



*library services to*  
**newsletter**  
*multicultural populations*

no. 3  
Summer  
2003

**poster  
sessions**  
5-6::august  
::highlights

- The Public Library as a centre of informational and cultural support of national minorities in a multicultural society.
- Public libraries in the Internet Age: Indian scenario.
- Library services in a challenging environment.
- Strengthening information content/New structures for libraries in global information provision.
- Connecting content to life: problem based learning.
- Partnering for delivery of information to the developing countries.
- The presentation of libraries in the future.
- New initiatives in indigenous library services.
- The Learning Resource Centre as catalyst for change.
- Walking libraries: the impact of non-motorized mobile libraries in Kenya.
- Educating for the information literate citizen: the role of faculty and librarians.

Section on Library Services to Multicultural Populations presents:

## Multicultural Libraries in German Speaking Countries: Status and Prospects

9.00 – 12.00

:: Welcome, Jane Dreisig, Chair, IFLA Section on Library Services to Multicultural Populations, and Benedikte Kragh-Schwarz, Moderator

:: The Change of Multicultural Library Services from 1977 to 2002, illustrated by the Berlin Example/ Wandel der Ziele bei der multikulturellen Bibliotheksarbeit für ethnische Minderheiten am Beispiel Berlins

Tarik Seden, Dipl.-Bibl., Zentral und Landesbibliothek Berlin, Head, General Interest and Multilingual Collections

:: The Munich City Library in Intercultural Process

Margareta Lindner, Munich City Library, Turkish Media Section  
Hagen Meyer-Kröger, Bogenhausen Branch Library

:: Art and Events without Bounds and Borders: Arabellapark Art Forum, an Initiative of the Munich City Library and the Open University

Sabine Kinder, Munich Central Library / Public Relations and Events

13.15 Tour I transportation: Meet at the Internationales Congress Centrum (ICC) and travel by Underground to ZLB/AGB, train stop U 2: Hallesches Tor.

14.00 – 15.00

Visit to: Zentral- und Landesbibliothek Berlin/Haus Amerika-Gedenkbibliothek ZLB/AGB. Introduction by Christine-D. Sauer, Zentral- und Landesbibliothek Berlin, Deputy General Director and Tarik Seden

15.00 Tour II transportation: Take the Underground to Wilhelm-Liebknecht-/Namik-Kemal-Bibliothek. train stop U 2 and U 1: Kottbusser Tor in Berlin-Kreuzberg

15.30 – 17.00

Visit to: Wilhelm-Liebknecht-/Namik-Kemal-Bibliothek in Kreuzberg.  
Introduction by Birgit Braun, Dipl. Bibl., and Rainer Blassmann, Dipl. Bibl.

:: All presentations in English, apart from Mr. Tarik Seden, who speaks in German.

A written translation of his presentation will be available in English.

:: Cost of transportation for Tours I and II must be paid by participants.

**Workshop:: 7 August 2003:: 8.30 - 17.30**

Morning sessions at Internationales Congress Centrum / International Conference Centre (ICC)

69th IFLA  
World Library  
& Information  
Congress

BERLIN  
2003

## 3 August

Sunday ■ 08.30-10.30

*Latin America and the Caribbean*  
Access to Cultural Information in the Libraries of Latin America and the Caribbean

- ▶ Improving access to Latin American and Caribbean cultural information; the LAPTOC project / LAPTOC: un nuevo proyecto para ampliar el acceso en revistas de América Latina y El Caribe
- ▶ Centroamérica Library Project: a long term library development
- ▶ Las bibliotecas públicas en el espacio cibernético: la formación de una red virtual
- ▶ Certificación de calidad para la biblioteca pública
- ▶ Panorama sobre los servicios bibliotecarios en las comunidades indígenas: el caso de Perú.
- ▶ Panorama actual de la enseñanza bibliotecológica universitaria en la Argentina

Sunday ■ 08.30-10.30

67. Marketing Library Services to Academic Communities

- ▶ The International Information Literacy Certificate: a challenge for the new millennium?
- ▶ User surveys and focus groups: gathering and using data from academic communities

Sunday ■ 10.45-12.45

*Libraries for Children and Young Adults*  
From donkeys to digital libraries

- ▶ Children's libraries in developing countries
- ▶ International children's digital library

# programme

## 4 August

Monday ■ 13.45-15.45

*Africa*  
Libraries and cultural values in the changing information world: African perspective

- ▶ Information technology revolution, libraries and cultural values: issues, impacts and inevitable challenges for Africa
- ▶ Providing library services in the digital era: opportunities and threats for libraries in Africa
- ▶ Digitisation of Africa's documentary heritage: aid or exploration?

## 5 August

Tuesday ■ 08.30-10.30

*School Libraries and Resource Centres*  
School librarians, social responsibility and partnerships

- ▶ School libraries and social responsibility: support for special groups and issues - the case of homosexuality
- ▶ Internet as friend and foe, help and hindrance
- ▶ Ésumé: rôle des bibliothécaires scolaires au Sénégal

## 5 August

Tuesday ■ 16.00-18.00

*Libraries Serving the General Public*  
Libraries as vital partners in the social and cultural fabric of modern society

- ▶ Berliner Öffentliche Bibliotheken, - garantieren sie Vielfalt? Berlin Public Libraries: guaranteeing diversity?
- ▶ Danish strategies in public library services to ethnic minorities
- ▶ Valuing difference: the British Council experience of connecting cultures / Apprécier la différence - l'expérience du British Council dans la mise en relation des cultures

Tuesday ■ 16.00-18.00

*Reference Work*  
Reprofessionalisation of reference work: interaction in the physical and the virtual library

- ▶ Digital reference in Germany - an overview and experiences on the need for qualifications  
Digital Reference in Deutschland / Überblick und spezifischer Kompetenzbedarf
- ▶ Designing and delivering information services to postgraduate students: experiences of one librarian at the University of Melbourne
- ▶ Cooperation across cultures in public and scientific libraries: the cooperation in Net Librarian / BiblioteksVagten: a Danish "Ask the librarian" service

# 6 August

Wednesday ■ 13.45-15.45

## Mobile Libraries

### Mobile Libraries and Changing Cultural Environments

- ▶ The endless possibilities of the Mobile Library
- ▶ Establishing new mobile libraries: Slovenia
- ▶ Establishing new mobile libraries: Nigeria Feasibility Study Status Report

Wednesday ■ 16.00-18.00

## Asia and Oceania & Public Libraries

### Public Libraries as Learning Resource Centres

- ▶ The public library as a learning organisation
- ▶ Public libraries in the information society: what do information policies say
- ▶ Libraries as cultural centers in large new communities in Guangzhou, China
- ▶ Creating information literacy programmes as corporate products: perspectives and experiences from Singapore
- ▶ Tupu - Promoting "new growth" through innovative resources and services to youth

The *Newsletter* is the official publication of the IFLA Section on Library Services to Multicultural Populations. It is published three times per year — Fall, Spring, and Summer.

The *Newsletter* is mailed to all Section members as a benefit of membership. Issues are also available on-line at the Section's Web site at <http://ifla.org/VII/s32/slsmp.htm>.

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Wednesday ■ 13.45-17.45

## Free Access to Information and Freedom of Expression (FAIFE) and the Libraries for Children and Young Adults Section

### Workshop

### Children's Libraries Ensuring Access to Information and Creating a Culture of Understanding in a World of Violence and Conflicts

- ▶ Library services to children and urgent international cooperation / Les services de bibliothèque pour enfants et l'urgence de la coopération internationale
- ▶ The role of IFLA/FAIFE in ensuring freedom of access to information for children and young adults in areas of conflicts and wars
- ▶ The role of children's libraries in creating a culture of understanding in a world of violent conflicts
- ▶ The role of mobile libraries in refugee camps. Library on Wheels for Non-violence and Peace in educating non-violence and peace for Palestinian children and youth in Palestine
- ▶ Bringing libraries and books closer to children during war - UNICEF projects in Croatia
- ▶ The role of libraries in providing access to information for children and young adults with special attention to AIDS issues
- ▶ Children's rights and library best practices

### Standing Committee Meetings

#### Meeting I

Saturday, 2 August  
8.30 - 11.20

#### Meeting II

Friday, 8 August  
10.15 - 12.15



*Join Us!*

## Chair's Message



Dear Section and  
Committee members:

We have had a productive year since the IFLA conference in Glasgow, and I want to thank you for your hard work and interest in the Section. Our strategic plan was prepared and a revised version ready to be approved in Berlin; a new promotional brochure was designed; regular issues of the newsletter were produced and distributed, and program planning for an IFLA workshop in Berlin and a post-conference (satellite meeting) occurred. We expect both events to be well attended, successful and provide educational and collegial experiences in Berlin and Utrecht.

At our Berlin meeting, we will be electing officers and bidding farewell to committee members whose terms come to an end. I want to thank all of the members for their contributions and hard work. After the Berlin conference, we will be welcoming new members to work with those staying on the committee enhancing our experiences and expertise as an engaged committee. Former members remain old friends and still vitally involved in the world of multicultural services.

Looking forward to seeing familiar faces, and I encourage new members to sit in on our committee meetings to begin the process of acquaintance and acculturation with our objectives and work.

Jane Dreisig

## Welcome

to our new  
committee  
members

Domenico Ciccarello,  
*Italy*  
Yasuko Hirata,  
*Japan*  
Halyan Kang,  
*United Kingdom*  
Benedikte Kragh-Schwarz,  
*Denmark*  
Morris Mabasa,  
*South Africa*  
Ann Katrin Ursberg,  
*Sweden*



**utrecht** 11 - 13 August 2003  
**Public Libraries and Multilingual Collections**

## programme

Presentations: Monday, 11 August

- :: Architects of Change: How the National Library of Canada is Adapting to the New Cultural Landscape
- :: Acquisition of Russian Materials in Germany
- :: Nordic Cooperation in Acquisition and Distribution of Multilingual Material
- :: Danish Libraries Creating Partnerships for the Advancement of Multilingual Library Services
- :: Public Libraries and Immigrant Populations in Spain
- :: Multicultural Shopping in the Netherlands: an Overview of Projects and Services

Presentation: Tuesday, 12 August

- :: Conceptualising Marketing of Library Services to Multicultural Communities
- :: Bridging Cultures in Toronto's Libraries
- :: Celebrating Cultural Diversity in Coventry: the Role of Librarians and Information Services
- :: Affinity Centres: A Tool for Reaching Diverse Communities: the San Francisco Model
- :: Being Bicultural and Multicultural: the Challenge for Auckland City Libraries
- :: Providing Library Services to a Culturally Diverse New South Wales

Panel discussion and summaries:

- :: Acquisition and Distribution of Multilingual Materials, Possibilities for Cooperation between Countries
- :: Communication with Multicultural Communities: Old and New Concepts
- :: For more information and the complete programme, visit the website at [www.ifla-utrecht.nl](http://www.ifla-utrecht.nl)

**IFLA satellite meeting**

Welcome to our summer newsletter issue which focuses on the upcoming IFLA World Library and Information Congress. While our twice yearly longer newsletters focus on section news, committee business and news from the field, the summer issue provides a preview of upcoming events associated with the 2003 conference.

We highlight for you the programs and events associated with our section but also refer you to a variety of activities (programs, workshops, poster sessions) which may be of interest. Our workshop in Berlin is described in more detail as is the post-conference (satellite meeting) in Utrecht. Selections of possible programs of interest are culled from the IFLA conference website a month or so before the conference so that readers may make some preliminary choices before Berlin. Of course, checking the conference schedule and listings upon arrival provides the most current information. As you can see from this issue, there are many interesting offerings and choices to be made in using your conference time. Have a great conference and enjoy Berlin.

Barbara von Wahlde