitner (USA), Adjoa Boateng (UK), Siri Tidemann-Andersen (Norway), Svetlana Gorokhova (Russia), Ann-Katrin Ursberg (Sweden), Alireza Afshari (Sweden), Te Paea Paringatai (New Zealand), Esin Sultan Oğuz (Turkey), Susy Tastesen (Denmark), Yasuko Hirata (Japan), Nobue Yamada (Japan) and Christiana Ikeogu (UK).

I must state here, on behalf of all the attendees, our appreciation of Esin's hard work and endless energy in making the four-day programme a huge success. What always strikes and inspires me is how wonderfully the committee members gel together at events considering how multicultural and diverse we are in the professional fields. We certainly practice what we profess – multiculturalism in library and information services.

The second day, 6th of March was the day of reckoning – getting down to the real business. The Section meeting took us from 9am until 6pm to complete. It was a very successful forum. The evening, however, was graced with another of Esin's magical acts of hospitality – a visit to the most traditional of Turkish cultural exhibits, the Whirling Dervishes Ritual Ceremony at the Orient Express Station.



Whirling Dervishes Ritual Ceremony in action.
Photo: C. Ikeogu

The performance was outstanding and highly difficult to explain. One really needs to see the exuberant dance movement to believe it. What is so fascinating is how the men, who went into a frenzy whirling round the floor, manage to control their action without a single wobble while as a spectator, I got mesmerized and almost dizzy.

(Continued on page 2)

99th All-Japan Annual Library Conference

By Yasuko Hirata
Professor, Jiyugaoka Sanno College, Setagaya-ku, Tokyo

Last year, Fukuoka City hosted the [99th All-Japan Annual Library Conference](#) from November 21st to 22nd, with almost 1,500 participants. The theme of the conference was "Libraries, Offering a Great Opportunity in Your Future".

On November 21st, after the opening ceremony, Dr. Robert Campbell, a professor of Japanese Literature in the Department of Comparative Literature and Culture, Graduate School of Arts and Sciences at the University of Tokyo, made a keynote speech. In 1957, he was born in the Bronx, NY, where many immigrants were living. He came to Japan to study Edo literature as a research student in Kyushu University, Fukuoka City, in 1985.

He recalled some of his experiences with various libraries. He used the [Bronx Public Library](#) after school every day and joined a book club in which there were many children of different backgrounds, both culturally and ethnically. There he learned that libraries are truly a free space for anybody to use. He also talked about his research and relationship with libraries and librarians in Japan. His various experiences with libraries in NY and Japan were very impressive and informative.

The second day, 14 sessions were held in four different places. Our JLA Committee on Multicultural Library Services had a day-long session. In the morning, as Committee Chair, I briefed the participants on our activities last year and our future plans. One of the committee's goals is to distribute a questionnaire/survey in order to have a clear picture of multicultural library services in Japan.

Next, conference attendees heard from honorary professor Yoko Fukai, a pioneer of multicultural library services in Japan. She was a member of the IFLA Section on Library Services to Multicultural Populations from 1994 to 1998. Prof. Fukai gave a presentation on the early history of multicultural library services in Japan.

In her talk, Prof. Fukai commented that the IFLA Tokyo of 1986 made a great impact on Japanese librarians, impressing on them the real need to provide equal services to multicultural populations in Japan.

In the afternoon, we had three presentations. Each of the speakers spoke about their daily activities and experiences with multicultural and multilingual services.

The first speaker was Ms. Tominaga, who works
(Continued on page 3)

(Istanbul Meeting - Continued from page 1)

The morning of the 3rd day of this mid-year meeting was unlike any other, at least that was echoed by most attendees. Esin pulled together a mini conference between our IFLA Section and the Turkish Librarians' Association. It was themed, "Multicultural Approach in Information Services". It took place at the beautiful [Pera Museum Auditorium](#) with simultaneous translation in English and Turkish languages.



After welcoming addresses by Ali Fuat Kartal, the President of the Turkish Librarians' Association and Tess Tobin, our chair, the panel, made up of three of our committee members – Adjoa Boateng, Siri Tidemann-Andersen and Esin Sultan Oğuz shared aspects of multicultural practices in their establishments. During a short break, members of both groups engaged in effective networking.

It was also a day packed with several visits and tours. First, we went to the Istanbul Research Institute Library, which had valuable historical archives covering history, arts and architecture.

According to the librarian, although it only opened in 2007, the collection has grown enormously, through private donations and special sponsorships.

We then moved to Koc University's Research Centre for Anatolian Civilization that serves fellows of the centre and students of Koc University. The library collection covers broader subject areas than the Istanbul Research Institute such as Archeology, Art/Architecture, Anatolian Civilization and Cultural Heritage of Turkey. We also had the opportunity to view the Ottoman Public Library Exhibition that marks 100 years since its opening in 1913.

We then whizzed over to Ataturk Public Library that also stocks adult and mainly research materials. Public libraries existed in Turkey as far back as the Ottoman Empire, but the present and more modern system was established in 1960. There was a remarkable collection of archived documents and digitization was in progress.



Committee members in front of Ataturk Library. Photo: C. Ikeogu

One thing I can assure anyone contemplating joining the Multicultural Section of IFLA is that there is no dull or boring moment with the group.

In the midst of hard work, fun and excitement are interlaced. In Istanbul, Esin went the extra mile to source out ways of making our stay in Turkey very memorable.

We also enjoyed a boat cruise through the waters of the very famous Bosphorus Strait that connects

Asia and the European side of Istanbul. It was an awesome experience – Istanbul looked spectacular in the night. There are two bridges, said to be 32 km long, across North and South Strait between the Sea of Marmara and the Black Sea.

Our tour of Istanbul libraries and museums continued on the 8th March starting with [Sakip Sabancı Museum](#). Running at that time was an exhibition themed "Distant Neighbour Close Memories" which covered the most impressive historical relics featuring 600 years of Turkish, Polish and other European neighbours' relationships. The collection took up 4 of the 5 floors in the prestigious building which also has a spectacular view and luscious garden.

Other places we visited were [Ahmet Hamdi Tanpinar Literature Museum and Library](#) which celebrates renowned writers and artists and the [Istanbul Modern Museum and Library](#) where women had VIP treatment. This Library was celebrating International Women's Day so all the women were admitted free of charge while men paid 17 Turkish Lira.

You might wonder how we managed to cover so many places in such a short time. The Turkish Librarians' Association treated us to a mini bus that shuttled us around.

One other thing you might like to know when planning a trip to Istanbul are the hot spots. Many of us who got to Istanbul before 5th March enjoyed trips to the Blue Mosque, Hagia Sophia, Topkapi Palace, Basilica Cistern and Grand/ Spice Bazaars.

Istanbul is certainly a great place to visit. Moreover, I recommend the Multicultural Populations Section. Ali, one of our newer members, said this - "I have got a new library family with the multicultural group after my big cycling for libraries family".



The team at Ahmet Hamdi Tanpinar Literature & Museum Library. Photo: C. Ikeogu

Co-Sponsored Panel in Istanbul: Multicultural Approach in Information Services

By Esin Sultan Oğuz , Assistant Professor at Yıldırım Beyazıt University, Department of Information Management

On March 7th, 2014 the IFLA Section - Library Services to Multicultural Populations and the Turkish Librarians Association co-sponsored a panel in Istanbul as part of the IFLA Section's Mid-Year Meeting.

The panel was well received, with over 125 Turkish librarians participating. Turkish/English translations were provided for the presentations made by the Section members. Participants asked questions of all the Section members about the multicultural library services they are providing in their home countries.

Opening speeches were delivered by Tess Tobin (Section Chair) and Ali Fuat Kartal (President of Turkish Librarians Association). Tess began her speech by highlighting the importance of dialogue between cultures and informed the audience about the historical background of the Section.

In his speech, the President of the Turkish Librarians Association mentioned the multicultural populations in Turkey and the lack of library services for the diverse societies. Both speeches were very inspiring since the subject is not well known in the Turkish library community.

The seminar provided a great opportunity to introduce the importance of library services for multicultural populations in such a multicultural country like Turkey. During the breaks, the Turkish Librarians also networked with the 14 Section members from 10 different countries gathering additional information about the experiences in their home countries as well as the rich cultural interaction.



Tess Tobin delivered the opening remarks. Photo: E.S. Oğuz

The panel program included presentations made by three Section members. Esin Sultan Oğuz spoke first about the target areas, audiences and main issues of the IFLA Section on Library Services to Multicultural Populations. Information was shared about the Section's work, publications, latest projects, and the satellite and main conference sessions held as part of the IFLA World Library and Information Congress.

Adjoa K. Boateng (Head of Information Services at University of East London, UK) was the second speaker. During her presentation "E-Strategies and Putting Our Users First", Adjoa introduced the University Library of East London with its collection, services and users who are from 120 different countries. The University's ethnic minority is over 60%.



Participants at the mid-year meeting in Istanbul. Photo: E.S. Oğuz

The final speaker was Siri Tidemann-Andersen, who is the head of the Multilingual Library in Oslo, Norway. Siri provided rich data about the multicultural populations in Norway and the library services and collections they are providing in 47 languages and in 10 different alphabets.

It was an excellent day and a strong start for the IFLA Sections midyear meetings.

(99th Annual Japan Conference - Continued from page 2)

at the [Fukuoka City Public Library](#). In Fukuoka City, there are more than one and half million residents, of which about 54,000 are foreigners, or 1.5% of the total population.

In 1991, the library started an international collection section with about 69,000 books (in 47 languages), 19 newspapers from 17 countries, and 491 journals from 29 countries. Fukuoka City has prospered as the gateway to Asia, so their library services are gradually expanding.

The second speaker was Mr. Sano, who works at the Miyuki-cho Branch of the [Shizuoka City Public Library](#), which opened in 2004. They started a unique program of picture-book reading by foreign volunteers. These sessions were recorded on video by Meiji University to illustrate one of the various library services.

The third speaker was Ms. Yano, a staff member of [Kitakyushu International Association](#). Her work is to support foreigners who live in Kitakyushu City in Japan. She said that there are three barriers for foreigners:

language, culture, and mind. According to Ms. Yano, the mind is often the most difficult barrier to overcome. Ms. Yano and her staff are working hard to eliminate these barriers.

After the presentations, we discussed how to promote multicultural library services in Japan. There are difficulties with budget and manpower. We need to foster relationships between libraries, other community organizations, and the people.

One of the participants from the National Diet Library, Kansai-kan, said that they are considering logistical support to libraries and librarians in order to foster these efforts.

In 2014, JLA will have its 100th Annual Conference. There are plans for a great celebration to make it a truly memorable conference. It will be held on October 31st and November 1st at [Meiji University](#), Tokyo.



Bookmark our publications page on the IFLA site at www.ifla.org/publications/39

Additional Resources:
IFLA/UNESCO Multicultural Library Manifesto
<http://www.ifla.org/publications/iflaunesco-multicultural-library-manifesto>

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>

IFLA MCULTP Sessions at the Annual Meeting Lyon, August 2014

By Fred Gitner, Assistant Director for New Americans Program & International Relations, Queens Library, Jamaica, NY

The Library Services to Multicultural Populations Committee invites you to an exciting two hour session at the upcoming [World Library and Information Congress: 80th IFLA General Conference and Assembly](#) in Lyon, France on Thursday, August 21, 2014 from 13:45-15:45 in the Auditorium Lumière of the Lyon Convention Centre. With the Congress theme "*Libraries, Citizens, Societies: Confluence for Knowledge*" in mind, the program planning committee selected the topic, "[Libraries as Modern Towers of Babel: Fostering Development from an Individual to a Social Being: the Role of Multiculturalism for Mutual Understanding.](#)" Over forty submissions were received and after difficult deliberations, the following six, representing a variety of countries and approaches to the topic, were selected for presentation:

- “[How to Understand Yourself and People of Your Age across the World? The Book Patchwork Collection for Young Adults Knows How.](#)” MARIA ALEKSEEEVA (Russian State Library for Young Adults, Moscow, Russia)
 - “[Library Services for Social Inclusion in Multicultural Communities in Birbhum, West Bengal, India.](#)” ANITA BASAK (Government College of Engineering & Leather Technology, Kolkata, West Bengal, India) and RATNA BANDYOPADHYAY (University of Calcutta, Kolkata, West Bengal, India)
 - “[The Awareness and Local Application of Multicultural Services in Chinese Public Libraries: the Service Model of the Guangzhou Library.](#)” FANG JIAZHONG, ZHANG JIANGSHUN, ZHAN TIAN, SAM BOSS (Guangzhou Library, Guangzhou, China)
 - “[Healing Library Anxiety: How Comparing Libraries to Hospitals Can Improve Service to Multicultural Populations.](#)” VALERIE BUCK and ANNICK HOUZÉ (Brigham Young University, Provo, Utah, United States)
 - “[350 langues, 80 alphabets dans une seule bibliothèque... défis et enjeux.](#)” HELOÏSE LECOMTE and FANNY MION-MOUTON (Bibliothèque Universitaire des langues et civilisations (BULAC), Paris, France)
 - “[Needs, Reads and Possibilities in a Suburban Library in a Multicultural Setting.](#)” RANDI MYHRE and INGRID ATLESTAM (Immigrant-Institutet, Göteborg, Sweden)

This session focuses on the issues of diverse communities and the means libraries are using to provide equal access to information in our modern multicultural and multilingual society; becoming a universal public, social, neutral and welcoming space for all, and a unique resource for self-development, building relationships and careers. While some countries have been successful in providing local communities with

National Celebration of International Mother Language Day in Norway 21 February 2014

By Siri Tidemann-Andersen, Supervisor, The Multilingual Library, Deichmanske bibliotek/Oslo

The introduction to International Mother Language Day in Wikipedia is this: “**International Mother Language Day** is an observance held annually on [21 February](#) worldwide to promote awareness of linguistic and cultural diversity and [multilingualism](#). It was first announced by [UNESCO](#) on 17 November 1999. Its observance was also formally recognized by the [United Nations General Assembly](#) in its resolution establishing 2008 as the [International Year of Languages](#).

International Mother Language Day has been observed every year since February 2000 to promote linguistic and cultural diversity and multilingualism. The date represents [the day in 1952](#) when students from different educational institutions such as [Dhaka University](#), [Jagannath University](#), [Dhaka Medical College](#) who demonstrated for recognition of their language, [Bengali](#), as one of the two national languages of the then Pakistan, were shot and killed by police in Dhaka (near High Court), which is the capital of present-day [Bangladesh](#).

[http://en.wikipedia.org/wiki/
International Mother Language Day](http://en.wikipedia.org/wiki/International_Mother_Language_Day)

In 2013 three organisations, The Multilingual Library, The National Centre for Multicultural Education and Books for Everyone, joined forces to create a big national celebration of International Mother Language Day for Norway in 2014. With some financial support from the National Library of Norway, the project began.

Norway is a country with a small population, just 5 million people but with an increasing immigrant-population from Europe, and refugees from Asia and Africa. Today, these number 700 000, and 14% of the population. There are immigrants in all municipalities of the country. The Multilingual Library is a national ILL-library service distributing media in 58 different languages to all Norwegian libraries.

For International Mother Language Day in 2014, we decided to create something special. In co-operation with our partners we made a logo, balloons, buttons and stickers. And we started to buy books - a lot of books. After some research, we chose folk-tales as a theme and focused on the tales of Nasreddin Hodja, Panchatantra, Aesop's Fables and The

the above mentioned services, some areas of the world need help with advocating for, developing and sustaining these programs. This session will further the awareness of the importance of rendering equal services to multilingual communities and offer an opportunity for exchange about the best examples of library initiatives in creating a multicultural public space and providing informational and human support to diverse populations. Included are speakers from public and academic libraries and from Asia, Europe



International Mother Language Day logo

Ugly Duckling; tales from different countries
that have been translated into many languages.
We bought everything we could find.

For those who struggle to read in their own language, we wanted to have the tales as audiobooks. Audiobook-production is not big in many countries. After a meeting with the good people at NLB- library of talking books and braille to explain our project, they gave us free time in their recording studio and the assistance of one of their producers. We received the rights from the publishers in Iran and Russia to make audiobooks of Panchatantra in both languages, free of charge. Then we spread the word about the project all over the country using a national mailing list for librarians, kindergarten-teachers and language-teachers.

We had an amazing celebration nationwide. A total of 173 libraries, schools, kindergartens and prisons all over the country celebrated in many different ways. There were exhibitions, storytelling, dancing, movies, food, word-quizzes and many other activities in different languages celebrating mother languages. It was a wonderful event!

I would be happy to share more about the occasion. Please contact me if you are interested in knowing more about the project at siri.tidemann-andersen@kul.oslo.kommune.no

And you are welcome to use the logo we made!

<http://www.lesersokerbok.no>
<http://nafo.hioa.no>
<http://dfb.deichman.no>
<http://nlb.no>

and North America to bring together a variety of perspectives. Join us on Thursday, August 21 and learn about current developments in multicultural library services around the world. Simultaneous interpretation will be provided for the session.

Thanks to the program planning committee: Fred Gitner, Svetlana Gorokhova, Christiana Ikeogu, Jack Leong, Roberto Morelato, and Siri Tidemann-Andersen for their work in putting together this year's program session.

Update: Indigenous Matters Special Interest Group

By Te Paea Paringatai, Convenor SIG Indigenous Matters, Tumuaki, Te Ropu Whakahau

Each time I sit down to write, I am either inspired by song lyrics, a movie or a passage in a book. This time, the lyrics of *Nothing Compares to You* by Sinead O'Connor echos through my consciousness ... its been seven hours and fifteen days...prompting thoughts about the passage of time and by association, albeit tenuous, the future direction of the SIG.

You will be aware as you read this column, that the SIG has been operating for nearly five years and is well into its second four year term. As we count down to Lyon, we as individuals and as a collective need to seriously consider where to go from here.

To enable further meaningful discussion at the business meeting of the SIG and provide some context, it would be useful if you would consider:

- What does the Indigenous Matters SIG mean to you?
- What does the Indigenous Matters SIG do for you?
- What does the Indigenous Matters SIG do for the library and information sector?
- What can the Indigenous Matters SIG do today that would make a difference tomorrow for indigenous communities?
- What are three key benefits for becoming a section?
- What are three key concerns for becoming a section?

Please bring your feedback to the business meeting in Lyon or if you are unable to attend in person, please email me at tumuaki@trw.org.nz or post via the SIG Face Book page. Details about the business meeting will be available in the Congress programme.

Our WLIC open session "[Vive le 'I' for indigenous in IFLA: strengthening](#)



Te Paea Paringatai
Convenor, SIG Indigenous
Matters

[cultural responsiveness and accountability in libraries and information](#)" is in its final stages. There have been a couple of changes in the programme and we are delighted to confirm the following line up:

Greg Marshall (New Zealand)
Fostering confluence for students in an indigenous tertiary institution by engaging traditional pedagogy: Ako Wānanga and the essential support services

Shu-jun Chen (Taiwan)
A Holistic Perspective on Indigenous Digital Libraries in Taiwan

Camille Callison (Canada)
Supporting and Working Effectively with Indigenous Students while Building and Strengthening Relationships between Indigenous Communities and the Academic Library

John T Furlong (USA)
Preserving and promoting the lives of Native Americans through oral histories

Christina B. Villanueva (Philippines)
The Archivist as Researcher : Researching the Cordillera Photographs of Robert B. Fox, Sr.

Andrew Wiberg (USA)
Mukurtu: Information Retrieval System Engineered for Indigenous Individuals and Communities

The SIG Face Book group has 472 members; this is an increase of 13, a total of 38 new members since August 2013. Keep up the great work in spreading the news and encourage library practitioners and lovers of libraries to join the cause!

See you in Lyon!

Acknowledgements

IFLA Library Services to Multicultural Populations Section



Stay Connected with Us

Library Services to Multicultural Populations section is now on social media.

To connect with us and learn the most recent updates on our Facebook account, please visit <http://www.facebook.com/ifla.mcultp>

SIG on Indigenous Matters is also on Facebook. Please visit <http://www.facebook.com/groups/66990630010/?ref=ts>

To follow our tweets, please visit www.twitter.com/ifla_mcultp

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