



## ***Library Services to Multicultural Populations Section***

### ***Strategic Plan 2004-2005***

(Updated: October 2004)

#### **Mission**

The Section brings together libraries and institutions interested in the development and the provision of library services designed to reflect the cultural, ethnic and linguistic diversity in society. The Section works with all types of libraries, especially public libraries, library consortia, non-library associations and government agencies to develop services and support for multicultural populations and their cultures in all countries. Multicultural populations can include new immigrants, indigenous groups, refugees, ethnic minorities and others who are seeking materials in languages reflective of their needs.

The section promotes, as stated in the UNESCO Public Library Manifesto, the right that every individual in our global society has access to a full range of library and information services. In order to achieve this, the Section supports and encourages libraries in all countries to provide services to multicultural populations through the promotion and dissemination of best practices, emerging trends and issues, and relevant programs. The Section serves as an international forum for the exchange of information concerning the development of multilingual and multicultural services.

#### **Goals**

- 1. Promote, in our global society, access to a full range of library and information services suitable for linguistic, ethnic, and cultural minorities.**

*Professional Priorities: (a) Supporting the Role of Libraries in Society, (b) Defending the Principle of Freedom of Information, (d) Providing Unrestricted Access to Information (i) Promoting Standards, Guidelines and Best Practices.*

#### **ACTIONS**

1.1 Review and revise the *Guidelines* to take into account technology and other developments which have an impact on service provision and directions.

1.2 Translate, publish, and disseminate via the Internet the *Guidelines* in all official IFLA languages and others as desirable. The Guidelines are translated and published at the IFLA website in all the official IFLA languages: French, English, Spanish, Russian and German.

In addition in Japanese and the Dutch language.

**2. Create strategies to support multicultural services and library development in libraries throughout the world with special interest in developing countries.**

*(Professional Priorities: (i) Promoting Standards, Guidelines and Best Practices, (f) Promoting Resources Sharing)*

**ACTIONS**

2.1 Promote the availability of and access to suitable resources for linguistic and cultural minorities.

2.2 Support or encourage cooperative purchasing of resources.

2.3 Encourage attending special language book fairs.

**3. Work towards the integration of multicultural and multilingual services into the general management of libraries.**

*(Professional Priorities: (i) Promoting Standards, Guidelines, and Best Practices)*

**ACTIONS**

3.1 Encourage libraries to train local staff on multicultural issues.

3.2 Promote the development of library recruitment policies which reflect the linguistic, ethnic, and cultural diversities in society by examining best practise.

3.3 Develop criteria and outlines for a web-based training program for library staff entitled "How to Deal with the Global World in your Library."

3.4 Organize a satellite meeting in Stockholm in 2005: "The Multicultural Library. Staff competence for Success".

3.5 Organize "The Multicultural Bazaar Swap and Shop" session in Oslo IFLA 2005

**4. Promote activities that advance the professional development and competence of librarians in multicultural services.**

*(Professional Priorities: (h) Developing Library Professionals, (i) Promoting Standards, Guidelines, and Best Practices)*

**ACTIONS**

4.1 Promote and encourage attendance at other relevant conferences and programs.

4.2 Issue the Section's newsletter on a regular schedule twice a year with an optional summer (pre-conference) issue.

4.3 Support interest in multicultural services through a current and informative Web site which includes both IFLA committee activities and projects and links to other relevant Web sites and groups; a Section newsletter and other appropriate publications as needed.

4.4 Encourage active membership in the Section and develop a strategic plan for recruitment. Recruit other professionals through the use of the Web site and promotional brochures and leaflets.

4.5 Promote the use of the web page "[International List of Multicultural Professional Library Association Groups and Activities](http://www.ifla.org/VII/s32/index.htm)" through the Section's *Newsletter* and Web site.

4.6 Encourage libraries to train local staff about multicultural issues.

4.7 Implement and promote the use of the web-based training program for Library staff entitled "How to Deal with the Global World in your Library" after its completion.

4.8 Organize a satellite meeting in Stockholm in 2005: "The Multicultural Library. Staff competence for Success".

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