

## Working Group on Multicultural Library Services (NSW)

### General Meeting

Thursday 17th November 2011

The State Library of NSW

9:30 - 10:00- McDonald's Room

#### **Apologies**

Stelle Tay, Jo Lloyd, Jann Debenham, Danju Wong and Vicki Smith

#### **Business Arising from previous minutes**

**Road to IELTS-** Anne Hall will present a letter re IELTS at the next Managers meeting and to the PLN

#### **Multicultural Excellence Award**

10 nominations for organisations and 2 for individuals were received. The winners will be announced at the Switch Conference next week.

#### **Marketing Campaign**

A new committee comprising of Wendy Ford, Wendy Gindi, Shauna Miller and Kathy Yang was formed to investigate how a new campaign to promote multicultural library services would be run, languages to be targeted and what the campaign message would be.

#### **Draft Letter re cataloguing records**

Action: Anne Hall will write this letter shortly.

The previous minutes were accepted by Wendy Gindi and seconded by Kaye Johnson

#### **Guest Speaker Heidi Han - SBS Chinese My Home website**

Heidi informed the working group that the majority of the Chinese community want access to Chinese news. SBS Chinese Virtual Community Centre provides this service. Eventually this information will be run out to the Vietnamese and the Arabic communities as well.

The type of news available is local weekly news and community information. Heide showed the group how they could create their own blog on the site which could be used to promote Library events and services. A library needs to register at [www.sbs.com.au/chinese](http://www.sbs.com.au/chinese) to add their information.

Please contact Heidi Han for more information on this service at [Heidi.han@sbs.com.au](mailto:Heidi.han@sbs.com.au).

Anne Hall advised libraries to seek permission from Library Managers prior to taking up the registration or joining social media groups on behalf of the library.

### **Guest Speaker Richard Siegersma – Aussie Global Books**

Richard spoke to the group about Aussie Global Books and the services and materials on offer. Currently they supply Chinese, Japanese and Korean books and are able to fill orders based on selection profiles. They can also supply a monthly catalogue list of CJK titles and best sellers.

Also available are newspapers, reference books and yearbooks.

Richard also spoke about the possibility of supplying e-books. The working group needs to explore this avenue in more detail.

For more information on Aussie Global Books please go to [www.aussieglobalbooks.com](http://www.aussieglobalbooks.com)

### **Guest Speaker Ross Balharrie – NSW net partnerships**

NSW net provides 2 main services to public libraries, Connectivity and Digital Content. In relation to connectivity NSWnet negotiates with internet suppliers:

- competitive broadband connectivity packages for NSW public libraries.
- wireless hot spots
- and provides technical support

Digital Content refers to a suite of 10 databases which provides access to 10,000 full text journals and saves libraries money.

NSW net is holding a state wide trial of AMES. The consortia offer will be released soon.

Ross stressed that ongoing training is available either in house or at the State Library. Please contact NSW net for more information on training or any other service they provide.

### **Multicultural Health Information Week, Fairfield Library (Cory Chen)**

The aim of this project was to raise awareness of health issues in the CALD community and the number of available resources. The target audience was the Vietnamese Community and Health Service providers

The project was made up of Health Information Kits produced in Vietnamese and they contained select information from Multicultural Health Community Service and MyLanguage websites. These both provide access to current information on a variety of health issues.

Promotional strategies were developed including media releases, flyers etc. An open day was held at Cabramatta Library and it was an overwhelming success.

## **Strategic Plan 2012-**

The strategic plan was accepted by the group however some of our objectives and strategies need to be completed.

## **Multilingual glossary - Oriana Acevedo**

The glossary was updated to include "health information" in 49 languages to support the multicultural health project

## **Health Collection – Oriana Acevedo**

The State Library will continue working with public libraries and capture information from the health department which can be distributed to libraries. The State Library multicultural collection is undergoing weeding of each collection and all books on health conditions, nutrition, dietary information etc are being targeted to be form the new health collection. In addition folders have been produced in several languages. These folders contain free information/pamphlets, created by the NSW Dept of Health, on a variety of health conditions and issues. This information is held in the folder is available for clients to take home.

Oriana visited Wagga Wagga Library to launch the health collection there. Wagga is keen to support new arrivals to the community. The number of new arrivals has increased and is well supported with a variety of government departments. The launch, at Wagga City Library, was aimed at the community health officers who provide services and support to new arrivals.

## **Grant applications Oriana Acevedo**

Funding for NSW public libraries is being reduced further

## **State conference & professional development training day- Report (Mirjana)**

Mirjana spoke to the group about NSW Federation of Community Language Schools the aim of the FCLS is to promote and raise awareness of the Community Language Schools to the wider community. For more information go to [www.nswfcls.org.au](http://www.nswfcls.org.au) and [www.communitylanguagesaustralia.org.au](http://www.communitylanguagesaustralia.org.au)

## **Report on Cooperative**

Shauna will send out a report to libraries, involved in the Cooperative, in December

## **Dates and venues for 2012 meetings**

Feb 16<sup>th</sup> - Canterbury

May 17<sup>th</sup> - Manly

August 16<sup>th</sup> - Fairfield

November 15<sup>th</sup> AGM – State Library

## **Other Business**

- E- books in LOTE .What do we do ?, how are we going to deliver e books. This should be an initiative for the Multicultural Consultant and Cooperative Coordinator.

**Action:** The Multicultural Consultant and Cooperative Coordinator will investigate the e-books in LOTE by working on a research project to find out what is available and what other countries are doing.

- **Motion:** Anne Hall moved that this working group write to Frances Sims, Director PLS/CS to compliment the new bulk loans team on the turnaround time of bulk loans and the improved service

**Next meeting February 16<sup>th</sup> Canterbury Library**