**ANNUAL REPORT 2022**

**WORKING GROUP ON MULTICULTURAL LIBRARY SERVICES (NSW)**

**Introduction**: The working Group on Multicultural Services, NSW role is to promote the library resources and services to wider multicultural community bringing together by sharing the collections and professional expertise and providing collective strength across all libraries in meeting the services needed by the CALD community.

During 2021-22, with continued restrictions and following health & safe protocols the Group held meeting via Zoom in March, May and September 2022.

Almost all public libraries **experienced some period of building closure**, requiring libraries to adapt their services and delivery models, expand services and programmes moving online, maintaining the relationships with customers strengthening the role of public libraries during the crisis and beyond. Librarians were agile and adaptable, utilising the technology effectively in meeting the need of the community by providing home delivery services, conducting community welfare activities, online programs and providing the support needed to access eResources. Access to library services was significant throughout the period of closures.

**Multicultural Library Services Group at a glance 2021-22**

The majority of the attendees at the meetings were multicultural library staff and the Working Group membership list represent 25 local councils.

* **Chairperson: Sujatha Thadakamalla, Fairfield City Open Libraries**
* **Secretary: Jadwiga Krejza, Liverpool Library**
* **PLN Representative: Nicole Byrn**
* **State Library of NSW Representatives: Oriana Acevedo, Shauna Miller, Joanna Goh/Abby Dawson**

We also had interesting presentations on the topics:

* Staying well and preventing cancer
* Centre for Healthy Brain Ageining (CHeBA) UNSW

**PROFILE OF WORKING GROUP**

The working Group on Multicultural Services of NSW was established in June 1983 by several Librarians working in the field of library services for the CALD community. The Working Group’s role is to promote the provision of library resources and services to clients in a range of community languages.

**VISION:** Every NSW library will have access to an excellent resource collection and services that meet the needs of their CALD communities.

**MISSION:** To lobby, advice, promote, and improve the importance of library services for the CALD community.

**Achievements, Changes and Activities**

**Multicultural Excellence Award:**

From 2022 Individual award was a peered nominated award with multiple people to be able to be recognised to their contribution in enhancing the services to the CALD community

The multicultural Excellence Award for a library will continue to be managed as it has been with submission made along with the other awards at Switch Conference.

**ALIA Multicultural Working Group**: Oriana started the conversation with Trish and Mare Maticevski from RMIT who will be looking representation from different associations and the presented document was not very encouraging as the content did not apply to libraries.

On the 29/7/2022 we had preliminary meeting beginning the process of forming a group that is inclusive of all people working in different areas that provide services to culturally and Linguistically Diverse Communities (CALD)

Further reporting was that ALIA will be establishing the Multicultural Working Group in November 2022 with an aim to cover all library staff including public, university and special libraries and a webinar with ALIA to launch the group. Members of the group submitted their feedback to Oriana on this initiative.

As some of you might have attended, ALIA Multicultural group was launched on November 22, 2022 and the special guest and speaker was Joseph Lo Bianco AM, Professor of Language and Literacy Education at the Melbourne Graduate School of Education, University of Melbourne. His presentation was very interesting and thought provoking to think on what we as librarians could help in meeting the linguistic human rights and the challenges everyone faced in meeting the needs of the multicultural community around COVID 19.

We are all in it now and think how you could contribute. Please respond to the ALIA Multicultural Consultation questionnaire and the consultation survey, links Oriana posted in her mail sent on November 22, 2022.

**IFLA Multicultural Group**: Oriana presented on the IFLA Multicultural Group. This IFLA Section works to promote best practice in delivering library services and collections to cultural and linguistic minorities. Oriana recommended that people join as members and get involved. For more information go to: <https://www.ifla.org/units/mcultp/>

**Spotlight into multicultural services**: Oriana planned and executed to put in place monthly online sessions highlighting different aspects of delivery of multicultural services by various libraries. The very importance of these sessions was to share the expertise with other colleagues and with members of the long term multicultural staff leaving (retiring) it was felt these sessions will be a great opportunity to capture their knowledge.

Following sessions were held so far with active participation from number of librarians.

* 28 April: Blacktown Library
* 26 May: Liverpool Library
* 30 June: Canterbury-Bankstown Library
* 28 July: Parramatta Library
* 25 August: Fairfield City Open Libraries
* 29 September: - Ryde Library
* 20 October: - Newcastle Libraries

State Library New South Wales organised an online course by SBS to participate on **Culture and Inclusion** which members of the Multicultural group participated. This Inclusion Program focused on improving understanding of diversity including LGBTIQ+, gender, age, disability, cultural diversity and Aboriginal and Torres Strait Islander peoples and cultures, with the aim of creating more inclusive workplaces and work practices.

**2022 DCJ Inaugural Multicultural Community Engagement Conference** 27 October 2022 – Members from State Library, Wollongong and Fairfield City Open Libraries attended the conference.

**Multicultural Bulk Loans Service**: Demand for bulk loan services continues to grow with huge demand from the community for LOTE collection.

Multicultural Bulk Loan Service offered support to the libraries who were home delivering to their customers or offered ‘click and collect’ services with supply of language collection for multicultural community.

**Telugu Collection Launch**: State Library under the leadership of Oriana had a great launch of the Telugu language collections at Blacktown Library and Cumberland Library. Sujatha Thadakamalla contributed in producing the Public Libraries language pamphlet – Telugu.

**SLNSW – Marketing revamp**: Abby is looking at the revamp of bookmarks and signage for Multicultural services by the State Library.

**LOTE eContent on lending platforms:**

Abby raised the discussion on LOTE eContent for lending looking for feedback.

**Fairfield City Open Libraries** (Sujatha presented) provides access to community language content eBooks through CloudLibrary platform and hoopla, streaming through Kanopy and hoopla. Fairfield has provided feedback to CloudLibrary Collection Development Manager for content development in different genre and non-fiction. CloudLibrary expressed gaining publishers contract has been a big challenge.

**Randwick Library** (Katherine) Presented the challenges for Chinese languages, older users in using technology. Randwick subscribes to Russian collection on OverDrive.

**City of Sydney** (Sharlene) OverDrive provides feature to purchase what is popular. Staff are not involced in selection.

Fairfield City Libraries and City of Sydney were exploring Pay per use set up for customers to borrow titles of their interest in community languages.

Oriana suggested research and will look into funding on Digital resources.

**Indyreads**:

The indyreads platform enables public libraries to provide free access to eBooks and eAudio. The collection continues to grow with over 23,169 eBook and Audio titles currently available. The LOTE collection includes 352 Chinese titles, 364 Italian, 414 Spanish titles, 272 French, 199 Romanian, 193 Russian, 191 Polish, 48 Vietnamese, 200 German and 256 Portuguese titles etc.,

indyreads Untapped the Australian Literary Heritage Project Collection The Untapped collection contains over 160 culturally significant Australian titles that were previously out of print.

**Tech Savy Seniors Multilingual Online training videos**: A range of videos on topics such as smartphones, apps and Zoom meetings are available at [Tech Savvy Seniors - YouTube](https://www.youtube.com/channel/UC2ePMR_mnuRSGjhnMvnRmuQ/videos). Languages covered are Arabic, Cantonese, Korean, Mandarin, Hindi, Spanish and Vietnamese.

**Co-operative Purchasing**

The co-operative offers material in Persian, Arabic, Spanish magazine, Russian, and Italian languages.

**Research Projects**

**Diversity in children’s Picture Books** in the multicultural collection was discussed and member of the group were invited to participate in the State Library survey.

**Charles Sturt University – Collection usage during COVID 19 pandemic**

Two public libraries participated with their lending data to analyse details loans to understand the pattern of impact of COVIS-19.

**First language reading and public libraries** - Exploring how reading in a person’s first language improves their sense of wellbeing, this project aims to help inform library collections in LOTE. Twelve participants from 11 language groups were interviewed and all participants expressed the importance of reading in their first language

**Embracing the cultural identity of burgeoning ethnic groups in public libraries** – a pilot project with the Punjabi Indian Community This project explored the collection and services offered to the Punjabi Indian community in the Wagga Wagga area through an online survey

**Guest speakers @ working group 2022:**

1. **Nikki Wolley, Cancer Institute NSW**: Presentation included the resources available from Cancer Institute NSW. She provided URLs for Multicultural Community section that provides information for patients with resources in 8 community languages. <https://www.cancer.nsw.gov.au/general-cancer-information/cancer-support/support-for-communities/multicultural-communities>

Presentation also provided:

Staying well and preventing cancer – flip chart in 15 languages <https://www.cancer.nsw.gov.au/about-cancer/document-library/staying-well-and-preventing-cancer-community-educa>

Breastscreen flipchart

The Bowel screening flipchart

Servical screeningflipchart

1. **Zara Page – Centre for Healthy Brain Ageining (CHeBA) UNSW**

Zara presentation was the ongoing research on dementia and how the growth in number of Australian people with dementia impacting on Australian Health system. CHeBA was looking at recruiting volunteers from CALD community to take part in the research.

**Docuwiki**

The Working Group has a presence on the State Library of NSW Website. Moving forward all Agenda and Minutes and relevant additional information for the group will be available only from the State Library of NSW Wiki.

<https://wiki.libraries.nsw.gov.au/doku.php?id=minutes_multicultural>