



NSW public library wiki

Working Group on Multicultural Services (NSW)

Minutes

Location: Michael Crouch Room, Level 1 Mitchell Wing, State Library of N.S.W. and online via Zoom Meeting.

Date: Thursday, 15 May 2025 **Time:** 10:00am

Chair: Helen Williams **Minutes:** Julie Parkinson

Attending: Shauna Miller (SLNSW), Joanna Goh (SLNSW), Kathryn McKeich (Cumberland), Jenny Zhang (City of Sydney), Eugenia Ng (Burwood), Joelmon Zungar (Blacktown), Paul Nicholas (MRRC), Jadwiga Krejza (Liverpool), Elizabeth Prshevska (Liverpool), Stephanie Lee (Bayside), Alexandra Khmelevskaya (Russian Book Buy), Sung Jung Yoon (Strathfield), Vanessa Maino (Ryde), Cathy Zhai (Hornsby), Abby Dawson (SLNSW), Helen Williams (Inner West), Julie Parkinson (Sutherland), Viv Yerlikaya (ECCNSW), Marilyn Shamayil (Canterbury Bankstown), Faranak Kazemimajd (Wollongong), Fujing Zhao (Ku-Ring-Gai), Lisa Myers (Wollongong), Kathy Yang (Ryde), Svendrini Seneviratne (Fairfield).

Apologies: Vivien Chung (Willoughby), Judy Hannah (Canada Bay), Sharlene Louey (City of Sydney).

Guest Speakers

Vanessa Chavez, CALD Project Officer, Diabetes Australia Vanessa shared information about 'CALD Programs: Diabetes education in your language' offered by Diabetes Australia. The programs included Community Diabetes Education Program, Looking After Your Health, and National Diabetes Service Scheme which includes Community Information/Awareness Session and Living Well with Diabetes. These programs are significant because they address health disparities caused by genetic, immigration, socio-economic and socio-cultural risk factors experienced by some CALD groups. Vanessa can be contacted on 0404 243 376 and/or vchavez@diabetesaustralia.com.au. Vanessa has kindly provided a copy of the presentation, please contact Julie Parkinson if this might be of interest to you.

Alexandra Khmelevskaya, Russian Book Buy Introduction to Russian Book Buy, supplier of Russian and Ukrainian titles in physical format, also offering magazine subscriptions and bilingual options from Sydney warehouse. No minimum order quantity required, supply timeframe possibly 7 days, and willing to share market knowledge in support of collection. Cataloguing and shelf ready service may not be readily available. Contact details www.russianbookbuy.com [<http://www.russianbookbuy.com>], hellobookbuy@gmail.com.

Viv Yerlikaya, The Ethnic Communities' Council of NSW ECCNSW is celebrating 50 years in 2025! Viv shared an overview of collaborative projects currently underway and/or just completed. These projects included Tech Savvy Seniors, development of a brochure on 'corruption' and its meaning for CALD communities, Stay Safe Stay Secure, and My DNA (early stages of development, initially focused on the Vietnamese community). Viv's email address is viv.yerlikaya@eccnsw.org.au.

Confirmation of previous minutes: Confirmed by Abby Dawson, seconded by Vanessa Maino.

Matters arising from previous minutes

Nil

Other business

Multicultural bulk loan services report, 14 May 2025 - Joanna Goh, Collection Services Coordinator SLNSW

Multicultural bulk loan stock update We still have a shortage of Portuguese children's picture and board books. Call out to libraries to return overdue Portuguese junior loans. (Inner West may be able to assist with meeting customer requests from their Portuguese collection).

Community Language Directory update The glitch reported in Feb 2025 has been fixed. The numbers are showing correctly. <https://pls.sl.nsw.gov.au/statewide-services/multicultural-services-public-libraries/community-languages-directory>
[<https://pls.sl.nsw.gov.au/statewide-services/multicultural-services-public-libraries/community-languages-directory>]

Log in to check your State Library of NSW loans LOG IN ISSUE: When libraries login through the SLNSW home page, they get the page 'Step 4' of the registration process where libraries are prompted to add an address. That should not happen. It has been reported to SLNSW IT department, and a fix is expected by Friday, 16 May 2025. WORKAROUND: When you reach the "Step 4" page after login, go straight to the catalogue from the "Step 4" page by clicking on "State Library sites" pulldown menu on the top left corner of the page. You are actually logged in even though it looks like you are not. IMPORTANT NOTE: Claimed returned and Lost items are included in the loans list that you see on the catalogue, but they are not obvious. We still recommend that libraries contact us directly for a complete record of your loans and renewal requests. mc.bulk.loans@sl.nsw.gov.au

Link to SLNSW old catalogue has moved In the new catalogue, click on menu. In the pop-up menu, select "View old catalogue". (Guide for new catalogue coming soon from Joanna; meaning of FOR USE IN THE LIBRARY clarified).

Card pockets – Joanna Goh, Collection Services Coordinator SLNSW Libraries confirmed card pockets extensively utilised when lending community language bulk loan items to customers, despite declining sources for the pockets themselves.

Multilingual Signage Tool recommendations – Multicultural Working Group Sub Committee/Shalna Miller, Cooperative Coordinator SLNSW Draft amendments to the Multilingual Signage Tool, including words or phrases to be retained or removed and suggestions for new inclusions, will be distributed for comment over the next week or two.

Tech Savvy Seniors - Shalna Miller, Cooperative Coordinator SLNSW The NSW Department of Communities and Justice and Telstra have agreed to continue their support of the Tech Savvy Seniors program, with funding secured for another 12 months and possibility of refreshed resources. Shalna will be seeking confirmation from Libraries wishing to continue in early June 2025.

New supplier - Shalna Miller, Cooperative Coordinator SLNSW Please see Russian Book Buy above.

Macquarie Street building temporarily closed for refurbishment – Abby Dawson, Librarian, Specialist Information Services SLNSW Refurbishment underway, including 300+ desk increase and a new auditorium, expected to continue to the end of the year.

What's happening in Libraries

Canterbury-Bankstown Library and Knowledge Centres (Marilyn) Let's go . . . Italian is next program to be delivered in this series of events, running for three months from August 2025. In collaboration with a multicultural officer from Centrelink at Bankstown, four sessions focused on community information about payments, services and supports will be delivered in June. If interested, Marilyn is pleased to provide additional information and contact details. A hearing health talk has been organised in conjunction with Hearing Australia, as well as support sessions for the CALD community as they prepare for Australian citizenship tests.

City of Ryde Libraries (Kathy) In addition to the usual offerings of Tech Savvy Seniors and conversational English classes, special events have been organised for Bridging Now to Next – National Reconciliation Week 2025 including a yarnning circle. A waste and recycling workshop is planned to be presented in Mandarin. Aged care talks in conjunction with Services Australia will be delivered in Mandarin and Cantonese. Also trialling Mandarin basics workshop over five weeks (to be delivered by a teacher), designed for adult beginners to learn basic everyday conversation skills and gain insight into the Chinese culture.

Blacktown City Libraries (Joelmon) Beginner and intermediate English classes are running at capacity, thanks in no small part to two very dedicated, high-profile volunteers that deliver the sessions. The classes are well structured, in high demand

and are consistently well attended. Participants are assessed prior to commencing the classes to determine the best available option for them and graduate at the end of their classes in a formal ceremony. Joelmon has extended an invitation for Libraries and their volunteers to attend Blacktown to observe the classes and talk to the volunteers.

Meeting close: 11:45am

Next meeting: City of Ryde Libraries may be hosting during August 2025 – to be confirmed.

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