



Meeting the challenges of cultural diversity

A report on the role of public libraries in Ireland

Public Library Research Programme Report Number 2

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Public Library Research Programme

The Public Library Research Programme assists local authorities in carrying out public library research.

The Programme is co-funded by the Department of the Environment, Heritage and Local Government and local authorities, and managed by An Chomhairle Leabharlanna/The Library Council.

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Foreword

Public libraries in Ireland have collected and reflected local tradition and diversity in the past. I am delighted to welcome this research report by public libraries into their response to the challenges of reflecting and incorporating in their services, Ireland's new ethnic and cultural diversity.

The *Branching Out* Steering Committee set up the Public Libraries Research Programme to improve the quality of library services. This report is the result of a collaborative project by three local authorities, Dublin City Council, Meath County Council and Waterford City Council. The level of interest in the development of library services in a multicultural society is reflected in the 100% response to the research survey from library authorities.

This research provides an insight into the library needs of foreign nationals in Ireland. The recommendations in the report will help to inform the response of library authorities and other relevant bodies. The challenge will be to respond quickly and appropriately to the needs identified in the report.

This report will contribute to the current debate on a changing Ireland. It will also contribute to improving the quality of public library services for individuals and communities through a commitment to delivering on its findings and recommendations.

Geraldine Tallon

Chair

Branching Out Steering Committee

Executive Summary

Background

The arrival in Ireland of significant numbers of foreign nationals has provided a new challenge for public library services. Census 2006 established that foreign nationals accounted for 10% of the population of Ireland and the challenge now facing the public library service is to identify and meet the needs of a growing culturally diverse population that communicates in an increasing variety of languages. In order to examine the implications of these developments for the public library service, a research project, *'Meeting the Challenges of Cultural Diversity'*, was carried out under the Public Library Research Programme. The programme is an initiative of the *Branching Out* Steering Group and is funded jointly by the Department of the Environment, Heritage and Local Government and by local authorities.

The project was undertaken by Dublin City Libraries, Meath County Library and Waterford City Library with the support of An Chomhairle Leabharlanna. The research phase and pilot services were carried out during 2004 and 2005 and the services were continuously monitored during 2006.

Project Aims and Methodology

The project examined and compared public library stock acquisition and service delivery policies and practices in relation to culturally diverse users, both nationally and internationally. The library needs of foreign nationals living in Ireland were also investigated.

The methodology involved undertaking surveys of all thirty two public library authorities in Ireland and of selected foreign national communities residing in Ireland. It also included an examination of various case studies of services provided by specific libraries as well as a review of the national and international literature.

Based on the results of this research, several pilot services were initiated to meet the expressed needs of survey respondents. The pilot services, together with existing relevant library services, were monitored and evaluated over the two year period from 2004-2006. The results of these evaluations served as a basis for the final recommendations.

Conclusions

The main conclusions of the study may be summarised as follows:

Survey of Public Library Service Provision to Foreign Nationals

- One in five library authorities had developed policies to meet the needs of foreign nationals.
- One in four library authorities had designated one or more posts to address multicultural issues.

- One in three library authorities had a general training programme that incorporated training on multicultural issues.
- Almost half of the authorities indicated that they had implemented well-attended multicultural events in their libraries.
- Barriers to service provision included a lack of cultural understanding and limited language skills amongst library staff, a lack of suitable stock and budget constraints.

Survey of Library Use by Foreign Nationals

- Foreign national users indicated a high level (75%) of satisfaction with existing library services.
- A high level (79%) of use of IT facilities was confirmed by the survey.
- Increased multilingual book stock and audio materials were the most requested items by respondents.

Pilot Services and a Review of Existing Services to Foreign Nationals

Multilingual Book Stock

Multilingual stock was identified as a requirement by foreign national users of libraries. Multilingual pilot services were established in Dublin City and Meath County libraries. Stock in a broad range of languages was sourced by using *Bright Books* (a rental service), the *Rosetta List* (a selection of Irish Literature titles translated into twenty-seven languages) and a German language collection from the Goethe Institute.

Although these services initially had a slow uptake during the pilot phase, their use has steadily grown in the post-pilot phase. The pilot libraries have reported that book rental schemes are a cost effective and flexible way of providing multilingual book stock and they are now used in a number of authorities.

Access to Foreign Newspapers

The survey of foreign nationals also indicated a need for foreign newspapers. The availability of online newspapers during the pilot phase resulted, initially, in a low uptake, especially in libraries that provided hard copy newspapers. Online newspaper resources were made available through four selected portals during the pilot phase of the project.

Information and Communications Technologies (ICT)

Surveys of library authorities and of multicultural communities in Ireland indicated that for four in every five foreign nationals the Internet facilities were the services most used in public libraries. The majority used them to communicate by email with family and friends back home, to learn new languages, and to look up general information queries.

Multicultural Events

The national and international review of policy and practice in public libraries revealed that the promotion of public library services through organised multicultural events is supported by users of all cultures. Events and activities aim to attract foreign nationals to the library by celebrating their cultures and introducing them to the library and its resources in an effort to encourage them to return for other services. In the survey of Irish library authorities, it was reported that events were already ongoing in some library authorities and that they were usually well attended. Events were monitored in six library authorities during the pilot scheme and these were also well attended.

Recommendations

The main recommendations of the study may be summarised as follows:

- All public library authorities are urged to develop policies to meet the needs of their foreign national users and to incorporate such policies into library development plans.
- Library authorities should engage in local community profiling.
- Services for foreign nationals should be integrated within general library services aimed at the whole community.
- Multilingual stock, including books, newspapers, CDs, DVDs etc., should be acquired to match the needs of foreign national communities. In the case of books, rental collections such as *Bright Books* and the *Rosetta List* should be considered as a cost effective and efficient means of multilingual service provision.
- Libraries should continue to provide ICT services to support foreign nationals' needs and to encourage them to avail of a wider range of library services.
- Multicultural events and activities should form part of library programmes designed to promote the service to foreign nationals.
- Library authorities should provide appropriate training for staff to enable them to interact more effectively with foreign national communities.

Chapter 1: Introduction

1.1 Background

All national and local authority services in Ireland have experienced an increase in the number of foreign nationals who are availing of their services and public libraries are no exception. Public libraries aim to provide leisure, information and education services to meet the needs of their communities. A diverse and changing society has stimulated new demands on the service and challenged many previously held beliefs about fairness, equality, neutrality, openness and democracy within it. This report examined the library service needs of culturally diverse groups and reviewed service provision in terms of stock, resource allocation, use of library buildings, Internet and email services, language learning facilities and multicultural activities and events.

Some research into multicultural service provision in public libraries has been carried out in the United Kingdom, Europe and the United States, but very little has been undertaken from an Irish perspective. This project is the first investigation of library services to foreign national users at a national level.

1.2 Ireland – A Changing Society

Until relatively recently, Ireland was regarded as a country of substantial emigration. This trend continued until 1994 when, during the second half of the past decade, due to the improvement of the Irish economy, there was a dramatic decline in emigration and a rapid increase in immigration.

Confirming an upward trend in immigration, Census 2002 (see Table 1 below) provided an indication of the population growth in Ireland of immigrants from a wide range of countries including European, Asian, and African countries, the United States, and various other countries. A small number of immigrants with two or more stated nationalities (multi-nationality) also feature in the table.

Nationality	Total
Irish	3,584,975
UK	103,476
France	6,363
Germany	7,216
Other EU nationality	16,381
Other European nationality	23,105
USA	11,384
Africa	20,981
Asia	21,779
Other nationalities	11,236
Multi-nationality	2,340
No nationality	847
Not stated	48,412
Total	3,858,495

Table 1. Source: Central Statistics Office, Census 2002¹

The census of population, 2006, gives a total population of 4,234,925. The total number of foreign nationals rose from 273,520 (7.1%) in 2002 to 360,420 (10%) in 2006.

These increases are not seen as a temporary phenomenon and, given the current rate at which foreign nationals are entering Ireland, the reality is that new communities will continue to grow.

Turning to net migration, the volatility of the situation over the past 25 years is a reminder of the difficulties involved in forecasting this component. As recently as the late 1980s Ireland was experiencing net outward migration of over 40,000 a year but the strong economic growth of recent times has given rise to an annual average net immigration figure of 36,000 over the last six years (58,000 immigrants less 22,000 emigrants)

However, the question is whether this high level of net immigration is likely to persist. The view taken by the expert group which advised the CSO on its official projections was that it appeared unlikely that net immigration would be reversed to any sustained degree in the coming decade or two.²

¹ The breakdown of nationalities from the 2006 Census will not be published until July 2007. The preliminary report which was published in Sept 2006, estimates that an additional 86,900 immigrants came to Ireland between April 2005 and April 2006. 43% of immigrants were nationals of the ten new EU accession states. Of the 130,000 PPS numbers provided to accession-state nationals during 2006, most were from Poland (87,115), followed by Lithuania (14,805), Slovakia (9,857) and Latvia (7,368), according to figures supplied by the Department of Social and Family Affairs. By the end of 2006 it was calculated that the proportion of foreign nationals has grown to 10 per cent of the population - its highest-ever level.

² Punch, Aidan. To infinity and beyond. ireland.com The Irish Times June 29, 2007

This influx of foreign nationals has brought with it different languages, cultures and customs, thus broadening Ireland's cultural base. Indeed, it has been estimated that, in 2006, there were 167 different languages spoken in Ireland³. The public library service is one of the many public services to witness and experience the growth in numbers of foreign nationals living in Ireland. As social institutions using the motto "*A Space for All*", public libraries have become focal points for our new foreign national communities. Among the many roles performed by public libraries, including information and recreational provision, the celebration and promotion of culture is growing rapidly in importance in a changing society.

The preliminary research phase surveyed all public library authorities in Ireland and also the library service requirements of members of culturally diverse communities i.e. foreign nationals. Pilot projects were implemented in the participating libraries in response to the information obtained in the survey. Each pilot project was then evaluated to assess how it could be replicated on a national basis. Many of the pilot services continued, and indeed were expanded, beyond the time frame of the project, both by project partners and by other libraries. Libraries reported increased usage of these services (such as *Bright Books* and the *Rosetta List*) over the extended time period, as more people became aware of their availability.

1.3 Project Aims

The Project Aims were:

- To identify the views, attitudes and policies of public library authorities in relation to the provision of library services to foreign national communities in Ireland.
- To identify any existing Irish public library services aimed at foreign national communities.
- To investigate the existing provision of multicultural library services at international level.
- To identify and profile some examples of foreign national communities in urban (Dublin, Waterford) and rural areas (County Meath) of Ireland.
- To identify the library service needs of the foreign national communities in those areas.
- To develop, implement and monitor pilot services for foreign national users in Dublin, Waterford and County Meath's public libraries.
- To report on the findings and to make recommendations for further action.

3 Figures released by NUI Maynooth in 2006.

1.4 Research Methodology

There were eight main aspects to the research methodology:

- **Literature review:** identifying relevant materials relating to multicultural library users in Ireland, the UK, Europe and the US. The international review was undertaken by Dublin City Libraries (DCL) and the national review by Waterford City Library (WCL).
- **Survey of foreign nationals (Appendix A):** Almost 500 responses (31% response rate) were received in a survey of foreign nationals, including two case studies (see opposite).
- **Survey of City/County Librarians (Appendix B):** All thirty-two public library authorities in the Irish Republic were surveyed and all authorities responded.
- **Case Studies undertaken by the project partners:** as part of the national study, original case studies were undertaken by Waterford City Library and Dublin City Libraries, the former focusing on some ethnic minority women's groups in Waterford and the latter on a Chinese community in Dublin.
- **Other case studies examined:** Access to information on an additional two case studies was also made available to the project team i.e. a review of the services in the Western Education Library Board (WELB), Northern Ireland and in Bundoran Public Library in Donegal. For the international review, two reported case studies of library practice abroad were examined. They were Stockton-On-Tees Library Service in the UK and Greve Library Service in Denmark.
- **Investigating the availability of relevant materials and services:** the study involved an examination, by means of surveys, case studies and a review of the literature, of public library holdings and services of relevance to foreign nationals.
- **Pilot service implementations,** based on research findings from the two surveys, a series of services aimed at foreign national users was implemented on a pilot basis by the three project partners. These services were subsequently evaluated.
- **Conclusions and recommendations;** conclusions, derived from empirical evidence gathered in surveys and case studies, and from a review of the international literature, served as a basis for recommendations for further actions by public libraries to meet the needs of foreign nationals.

Survey questionnaires may be found in Appendices A and B.

Chapter 2: Public Library Services and Library Service Needs of Foreign Nationals Resident in Ireland

This chapter provides a brief national overview of the demographic distribution of foreign nationals residing in Ireland. This is followed by a review of the research carried out by Dublin and Waterford City Libraries and Meath County Library on the attitudes and policies of public library managers in relation to the provision of services to foreign national communities; on existing services currently provided by public library authorities to foreign nationals living in Ireland; and on library service needs as reported by a selection of foreign national communities.

2.1 Demographics of Foreign Nationals Resident in Ireland

In assessing the need for possible improvements in public library service provision to foreign nationals it was appropriate, as a first step, to examine the demographic distribution of ethnic communities currently resident in Ireland. This information is available from the following sources:

- The Preliminary Census Report 2006.
- The Census Report 2002.
- The Office of Refugee Applications Commissioner (ORAC) www.orac.ie
- Annual Estimates of Population and Emigration.

Access to individual county reports on foreign nationals, which will be available in the 2006 Census due to be published in full in July 2007, will provide more accurate and detailed statistics in future.

Census 2006 (Preliminary Results)

Population

- An estimated 86,900 people immigrated into Ireland in the twelve months up to April 2006. This accounts for approximately two-thirds of the population increase in 2006.
- Nearly half of all immigrants (43%) were nationals of the ten new European Union (EU) accession states, which joined the EU on the 1st May 2004.
- Approximately one quarter (26%) of immigrants were from Poland while 7% were from Lithuania.
- Approximately one quarter (23%) of immigrants originated from outside the EU and USA.

Age Profiles

- More than half of immigrants (54%) were aged 25-44 while a further 28% were aged 15-24. Approximately one in ten was under the age of 15.

Employment

- According to the Annual Estimates of Population and Immigration, 86,900 immigrants arrived in Ireland between May 2005 and April 2006.

- The number of PPS numbers issued to Polish nationals was 65,305 in 2005 and 25,679 in 2006.
- The construction sector contributed 20,300 new jobs, of which 10,700 were filled by foreign nationals, making it the main driver of employment growth and the biggest employer of foreign nationals.
- Foreign nationals accounted for a significant share of employment growth in financial services and in the hotel and restaurant sector, where their numbers rose by 7,000 and 7,200 respectively.
- The number of foreign nationals at work stands at just under 200,000, or 9.8 per cent of the workforce.

Census 2002

- According to the 2002 census, which provided a breakdown classified by nationality, the UK shows the highest at 2.7%, followed by the EU, Asia, Africa and USA.
- It is estimated that by 2006 there will be 167 different languages spoken in Ireland.⁴

Results from the Office of Refugee Applications Commissioner (ORAC)

- Applications for asylum reached a peak of 11,634 in 2002, and have dropped dramatically since then because of the accession of central and eastern European countries to the EU.
- In 2005, total asylum applications for the year came to 4,323.

Although the Census 2002 report provides a national overview of foreign nationals living in Ireland, it is not sufficiently detailed to provide definitive recommendations in regards to library services. The breakdown of nationalities in the 2006 Census will be published in July 2007. It is recommended that library authorities access and integrate these statistics into their planning when available.

2.2 A Survey of Public Library Service Provision to Foreign Nationals in Ireland

The information discussed in this section is based on the results of a questionnaire administered by Waterford City Library (WCL). The questionnaire (see Appendix B) was sent to all thirty-two City and County Librarians and elicited a full (100%) response.

2.2.1 Community Profiles

The survey of Irish public library authorities indicated that they rate the availability of factual information and a comprehensive understanding of community demographics as very important.

⁴ Figures released by NUI Maynooth in 2006.

Nine (28%) of the thirty-two library authorities surveyed stated that they had developed community profiles at some level. Seven (21%) said that they had details of the ethnic make-up of their registered library borrowers by asking this question on their membership forms.

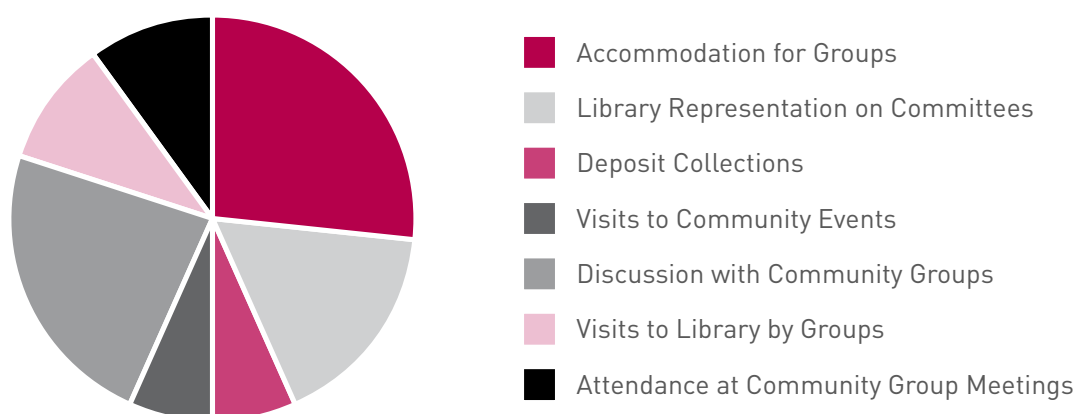
2.2.2 Public Library Policy and Strategy

The survey of public librarians suggests that seven Irish public library authorities (21%) have developed specific (i.e. library-related) policy or strategic commitments with regard to foreign nationals. These library authorities stated that they currently include multicultural issues in library plans. The survey indicated that there is a high level of awareness among public librarians of the need to cater for the special requirements of foreign nationals. Twenty library authorities (63%) propose to include service provision to foreign nationals in future policies and plans and only four public library authorities (13%) do not.

2.2.3 Community Links

All library authorities reported that they already had strong links with other organisations and agencies in the community, such as voluntary groups, youth groups, clubs and societies and local businesses. Cooperation with relevant organisations and groups is recognised by public librarians as a means of identifying partnership opportunities and promoting services. According to the survey results, community involvement consisted of visits to groups who were non-users of libraries; discussions with community groups; provision of meeting space to various special interest groups, and representation on voluntary sector and community group committees (see figure below). Closer co-operation with community networks was sought by eight (25%) authorities to help in the improvement of services.

Community Involvement by Public Libraries



2.2.4 Funding

In 2005, twenty-seven library authorities (85%) had not allocated specific budgets for additional services targeted at foreign nationals. Five authorities (16%) had an allocation for the purchase of multilingual materials. Three authorities (9%) allocated resources for specific projects, for example, children's multicultural collections in Clare County Library, Meath County Library and Waterford City Library.

Some activities in Irish libraries have been initiated through project, grant and/or sponsorship money. Authorities reported successes in receiving grants from the Vocational Education Committee (Meath County Library, Longford County Library); the Department of Justice, Equality and Law Reform (Meath County Library); the *Know Racism* Campaign (Meath County Library); a local administrative company (Kildare County Library); and the Public Library Research Programme (Dublin City Libraries, Meath County Library and Waterford City Library).

2.2.5 Staff Allocation

Public library authorities were asked whether they had designated particular posts to be responsible for services to foreign nationals. Three respondents (9%) stated that "a number of staff address it within general job responsibilities" and eight authorities (27%) designated one or more posts to address multicultural issues. The majority of library authorities (24 = 75%) believed that a dedicated staff member, with responsibility for the creation and development of services to foreign nationals, would be beneficial.

Twenty-one library authorities (67%) indicated that their staffing arrangements and policies are not set to change in the foreseeable future and that they do not plan to seek a specialist post for this area.

2.2.6 Staff Training

The need for staff training, in relation to serving a foreign national community was identified in the survey. Eleven library authorities (34%) reported that they have a general training programme that incorporates training on multicultural issues. Twenty-one authorities (66%) reported that they offer no training in this area. Six authorities (19%) have carried out some form of training needs analysis in relation to service provision to foreign nationals. The major areas of training identified were: awareness training; customer service for special groups; anti-racism training; familiarity with appropriate resources and language learning.

2.2.7 Marketing and Promotion

There was little evidence of any market research in terms of consultation or needs identification being undertaken within most (90%) library authorities. Three authorities (9%) reported that they have been engaged in the collection of ethnic origin data in respect of their users. These included; a survey of users' first language in order to supply reading material; research into the nationality and first language of users to assist with planning and acquisitions (Waterford City Library); and research regarding population groups and existing provision provided by other agencies (Dublin City Libraries). Sixteen authorities (50%) reported that they actively promote services to the foreign national community.

The range of promotional approaches reported can be summarised as follows:

- Provision of translated publicity materials on libraries.
- Newsletters and bulletins.
- Mailings to local organisations.
- Library websites.
- Visits to schools.
- Use of the local media to raise public awareness.
- Events and exhibitions in libraries.

2.2.8 Events and Activities

The survey revealed that library authorities host library events specifically designed for foreign nationals. Events currently taking place in libraries can be broadly defined as consisting of: **cultural**, **educational** and **information** events. Examples of **cultural** events include: poetry recitals, storytelling sessions in different languages, music and dance events and exhibitions of foreign art and paintings. Examples of **educational** events include: informal language exchange sessions (i.e. informal conversation in two or more languages), homework workshops for foreign national children and creative writing classes. Examples of **information** events include: lectures, seminars and workshops on topics such as immigration, social services and citizenship and information sessions regarding local statutory, community and voluntary organisations.

Fourteen public library authorities (44%) indicated that they had organised well-attended multicultural events in their libraries.

2.2.9 Services Currently Provided in Public Libraries

Library authorities reported that they provided a range of services, albeit at varying levels, which included foreign language materials; multilingual library information leaflets; community outreach; information and communications technologies (ICT) e.g. Internet access, Cyrillic keyboards, word processing; language learning facilities; information provision; events and activities.

- **Foreign Language Materials**

Six authorities (19%) stated that they use book rental schemes.

- **Multilingual Library Information Leaflets**

Three authorities (9%) provide translated materials, such as information leaflets in community languages.

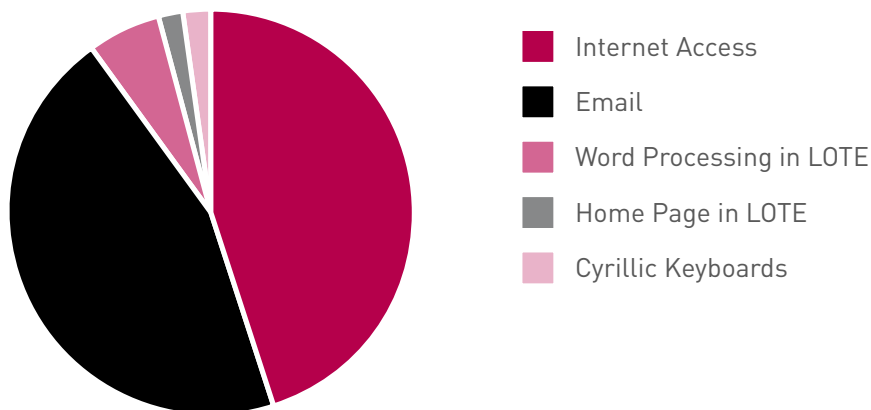
- **Community Outreach**

Twelve authorities (37%) indicated that they were involved in some form of community outreach in relation to foreign nationals.

- **Information and Communications Technologies (ICTs)**

All authorities cited evidence of widespread use of Internet access, which is the most popular service used amongst foreign nationals in the library. Significant use of Internet facilities is also made for the purpose of sending and receiving email and some use is made of ICT facilities for word processing (see figure below). Ten authorities (31%) stated that they use their ICT services to promote initiatives targeted at foreign nationals.

ICT Services to Foreign National



- **Language Learning Facilities**

Sixteen authorities (50%) provide English language learning collections. Four authorities (13%) organise, or provide space for, the holding of English language classes in the library and three authorities (9%) host informal conversation exchange sessions.

- **Information Services**

Twenty-three authorities (72%) provide an information service to foreign nationals.

- **Events and Activities**

Twenty authorities (63%) stated that they organised events and activities, albeit sometimes on a one-off basis, to celebrate the diverse culture in the local area.

2.2.10 Barriers to Service Provision in Public Libraries

From the research data collected, it has been possible to identify a number of barriers, which, it is suggested, affect the way in which the library service relates to, and is responsive to, the foreign national communities served. These barriers are summarised as followed:

- **A lack of policy/planning**

Library authorities reported the need to establish policies and plans in order to guide decision-making, resource deployment and the attitudes and behaviours inside and outside the organisation.

- **A lack of suitable stock**

Library authorities were also conscious of the need to improve the provision of appropriate language materials. Since many ethnic minority groups do not originate from a book-orientated culture, there is also a strong case for supplying a wider range of newspapers and magazines

- **Budget constraints**

The majority of authorities reported that a lack of financial resources posed a barrier to service provision. Twenty-five (83%) reported that they were currently not in a position to allocate budgets for additional services targeted at foreign nationals.

- **A lack of language skills**

Library staff identified poor language skills as a barrier because a significant proportion of the target audience are unable to communicate in English. It was also noted that the majority of library authorities have not provided staff training in dealing with users whose first language is not English.

- **A lack of cultural understanding**

The respondents noted the need to train all library staff, to ensure that everyone from a minority culture approaching any library is welcomed and treated equally.

2.3 Examples of Public Library Service Provision to Foreign Nationals in Ireland

The following are some examples of recent initiatives and developments in Ireland (including Northern Ireland) in regard to the provision of public library services to foreign nationals living in Ireland.

2.3.1 Waterford City Library – Recent Initiatives

Waterford City Library: Developments Since 2004

The following are examples of some cultural inclusion measures undertaken by Waterford Central Library since 2004. They include: **new policies on membership and marketing, book stock, exhibitions and life-long learning schemes.**

New Policies

In early 2006, Waterford City Library included the option of filling in nationality and first language on membership forms. As a result they were able to keep a record of all nationalities joining at Central Library in 2006. The statistics show that almost 30% of new members in that year were from a country other than Ireland, and that they also spoke a total of 53 languages. The Library Service also introduced leaflets in eight different languages which provided information on services and opening hours, etc.

Book Stock

In November 2006, a collection of foreign language books for adults was introduced. The stock is on loan from *Bright Books* and is currently being monitored to ascertain demand from users.

Exhibitions

In April and September 2006, Central Library hosted two exhibitions aimed at foreign nationals living in the area. The first was '*Anne Frank-A History for Today Exhibition*'. The themes were the impact of discrimination, acceptance of difference and the impact of war in dislocating people from their home countries. A total of 905 students attended and over 300 individuals signed the visitors' book.

The second event was '*Know Racism*', a photographic exhibition organized by a group from Waterford Area Partnership working within the new communities in Waterford.

Life-Long Learning Initiatives

Since 2005, Central Library has provided accommodation for an ESOL (English Speakers of Other Languages) class organized by the local Vocational Education Committee (VEC). As a result, four classes per week were held in the Reference room of the library between October and April 2006 - a total of 104 classes.

In August 2006, the library liaised with the Mount Sion Information Unit and Integrate Ireland to provide accommodation for an English class. This class has been running since November 2006 in the library with five classes per week.

Feedback from the groups involved indicated that they perceived the library not only as a useful learning environment, but also as a mainstream community setting enabling people from other countries to feel part of their new neighbourhood.

2.3.2 Bundoran Public Library – Case Study

A survey was carried out in 2006 by Bundoran Library in Donegal to identify the needs of its Polish users. Its purpose was to highlight areas and degrees of success and to recommend new practices by which identified user needs could be more adequately met by the library in its role as a library and information centre. Polish users were targeted because the library estimated that they had a Polish membership of approximately 150 and because Polish people made up the largest ethnic group in the catchment area.

The survey was undertaken over a period of three weeks in June/July 2006, with thirty Polish users completing questionnaires in the library. Information gathered covered general statistics on the participants, their opinion on physical aspects of the library, types of services/stock available, as well as requirements of this group and recommendations on how the library could improve its services to them.

The survey addressed issues on two levels. On a local level, it was a response to the growing awareness by library staff of changing demographic trends within Bundoran library's catchment area. The most significant trend is the growth of the Polish community. The survey was also a response to strategic objectives and actions outlined in Donegal Cultural Services new Strategic Plan, as well as Donegal County Council's Corporate Plan and the County Development Board's strategy for Social, Economic and Cultural Development "An Strateís".

Survey Findings

- Although over 75% of the group visit the library fortnightly, 53% seldom or never borrowed books.
- Respondents identified a need for more language tapes, but 65% seldom or never borrow them.
- Over 80% of the group use the Internet facilities at least weekly.
- At the time of the survey, the library had no Polish language material. This was highlighted significantly in the responses with 80% stating they were unhappy with this.
- 80% of the group would like specially targeted events such as Polish nights.
- Over 50% would like to see multilingual signage in the library.

Key Recommendations

- Installation of prominent multilingual signage.
- Purchase of core collections⁵ of Polish books, CDs, DVDs, books on tape and magazines and newspapers.
- Participation in a book rental scheme such as *Bright Books*.
- Abolition of Internet charges to address social inclusion.
- Liaison with other agencies, businesses and community groups for provision of up to date, relevant community information based on user requirements identified in this survey.
- Relocation of language tapes and Polish items beside Internet facilities, near front of library.

5 A selection of foreign language materials in Polish, Slovakian, French, German, Spanish, Chinese and Russian have been ordered from *Bright Books*, for distribution to South Donegal libraries. This is to form a core collection. The *Bright Books* loan scheme is also being considered as a future supplement to this collection. In addition, junior dual language books have also been ordered. These items will be promoted via local media and church bulletins and the provision of adequate multilingual signage has been included in the 2007 work plans for South Donegal libraries.

- Staff training in areas such as: community information provision, cultural diversity awareness, promotion of library services and diversity awareness and anti-racist practice.

2.3.3 Western Education Library Board (WELB), Northern Ireland – Case Study

The Western Education and Library Board (WELB) in Northern Ireland, comprises sixteen libraries in the Council areas of Fermanagh, Omagh, Derry, Strabane and Limavady. The study focused on the initiatives and current practices of the Board in relation to multicultural provision in the library service.

The demographic structure and rise in foreign national populations in the Western Board area (and Northern Ireland in general), is very similar to the situation in the Republic of Ireland. Hence, it was interesting to note how the Board was coping with similar problems in relation to multicultural library members, such as: staff training, community profiling methods, stock collection, language barriers and strategy and policy.

It is important to note that the Western Education Library Board, until recently, has not monitored or profiled, in any significant way, ethnic communities and foreign national users of libraries in their area. This was due in part to the pooling of their multicultural resources with other statutory organisations under the umbrella of the local District Council. As this arrangement proved unwieldy in practice, the Library Board has recently adopted a more pro-active approach and has started to organise their own projects and compile information on their foreign national users. As a result of this, there is no complete statistical information to include in this case study at present. It is more of an overview of what they have done for ethnic minority communities in 2006 and what their future objectives are.

The following is a list of services and activities aimed at ethnic minority groups that occurred in 2006 in the Western Board:

- *'Your Library – Something for Everyone'* – a display of adult and junior fiction in nine different languages. Books were available in dual English language format in the following languages: Arabic, Chinese, French, Polish, Portuguese, Spanish, Vietnamese and Urdu.
- Fermanagh Minority Ethnic Community Panel – district librarian provides advice and information to individuals from ethnic minorities and also promotes understanding between communities. The current project is to compile a profile of ethnic minority communities in Fermanagh that will include information on nationality, ethnicity, gender, age, location and duration of residency.

- In March 2006, Enniskillen Library hosted an information event called '*Fermanagh World Wide Welcome*'. Representatives from Sperrin Lakeland Health Trust and Fermanagh Dental services, provided information on a range of health matters including registration for GP and dental services. Library staff also promoted the availability of health resources on library websites aimed at foreign nationals.
- In Strathfoyle Library there is a '*Migrant Worker Support Service*', where people from ethnic communities meet once a week. A weekly English language class is also provided.
- In Omagh Library, in December 2006, an information evening was held entitled '*There's something for Everyone @ Omagh Library*'. Information leaflets were provided in a variety of languages and staff were available to answer questions about services.

Recommendations made by WELB on Improving Library Services for Foreign Nationals

- A new version of their library management system to enable staff to monitor issues of library materials, e.g. Chinese books in a particular branch, will be introduced.
- A five-member Board committee will be set up to discuss multicultural policies and practices in the library service.
- Procedures for registration of foreign nationals will be improved by producing an appropriate registration pack for staff use with non-English speakers.
- The availability of foreign book stock will be promoted internally and externally by means of posters, leaflets and access to stock lists on Galaxy.
- Links to websites will be provided on library portals to enable people to learn English, making them free to access.
- Partnerships will be established with relevant community groups e.g. Citizens Advice Bureaux (CABs), Northern Ireland Council for Ethnic Minorities (NICEM), Ethnic Minority welfare groups and the Islamic Centre.

2.4 A Survey of the Library Service Needs of Foreign Nationals Resident in Ireland

2.4.1 Introduction

This section details the findings of the research undertaken by Meath County Library into the identification, surveying and profiling of foreign national individuals and communities currently resident in Ireland. The survey, which was undertaken using the questionnaire shown in Appendix A (Section A.1), investigated the library service needs of some foreign nationals residing in the catchment areas of all three partner libraries, namely Dublin City Libraries, Meath County Library and Waterford City Library. (An example of survey administration and logistics in the case of Dublin City Libraries is included in Appendix A, Section A.2).

It is important to note that, since a case study methodology was employed in what might be described as a “snapshot” investigation of the library service needs of a relatively small, random selection of foreign nationals, the findings and recommendations in this chapter are not claimed to represent the overall picture of foreign nationals’ library use and needs in Ireland. For example, only twelve members of the Chinese community, dispersed over a wide geographical area, were used as a case study by Dublin City Libraries and the ethnic minority group of thirty women surveyed by Waterford City Library were members of a local intercultural group and were mainly of Nigerian origin. The small number of non-users surveyed were mainly from refugee groups and it is not suggested that survey responses by these groups are representative of the general population of foreign nationals residing in Ireland.

2.4.2 Survey Methodology

This main body of research was carried out by Meath County Library with the inclusion of two case studies. Dublin City Libraries chose the Chinese community as a case study and, using an agreed questionnaire, interviewed twelve Chinese people⁶. Waterford City Library chose an ethnic minority group of women from different ethnic groups, resident in the city of Waterford for their study. A total of thirty women were given the questionnaire, which was completed on a self-administered basis.

This was the first survey conducted in Irish public libraries on the information needs of foreign national communities. The main aims of the survey were to determine:

- Current levels of use and non-use of public libraries by foreign nationals.
- Reasons for non-use of public libraries by foreign nationals.
- Services currently used by foreign nationals.
- Services required by foreign nationals.
- Satisfaction levels in terms of service provision to foreign national users of libraries.
- Nationality, gender and age breakdown of foreign national users of libraries.

A total of 1,600 questionnaires were distributed between the three participating local authorities. The questionnaires were distributed in order to yield responses from both users and non-users of Irish public libraries. The main locations for most of the surveys were within the public libraries administered by the project partners. Also, in order to get responses from non-users of libraries, all the project partners distributed questionnaires to various Refugee Centres including the Bosnian Community Development Centre (Dublin) and Mosney Refugee Centre (Meath). Waterford City Library also distributed questionnaires to two local refugee centres. Of the 1,600 questionnaires that were distributed, a total of 490 valid returns were received, representing a response rate

⁶ The Chinese community was chosen because it includes settled and more recently arrived immigrants. Many Chinese have lived in Ireland for thirty years or more, some are second or third generation. However, in Dublin, in particular there is a large turnover of Chinese newcomers who are mainly students.

of 31%. The results summarised below are based on these valid returns and include, where applicable, the responses yielded from the two case studies i.e. the Chinese community study in Dublin and the Waterford study on a female ethnic minority group.

Authority	Survey Method	Time Frame	Distributed	Returns	Valid Returns
Dublin City Libraries	Administered ⁷	June – July 2004	600	383	358
Waterford City Library	Self-Administered	June – July 2004	500	89	68
Meath County Library	Self-Administered	June – July 2004	500	93	64

2.4.3 Survey Results

2.4.3.1 Interpretation of survey results

It should be noted in interpreting the results of this survey that the vast majority of responses (92%) came from foreign nationals who currently use public libraries and who were surveyed while they were actually visiting a public library. The main focus of the study was to secure feedback from foreign national users of public libraries on their perceptions of the library services currently available to them and to obtain their views on any improvements that might be made to meet their needs. The remaining 8% of those who responded to the survey were not users of public libraries and were surveyed in locations (see above) other than a public library.

The above ratio of use/non-use (92/8%) of public libraries by foreign nationals is clearly a reflection of the focus and methodology of this study rather than a representation of library use/non-use patterns among the general population of foreign nationals resident in Ireland.

2.4.3.2 Reasons for non-use of public libraries by foreign nationals and other sources of information used

The two main reasons given by respondents for their non use of public libraries were geographical distance from their nearest library (57%) and the fact that the libraries did not stock materials in their native languages. It was also highlighted that some of the respondents did not know what the libraries had to offer in terms of service for them.

Respondents were also asked to state what alternative sources they used for their information needs. The majority of respondents in the overall survey stated they used Internet cafes.

⁷ 'Administered' means distributing surveys to users and non-users by selecting certain areas that accommodated refugees or groups that represent foreign nationals e.g. Mosney Refugee Centre, Cultúr, local foreign national food shops, SIPTU and the Bosnian Community Development Project.

2.4.3.3 What services could be provided that would encourage library use among current non-users of the service?

The responses to this question showed a requirement for English-language learning materials. However, depending on the nationality of the respondents, there were mixed feelings in relation to the provision of native language materials. For example, some of the Chinese respondents stated that they would prefer to have English language learning materials, as that had been their reason for coming to Ireland. In the case of the ethnic minority women in Waterford there was an even divide between their perceived need for the provision of native language materials and the provision of English-language learning materials. Over one third of the women also expressed a wish for events and exhibitions to be held in the public libraries that reflected their cultural backgrounds.

2.4.3.4 Services currently used by foreign nationals in libraries

The survey confirmed high levels (79%) of usage of the Internet facilities in public libraries. Levels of book borrowing were also high (73%) (This appears to be the case among the many English speaking foreign nationals whose country has English as a second native language or, in the case of Nigeria, the official language). There was also a relatively high usage of newspapers and magazines (54%). However, the results reflected limited attendance at events and exhibitions.

2.4.3.5 Services required by foreign national users of libraries

The survey asked what services respondents would like to see being made available in public libraries. The results showed a demand for materials including books, magazines and newspapers in native foreign languages. Respondents also requested an improvement in Internet facilities with longer usage times. There was also a request for English language classes and booths for language learning purposes.

2.4.3.6 Satisfaction levels in terms of service provision to foreign national users of libraries

Several questions were asked in relation to staff and services of the public libraries. These related to staff helpfulness, range of books, children's services, computer facilities etc. The overall response to this was very positive, with 75% of respondents offering favourable opinions on staff helpfulness, knowledge and friendliness.

2.4.3.7 Nationality, gender and age breakdown of foreign national users and non-users of libraries

In order to get a profile of foreign national users and non-users, those surveyed were asked to state their nationality, gender and age. The low response rate (8%) from non-users did not allow for a valid demographic analysis.

The following is a list of countries of origin of those who responded in significant numbers to the survey: Spain (55 respondents), Nigeria (43 respondents), China (35 respondents), France (26 respondents), Italy (23 respondents), Poland (20 respondents), India (15 respondents), Slovakia (15 respondents), South Africa (14) and Mongolia (14 respondents).

In regard to languages, 274 of the 490 respondents stated that they spoke English as a second or other native language. What could not be determined, however, was the level of English held by those who stated that they spoke the language. The request for English language learning materials and facilities (52%) suggests that although English may be spoken, many of the respondents feel that they need to improve their level of English.

2.4.4 Case Study – Ethnic Minority Women in Waterford

Waterford City Library chose an ethnic minority group of women as their case study for the project. The foreign national's survey questionnaire was distributed to thirty women. These included library users and participants at a local intercultural group.

Findings

- As many of the questionnaires were completed in the library, it was not surprising that twenty-five respondents stated that they were users of public libraries in Ireland.
- Those who were not users of libraries stated that their lack of awareness of what the libraries had to offer was their main reason for non-use. Newspapers were cited as the principal source of information by this group.
- The services used by those who are library users included Internet facilities, which topped the list (80%), followed by book borrowing (76%) and reading of newspapers (56%).
- The women were asked what improvements they would like to see in public library services. The responses included a wider selection of books and audio materials in native languages (72%), facilities to assist with learning English (68%). Eleven (44%) respondents called for an extended range of events and exhibitions that reflected the women's own cultural background.

2.4.5 Case Study – Chinese Community in Dublin

Dublin City Libraries chose the local Chinese community as a basis for their study into the library requirements of foreign nationals. The current Chinese community is a mixture of settled Chinese (those here for thirty or more years) and recent arrivals – mainly students. An understanding of this demographic mix was important in analysing the findings of this case study. Twelve members of the Chinese community, including four students, were interviewed as part of the case study. The interviews were conducted either by telephone or face to face and were designed to provide a snapshot of the respondents' views and attitudes towards public libraries.

Findings

- Eleven of the twelve interviewed had visited Irish public libraries. Six said that they were current users.
- Those that were non-users of libraries cited a lack of awareness of the services provided and a lack of suitable stock of materials in native languages as reasons for non-use. It emerged that many Chinese had either themselves brought, or had friends and family send over suitcases of Chinese books, which were being shared.
- Usage of library Internet facilities was not as high as that of other foreign national groups (only one person in the study used library Internet facilities), the reason being that the remaining eleven used the Internet at home or in Internet cafes.
- Among the suggestions made by the interviewees for improvement of services were:
 - A wider selection of native language materials.
 - Ten of the interviewees would like to borrow Chinese language materials although two of the students showed a preference for English language learning facilities.
 - The upgrading of Internet facilities to accommodate the display of Chinese characters on Internet systems.
 - Social, cultural and historical guides to Ireland written in the Chinese language.
 - Celebrations and displays of exhibitions linked in with Chinese festivals.

The key findings of this case study, which by no means provides an overall picture of this large community, is that library usage levels by the Chinese community could be improved. This could be achieved by the greater availability of native language materials and materials on Ireland in their own languages and greater promotion and recognition of their culture through various events and exhibitions.

2.5 Summary of Findings (Chapter 2)

The research findings discussed in this chapter are the accumulation of both the surveys and case studies. They highlight the benefits of community and library profiling to library policy development, particularly with regard to the foreign national community, and the usefulness of the public library to foreign national members of the community. They also highlight areas that can be improved.

Survey of Public Library Service Provision to Foreign Nationals

- The survey suggests that seven Irish public library authorities (21%) have developed specific (i.e. library-related) policy or strategic commitments with regard to foreign nationals.
- Closer co-operation with community networks was sought by eight library authorities (25%) to help in the improvement of services.
- In 2005, twenty-seven library authorities (84%) had not allocated specific budgets for additional services targeted at foreign nationals. Five authorities (16%) have an allocation for the purchase of LOTE (Languages Other Than English) materials.

- The majority (twenty-four – 75%) of libraries believed that a dedicated staff member, with responsibility for the creation and development of services to foreign nationals, would be beneficial.
- There was little evidence of any market research, in terms of consultation or needs identification, being undertaken within most (91%) library authorities.
- Fourteen public library authorities (44%) indicated that they had organised well-attended multicultural events in their libraries.
- Barriers to service include a lack of cultural understanding and a lack of language skills amongst staff, a lack of suitable stock and budget constraints.

Waterford City Library

- Waterford City Library is cited as an example of recent initiatives undertaken by the public library sector to address the needs of foreign nationals. This library authority has introduced new policies on membership, marketing, book stock and exhibitions and has also introduced life-long learning schemes.

Bundoran Library and WELB Case Studies

- Both case studies identified a need for multilingual signage and promotional leaflets in the library, to attract new members and to better inform existing ones.
- Bundoran Library recommended buying a core collection of foreign language books (including books on tape), CDs, DVDs, magazines and newspapers.
- From the results of the Polish user survey by Bundoran Library, 80% of the respondents recommended that the library should organise more events aimed at particular groups in the ethnic minority community because of the important role played by the library in integrating these groups into Irish society.
- Both case studies recognise the need to train library staff to understand and help foreign national users by following set procedures and attending cultural diversity training programmes.
- The WELB case study found that the Internet was the most popular service used by foreign nationals in all their libraries.
- Both case studies identified the advantages of working with other agencies, businesses and community groups for provision of up to date, relevant community information with which to take appropriate follow-up action.

Survey of Foreign Nationals

- Survey respondents indicated a high level (75%) of satisfaction with existing library services,
- Results indicate a lack of awareness among foreign nationals of a broader range of library services,

- It was found that information needs among foreign nationals can vary widely, particularly between those who have recently arrived and foreign nationals who have been in Ireland for a relatively long period,
- The need to improve and extend language services, including foreign language material, language classes and cultural events, was noted by survey respondents,
- A high level (79%) of use of IT facilities was confirmed by the survey, although users expressed a desire for increases in the time allowed on public access Internet PCs,
- Most of the questionnaires returned were from library users and so are not as indicative of the views of non-users of libraries.

Chapter 3: An International Review of Public Library Service Provision to Multicultural Communities

3.1 Introduction

The aim of this review, carried out by Dublin City Libraries, was to examine international practice in relation to public libraries delivering services for culturally diverse communities.

The project investigated and compared service provision by means of a literature search and case studies of two library services - Stockton-on-Tees Library Service in the United Kingdom, and Greve Library Service in Denmark.

The international review revealed that library services with numerically significant and long established culturally diverse populations, e.g. Sydney, New South Wales and New York Boroughs, have developed responsive and economically viable services. The challenge for Irish public libraries, however, lies in providing socially inclusive services for communities that include numerically smaller groups with a broad range of cultures.

This chapter includes an examination of two case studies, namely, Stockton-on-Tees Library in the UK and Greve Library Service in Denmark. This is followed by an international review of public library service provision to multicultural communities under the following headings:

- Policy and Strategy,
- Community Outreach Programmes,
- Marketing,
- Use of Internet Resources,
- Library Collections,
- Staff Development,
- Workforce Planning and Recruitment,
- Performance Indicators and
- Sources and Methods used for Ethnic Community Profiling.

3.2 Case Studies

3.2.1 Stockton-on-Tees Library

The following vital statistics summarise the situation at Stockton-on-Tees Library.

Location and Population: The library is situated on the north-eastern coast of the United Kingdom, near Middlesborough, and serves a population of 178,000 of whom 2.8% are composed of ethnic minority groups. (Census 2001).
Languages: Over forty different languages are spoken in its community.
Annual budget: £3.3 million (2004) with £21,478 budget provision for ethnic services. Additionally, £3,000 was allocated to the ethnic book fund and £13,000 was secured from the Government in 2003 in support of work with refugees and asylum-seekers.
Strategic and Policy Framework: The Authority operates a provision policy of “ <i>Open to All</i> ” as outlined in both its corporate and library specific plans.
Staff Structure: The service employs a Priority Services Officer and two Ethnic Librarians who are fluent in Urdu, Punjabi and Hindi. The library also appointed a Community Engagement Officer to promote and market library services.
Staff Training Activities: Cultural awareness sessions are provided for staff on culturally prescribed forms of address, religion, customs and festivals of resident cultures.

Stockton-On-Tees Library has responded to the needs of two community categories i.e. settled, mainly Asian communities, and recently arrived immigrants, including refugees and asylum-seekers.

- Library provision to the settled Asian community included: dictionaries in Asian languages, ESOL (English Speakers of Other Languages) language packs, basic English learning texts, visual dictionaries, library leaflets in Asian languages, Asian newspapers, books in Asian languages.
- Library provision to recently arrived immigrants was identified as: Internet use and learning English, course information, career information, benefit and legal information. Demand for library stock in different languages was not identified as a demand of recently arrived immigrants at this time.
- Partnership opportunities with external organisations provided funding or part-funding for stock purchase, a book rental scheme, an *Introduction to Your Library* evening and drop-in sessions for asylum-seekers. Translated library information was provided in a number of languages.

The provision of relevant and appropriate stock is challenging because of the range of different languages spoken and the wide educational disparity between immigrants. One solution proposed is a centralised or co-operative scheme for library materials.

3.2.2 Greve Library

The following is a summary of the situation pertaining in Greve Library in Denmark.

Location and Population: Greve Library is located in the greater Copenhagen area, serving a population of 50,000 inhabitants. The non-Danish population of Greve is approximately 4,767 comprising approximately 113 different nationalities.
Annual Budget: The library availed of additional funding from the 3.2 million DKR national budget (2004) for service provision to culturally diverse communities.
Strategic and Policy Focus: The library participated in a two-year Danish Library Authority (DLA) development programme on creating a common platform for library services to ethnic minorities. A <i>Greve Library Service Policy on Non-Danish Groups</i> was developed.
Staff Structure: Specialist staff are assigned to the DLA two-year programme for 18.5 hours per week; two staff members have responsibility for the purchase of foreign language materials.
Staff Training Initiatives: Training needs assessment are undertaken and training courses included the following: <i>Internet use for ethnic minorities</i> , <i>Danes in a multicultural society</i> , and specific cultural awareness sessions such as <i>Turkish literature and music</i> and a Persian feature day.

The Greve case study demonstrated service development initiatives arising from local and national partnerships. The Danish Library Authority's initiative provided a framework for the development of the role of public libraries in the transition between cultural integration and cultural diversity.

Greve Library has actively pursued a co-operative outreach programme and has also developed a number of activities aimed at children and young people from culturally diverse backgrounds. These include:

- Homework clubs for children who speak Danish as a second language. A volunteer from the Danish Refugee Council assisted in the organisation of sessions three times per week.
- The *Den Flyvende Kussert (The Flying Trunk)* project, where two hundred trunks containing Danish songs and items were distributed to areas where 90% of the population are from a non-Danish background.

Greve Library made use of cooperative and national schemes. It participated in the book selection and cataloguing service provided by the Danish Central Library for Immigrant Literature (DCLIL) and also participated in the FINFO system, a web service for ethnic minorities in Denmark provided jointly by DCLIL and the Danish State and University Library (<http://www.info.dk>). (see section 3.6 below).

3.3 Policy and Strategy

The importance of developing a policy and strategy in relation to culturally diverse communities is highlighted in the literature. The International Federation of Library Associations and Institutions (IFLA) in its policy document, advises that:

“It is also important that library services to ethnic, linguistic and cultural minorities should NOT be seen in isolation or as additional to “normal” services.” Online at: ⁸ <http://www.ifla.org/VII/s32/index.htm>

The Stockton-on Tees library service has a motto *“Open to All”*, which underpins the strong customer focused aims and objectives of the library. They have a large Asian community resident in the area which the library has catered for over many years. The library’s current policy has developed a more integrated approach with an Ethnic Services department catering for all ethnic groups in the area.

Greve Library in Denmark has developed a specific policy on non-Danish ethnic groups. This policy includes cooperation initiatives, inclusive collection development, intensive training of staff, and the provision of relevant information in foreign languages.

3.4 Community Outreach Programmes

The literature identifies community outreach as a cornerstone for all service provision to multicultural communities, providing a mechanism to develop community links and identify needs. It also emphasises that access through local organisations to baseline demographic information about ethnic communities is an important element of policy formulation and strategic planning.

Morrison and Roach⁹ have developed a set of guidelines concerning the need for improvements in the relationship between library services and ethnic minorities.

These include the following:

- Identify the range of local ethnic minority groups and organisations and develop a database of their areas of expertise.
- Meet with people face-to-face, avoid postal questionnaires for accessing feedback from local organisations and individuals with whom the library has few existing links.
- Adopt a listening approach – engaging with the local community should be an enabling process.

⁸ IFLA (International Federation of Library Associations and Institutions) Hp. *Multicultural Communities: Guidelines for Library Services*. 2nd Revised ed. 1998. <http://www.ifla.org/VII/s32/index.htm>

⁹ Morrison, Marlene and Patrick Roach. *Public Libraries & Ethnic Diversity: A Baseline for Good Practice*. British Library Research and Innovation Report 113. Warwick, 1998.

- Be proactive in seeking opportunities for the library service that are mutually beneficial to all.
- Deploy staff who are trained or otherwise skilled in building links with local communities.

Queens Borough Public Library Service, New York State, has documented its initiatives in forging partnerships with culturally diverse communities for a number of years, through its *"New Americans Program"*. Three areas of service identified as having been strengthened or established by community partnerships are: collection development, coping skills programme and its cultural arts programming. The coping skills programme, delivered in a variety of community languages, aims to assist in supporting recently arrived immigrants coping with their new society.

In the Stockton-on-Tees case study, community outreach is organised by two Ethnic Librarians, who speak multiple languages and deal solely with ethnic minority library users. The librarians visit groups in their community centres and encourage them to participate in activities in the library. Induction sessions for new groups of users are run on a regular basis.

In Greve Library, community outreach includes finding out what multicultural communities want, inviting them to community events in the library and bringing books to their homes and community centres. The Danish Library Authority's *Kindergarten Project Supporting Various Cultures* initiative is an example of successful outreach.

3.5 Marketing

The literature highlights the importance of identifying the library needs of ethnically diverse individuals and communities and the barriers that prevent or discourage them from availing of library services. The Stockton-on-Tees case study identified the primary library needs of recently arrived immigrants as: Internet access, learning English and access to community information.

In the *Welcome to your Library Project*, five London Boroughs assessed the quality of the library welcome for refugees and asylum-seekers and made changes accordingly. These changes included; ensuring that procedures for joining the library were as simple as possible with less demanding identity documentation requirements, providing library service information in foreign languages and developing an ESOL (English Speakers of Other Languages) collection¹⁰.

10 Plews, Hilary Email 1st Sept. 2004 and Carpenter, Helen. "Welcome to Your Library" *Library + Information Update*. 30:5 May 2004: 40-41

The *New South Wales Multicultural Advertising Campaign*¹¹ documents the marketing of services to both recently arrived immigrants and longer established culturally diverse communities. New South Wales is the migrant centre of Australia, with 31% of its population born overseas. New South Wales library services have access to local demographic information, including language groups in its community.

Surveys of foreign national users of Australian libraries identified language barriers in relation to signage and seeking help from staff, limited choice of materials and unsuitable opening hours. Surveys of non-users of libraries identified a lack of awareness about services and collections as a reason for non-use.

Greve Library service reported word of mouth as useful in promoting library services to foreign national communities. They also provide posters in the library and in the community where larger groups of ethnic minorities are living.

The **London Boroughs** and **New South Wales** case studies highlighted the importance of gathering demographic information as an input to the following

- providing relevant library services for the community.
- designing and implementing an efficient marketing campaign, including the provision of library service information in community languages.
- using Internet facilities to highlight multicultural resources and to display multicultural information.

3.6 Use of Internet Resources

The international review of library services confirmed the national finding that public access Internet PCs are the most popular library service for multicultural users. Libraries provide a range of services based on Internet PCs, including multilingual community information and Internet support and familiarisation. Greve Library provides access to the Danish FINFO Service -see <http://www.finno.dk> . This service provides general information for living in Denmark and local guides on employment, social services and education. The information is available in the eleven most common immigrant languages in Denmark. Greve Library is one of 131 municipalities offering local information and support in the immigrant's own language.

Stockton-on-Tees Library Service provides Internet familiarisation sessions aimed at recently arrived immigrants.

¹¹ *Multicultural Advertising Campaign Go to Your Local Library*. (2003 Post Report) Prepared on behalf of the Metropolitan Public Libraries Association's Multicultural Library Services Working Group, NSW, 2004.

3.7 Library Collections

The review established that book stock and other materials in relevant languages is a requirement in multicultural communities. Collection development strategies are used to ensure that the library's response is based on a profile of all the community's languages and reading interests and levels in order to provide a proportionate response. Some research has indicated that identifying spoken languages is not always matched by equal levels of reading languages.¹²

3.7.1 Sourcing and Acquiring Material

The literature explores some of the challenges for library staff in sourcing and acquiring multilingual material. The Stockton-on-Tees and the Greve Library case studies identified two approaches to selecting and acquiring material for diverse, but numerically small, cultural groups. Stockton-on-Tees used a book rental scheme and Greve participated in a fee-paying centralised scheme operated by Danish Central Library for Immigrant Literature (DCLIL). <http://www.indvandrerbiblioteket.dk/english.htm>

Stockton-on-Tees provides multilingual book stock in Indic languages for the large Asian community resident in its area. The Co-Operative of Indic Language Library Authorities is a commercial cooperative, which was subsequently taken over by OCLC PICA¹³ as a subscription service, and is used by Stockton-on-Tees to meet the needs of their Indic communities by providing a rental and cataloguing service for Indic language materials.

The Danish Central Library for Immigrant Literature (DCLIL) is a national resource centre for books and other media in foreign languages for ethnic minorities in Denmark. The service is provided to libraries on a fee-paying basis. The collection of 128,500 items covering fifty languages is made available for lending through the public library system. This organisation, in cooperation with Copenhagen Public Library System, operates a joint acquisition and cataloguing programming service, covering ten languages, for public libraries. The Greve Library case study identifies the value of this co-operative venture in overcoming selection and cataloguing issues in relation to a range of languages.

3.7.2 Cataloguing and Display

The importance of cataloguing to facilitate easy access to material is well documented. The cataloguing of non-Roman character sets, e.g. Chinese scripts, requires enhancements for some library systems.

12 High, Elizabeth. "Different Languages, Different Needs? A Survey of Asian Library Users." *Perspectives of Public Library Use 2. A Compendium of Survey Information*. Compiled Steve Bohme and David Spiller. London: British Library Board and Book Marketing Ltd. 1999. 84-93

13 An international library systems supplier.

Two display options emerged during the review i.e.

- Transliterated form for non-Roman alphabet scripts, which is used by Queen's Borough, New York, Online at: <http://www.nypl.org/branch/central/dlc/df/>
- A BIMS (Book Information Management System), used by Willoughby Library, New South Wales. (Library Catalogue search options: English, Pinyin, and by writing the Chinese original script on a sensitive input pad)¹⁴.

Queen's Borough Library's International Resource Centre offers a range of services, including 3,500 e-Books in Chinese that have recently been made available to users. The library is the first US public library to offer Chinese e-books from *Bookoo*, a provider of e-books in Chinese, and users have access to *Bookoo*'s entire collection including fiction, titles on history, business, computers, literature and other topics. No Chinese software is required and the e-books support both traditional and simplified Chinese.

3.8 Staff Development

The effectiveness of dedicated roles such as Community Librarian, Ethnic Librarian or Multicultural Librarian is questioned in the literature. In both case studies, however, the Stockton-on-Tees and Greve Libraries expressed a preference for either an Ethnic Librarian, or staff dedicated to deal with services to culturally diverse communities. It was found that it was important to incorporate multicultural service provision into the mainstream of library service and also to provide a strategy for staff initiatives.

In the Greve case study, the library carried out a training needs analysis in relation to ethnic minority service provision. The analysis had an informal structure and did not result in a written policy document. This was due to the fact that needs change and new areas continuously emerge and should be assessed on an ongoing basis.

In the Stockton-on-Tees case, two Ethnic Librarians, who speak multiple Indic languages, are employed and are an invaluable link with the local Asian community. However, with the changing demographic nature of the area, the library service is currently updating the training to include the cultures of the main asylum seekers and refugee groups of residents.

The international survey highlighted the need to undertake a training needs assessment in order to train voluntary and/or permanent staff effectively. Training sessions on inter-cultural communication and cultural awareness were identified as helpful.

¹⁴ In this context, it should be noted that New South Wales has an extensive Chinese population making it financially viable in a dedicated language-specific system.

3.9 Workforce Planning and Recruitment

Dilevko and Dali in a Canadian library context¹⁵, make the following recommendations regarding workforce planning and recruitment:

- Hire staff who speak foreign languages (where feasible).
- Engage volunteers who speak foreign languages.
- Provide staff development resources on diversity and multiculturalism.
- Implement cultural diversity training.

The feasibility of employing a multilingual workforce whose language skills mirror those of its community is illustrated in the Stockton-on-Tees case study. It lists its ethnic community as 2.8% of its 178,000 population where recent immigrant arrivals speak forty different languages. As the borough has a large Asian population, (Pakistani and Indians make up over half of the ethnic groups resident in the area) employing two Ethnic Librarians who speak multiple Indic languages has proved to be a successful way of encouraging these groups to avail of library services and to attend organised events.

Both case studies highlight the contribution to be made by community volunteer schemes to library service provision. In Greve's case, the library has made good use of local volunteers when it comes to multicultural service provision. Volunteers assist in filling language gaps, making connections with particular communities, assisting staff with multicultural programming and in helping with homework workshops.

3.10 Performance Indicators

The literature review revealed the importance of identifying appropriate service indicators to assess existing library service provision and plan future developments.

Baseline census data is necessary, which provides a breakdown of nationalities at a local level. Also useful is an indication of the range of languages both spoken and read, given that nationality will not automatically indicate language-reading skills.

Morrison and Roach¹⁶ identified the following indicators in terms of service provision to culturally diverse communities:

- Library user numbers as a percentage of local population groups. (It is important to emphasise that nationality alone does not equate with languages spoken, nevertheless it is considered important that it should be included in library collection data).

15 Dilevko, Juris and Karen Dali. "The Challenge of Building Multilingual Collections in Canadian Public Libraries." *Library Resources and Technical Services*. 46.4(2002): 116-136.

16 Morrison, Marlene and Patrick Roach. *Public Libraries & Ethnic Diversity: A Baseline for Good Practice*. British Library Research and Innovation Report 113 Warwick, The University of Warwick. 1998 112-116

- Library user satisfaction (this includes tackling racial inequality in the wider community).
- Use of library materials and relevance of stock.
- Workforce measurement.
- Community links measurement (using outreach programmes to evaluate and establish community links is essential).

Stockton-on-Tees Library and Greve Library each provide useful examples in relation to a number of the elements listed above. For example, in relation to the relevance of stock, Stockton-on-Tees indicates that the information needs of recently arrived groups, such as asylum seekers, differ from the needs of established groups in that the latter require orientation type information. As regards workforce measurement, Greve Library aims to develop a multilingual workforce to represent a proportional amount of local community nationalities and to extend this service where feasible.

3.11 Sources and Methods Used for Ethnic Community Profiling

Throughout this review, the importance of collecting detailed information prior to incorporating efficient multicultural services within existing libraries services has been emphasised. The following sources are common across the countries reviewed:

- Census of population, annual estimates of population and immigration, PPS numbers issued, external governmental and non-governmental national agencies and local group contacts as identified during community profiling.
- The library registration process can be used to capture details about languages spoken and read. The registration process also captures data required in relation to length and stage of settlement (e.g. newly arrived, migrant worker, first or second generation) for impact on stock relevance.
- Surveys (library users), focus groups and comment sheets in different languages.
- Issue statistics in relation to identifiable categories of material.
- Relevant indicators (where feasible) in relation to a multilingual culturally diverse workforce.
- Partnership opportunities and programming activities planned on a sustainable basis, as opposed to isolated once off activities.

3.12 Summary of Findings (Chapter 3)

The following findings have emerged from the international review of public library service provision and practice as being relevant to the Irish situation:

- The review of the international practice and services identified the importance of having a formulated policy and strategy in a mainstream library service context, which should include outreach programmes, marketing, exploitation of Internet facilities, collection development – including provision for multilingual materials, related staff development skills for service delivery, workforce planning and the use of performance indicators.
- Providing library service information in community languages was found, in all cases, to be important.
- The importance of the availability of Internet facilities which can also be used to highlight multicultural library resources, and display multilingual information, was also identified.
- The importance of assessing the quality of a library's welcome is emphasised.
- Lack of language skills is a barrier to library access. Translated material on library services is demonstrated as necessary.
- Access to demographic information provides library authorities with important baseline information for service development as identified in the case studies.
- Centralised, co-operative library schemes and rental services for acquiring, cataloguing and sharing resources were found to be useful models in collection development strategies.
- A book rental scheme was found to be especially useful in a "starter" context, for identifying language demand and refreshing material for transient and numerically smaller groups.
- While there are mixed views in the review about specific staff roles serving culturally diverse communities, the importance of mainstreaming service provision and providing a strategy framework for staff initiatives, as well as determining staff training requirements, is emphasised.
- Training sessions for staff on inter-cultural communication and cultural awareness were identified as useful.

Chapter 4: Pilot Services and a Review of Existing Services

Introduction

Arising from the research, pilot services were established and existing services were monitored. This chapter reports on the findings of the pilot period between July-Dec 2004 and the ongoing monitoring of the pilot services.

There were three new pilot services introduced:

- Book stock was made available in a range of languages.
- Access was provided to newspapers online in relevant languages.
- Multilingual information leaflets on the library service were produced and made available to library patrons.

Existing services that were reviewed included the following:

- Multicultural events/activities in libraries.
- Polish language exchange sessions.
- Dublin City Libraries Open Learning Centre.

It was noted that the Internet is the most popular service used by foreign nationals in the library and this service continues to be provided.

President McAleese launched the project in Ashbourne Library, Co. Meath saying *"It is marvellous to see access to multilingual books, materials and technology being made easily available and to see the ambition for even more advanced services being piloted here."*

All of the pilot services have remained in operation beyond the conclusion of the project. In particular, significant increases have been observed in the use of the book stock and online newspapers as the services continue to be marketed and as increasing numbers of people become aware of the availability of these services.

4.1 Pilot Schemes

4.1.1 Multilingual Book Stock

4.1.1.1 Background

Dublin City Libraries (DCL) and Meath County Library (MCL) established a pilot project to make available multilingual book stock in their libraries.

The pilot investigated:

- Collection development.
- Marketing of new collections.
- Analysis of the usage of marketed new collections.

This section details the three pilot book schemes: *Bright Books*, the *Goethe Collection* and the *Rosetta List*.

- DCL monitored usage of the *Bright Books*¹⁷ book rental scheme, which was introduced to the Central Library, Ilac Centre. *Bright Books* is a book rental scheme which provides stock in the languages and at the level requested by the library. This assists turnover of stock, caters for changing populations and offers effective use of limited financial resources.
- Both Dublin and Meath Libraries made available the *Irish Literature Exchange* collection i.e. the *Rosetta List*.¹⁸ This collection comprises translations of contemporary Irish literature translated into twenty seven different languages and totals 662 books. DCL catalogued the collection and shared the information with Meath County Library.
- Dublin and Meath libraries each received a donation of 100 German fiction titles (eighty adult and twenty children's titles) from the Goethe Institute. The Librarian of the Goethe Institute provided bibliographical details of titles and this information was used in the cataloguing process.

4.1.1.2 Marketing of collections

The enhanced book-stocks were promoted both within and outside the libraries. The *Rosetta* and *Goethe* Collections were displayed strategically in Dublin's Central Library and also in Meath's Ashbourne branch. The *Bright Books* Collection was displayed solely in Dublin's Central Library and Meath's Navan branch. The collections were displayed both in the non-English language fiction sections and also in visible locations such as on shelves near main enquiries desks and near public Internet PCs. Both libraries mounted book displays promoting the stock, for example, "*Read an Irish writer in your own language*". Translated multilingual posters "*Borrow books in your own language*" and flyers were displayed in both libraries.

Meath County Library distributed posters in local services such as businesses, doctors' surgeries and the post office. Dublin City Libraries sent flyers to multicultural organisations. The book stock was advertised on the Internet and on library catalogues. The stock was also advertised as an inter-library loan service to Waterford City Library and Longford County Library by displaying posters in their libraries. Library staff were familiarised with the stock and assisted in encouraging take-up.

¹⁷ The *Bright Books* rental scheme is an example of a company which provides multicultural stock for short-term rental to libraries. In this case DCL use the service to source materials which were then made available free of charge to users.

¹⁸ The *Rosetta List* was initially donated, by the Ireland Literature Exchange, to COLICO (the Committee on Library Cooperation in Ireland), who made the collection available to the Libraries and Cultural Diversity project.

4.1.1.3 Monitoring usage

The collections were made available to the public and monitored from October 1st to December 31st 2004. Three book collections were included: the *Goethe* Collection, *Bright Books* and the *Rosetta List*. Two libraries in Meath and the Central library in Dublin City were used for the monitoring of these collections. The results were as follows;

- *Goethe* Collection - 152 titles borrowed.
- *Bright Books* Collection - 704 borrowed.
- *Rosetta* Collection - 197 borrowed.

The majority of books borrowed were in Dublin's Central Library.

In an update by Meath County Library, it was reported that the library made available book stock in foreign languages from December 2004, rented from the *Bright Books* Company (UK). Usage and demand have been carefully monitored and statistics show a consistent and steady growth in the demand for this stock. Eastern European languages have proved by far the most popular. In 2006, 2,730 books were loaned from the collection. The *Rosetta List* book stock continues to grow in popularity with 107 items loaned in 2006.

4.1.1.4 Results and developments in the Book Stock Collection since December 2004

- ***Bright Books***: According to Dublin City Libraries, fiction rented from the *Bright Books* collection has been changed to take account of increased demand e.g. additional books in Polish and Lithuanian were rented in 2006. In the same year the most popular languages in which this collection of 243 books were issued were Polish (469 issues), Russian (352 issues) and Chinese (239 issues).
- ***The Rosetta List*** has shown a steady increase in issues since its launch in January 2005. A total of 781 issues and renewals were recorded between January and December 2005. Most popular languages in terms of issues were: French, German, Spanish, Italian, Czech, Latvian, Lithuanian, Catalan, Polish, Romanian, Slovak, Portuguese, Swedish and Finnish.
- ***The Goethe Collection*** consists of 100 items; issue transactions for 2006 came to a total of 252 which is a significant rise from the pilot monitoring period.
- In 2006, a questionnaire was sent to all branch managers, asking them to make recommendations about the type of book stock needed in their branches for non-English speakers. It was proposed to extend the book collection to branches where there may be a demand.
- An offer of a donation of books from the Lithuanian Society was accepted and delivery is awaited.
- Dublin City Libraries budget for 2007 includes significant additional funding for multicultural book collections.

It is interesting to note that the highest number of reference users in Dublin City Libraries (Ilac Centre) in 2006, were Polish (569) followed by Spanish (482) and Italian (388).

4.1.1.5 Conclusions

Since the pilot scheme, libraries have continued to source their foreign language material from the *Rosetta List* and *Bright Books* collections. The continuing demand for multilingual book stock is evident in the recent figures provided by Dublin City Libraries in which there is a marked increase in borrowing of multilingual books. As the services continue to be used and monitored, library staff use the rental scheme to adjust their collections to accommodate emerging trends. For example, Meath County Library has discovered that Polish, Russian and Chinese are the most frequently borrowed books from the *Bright Books* collection in 2006. As a result they have been able to increase stock in these languages.

Although initial uptake of the pilot book stock schemes amongst users was low, it has increased steadily since 2004. This has led to policy changes such as making the *Rosetta List* collection permanent in Dublin City Libraries and the allocation of significant additional funding for multicultural book stock in 2007.

4.1.2 Access to Online Newspapers Pilot Service

4.1.2.1 Background

Dublin City Libraries and Waterford City Library piloted improved access to multilingual world newspapers available free online. Online news portals were identified and evaluated. Thirty portals were evaluated under the criteria of (a) languages, (b) geographical scope and (c) total news resources.

On the basis of the evaluation it was decided to publicise the following four news portals to library users:

- | | |
|------------------------------|---|
| • World Newspapers | www.world-newspapers.com |
| • News and Newspapers Online | http://library.uncg.edu/news |
| • Onlinenewspapers.com | www.onlinenewspapers.com |
| • Kidon Media Link | www.kidon.com |

Waterford City Library and Dublin City Libraries publicised the chosen portals via homepages on public access Internet PC's and by means of multilingual posters.

By accessing log files, Waterford City Library and Dublin City Libraries monitored the usage of the portals in the Spring of 2005. Waterford evaluated access statistics from the portals entry page and Dublin was able to gather data on the precise usage of individual portals.

4.1.2.2 Monitoring usage

There was a very low uptake of news portals with only fourteen users accessing the portals in Waterford and seven in Dublin. There was also a considerable difference between the number of people visiting the newspaper entry page; sixty-nine in Waterford and only six in Dublin.

4.1.2.3 Analysis of results

Online newspapers are a valuable, free resource, providing up-to-date, international news. A high proportion (71%) of users requested this service in the survey of foreign nationals and portal usage has been low. Libraries that do not stock hardcopies of these newspapers find the service of use as is evident in the figures from Waterford City, who do not offer the hard-copy international news resources that are offered by Dublin Public Libraries.

Despite the low usage of the promoted websites, insight has been gained into possible preferences and usage habits of library users regarding international news resources. At the same time, it is important to continue to monitor this service, in order to gather sufficient data to define and implement informed policies i.e. selecting news portals. In addition, certain areas may need to be updated, for example, methodology in selecting news portals; monitoring the already established hardcopy newspaper service in Dublin City Libraries; and marketing this service to new foreign national communities.

In a progress update in March 2006 Dublin City Libraries (DCL) reported the following developments regarding their newspaper and periodical collections.

- DCL has purchased *Forti Analyser Software* to be implemented in tandem with broadband access in the branches in March 2007. This will provide improved management statistics on website site usage from public access PCs. Prior to the implementation of this software, website usage could only be captured on pre-determined, pre-identified basis.
- There are total of fourteen individual titles and forty three copies of periodicals held in DCL.
 - There are six individual newspaper titles in the following languages:
 - French (OLC) *Le Monde*
 - Spanish (OLC) *El Pais*
 - Italian (OLC) *Corriere della Sera*
 - German (OLC) *Die Welt*
 - Russian (OLC) *Izvestiia*
 - Polish (AA) *Polska Gazeta* (Irish based)

The newspapers, held at the Open Learning Centre, at a cost of €1159, are available on open access, visible to members of the public and provide immediate impact and an international aspect to the resources. They complement the language learning focus of the OLC. There are no plans to replace the hardcopy service.

- Subscriptions are held for twelve individual titles at a total cost of €3034 – the remainder are donations.
- In 2006, DCL circulated three online newspaper portal details to staff to promote use of wider range of newspapers via the portal mechanism. (as of 20/3/2007 – best to use: <http://newspapers24.com>).
- The issue with portals is whether they provide access to a fulltext or “headline” database where fulltext archival is accessible via subscription.
- Reliability of access to Portals is also an issue – for example the <http://www.onlinenewspapers.com/> site is no longer accessible.
- Service providers need to consider copyright relating to newspaper online access. Users are bound by (i) DCC Computer usage policy (ii) by terms and conditions of individual sites (portal and newspapers own) accessed, and (iii) copyright law. Note especially the onus on DCL re licences, copyright etc if sites are accessed by staff on behalf of readers – for this reason it is always preferable if individuals access sites themselves.
- Dublin City Libraries provide access to a range of foreign language newspapers published in Ireland as part of its hardcopy collection strategy. Languages include French, German, Italian, Polish and Russian and examples of titles include: *Authentik* (French, German and Spanish editions), *Polska Gazeta*, *Polski Express* and *Gazeta* (Russian).

4.1.3 Multilingual Library Information Leaflets Pilot Service

Meath County Library and Dublin City Libraries designed and produced multilingual library information leaflets. The leaflets contained general information on membership requirements, loan entitlements and services provided including free Internet facilities. The languages chosen were based on results of the most popular stated native languages of respondents in the survey of foreign national users of libraries.

4.1.3.1 Methodology

Dublin City Libraries (DCL) distributed a total of 500 leaflets covering eleven languages whilst Meath County Library distributed 500 leaflets in each of eight languages - i.e. 4,000 in total. In the case of DCL, leaflets were made available in Arabic, Chinese, French, German, Irish, Italian, Japanese, Polish, Romanian, Russian and Spanish. In Meath County Library, leaflets were provided in Chinese, English, French, Irish, German, Polish, Russian and Spanish.

The leaflets were displayed prominently at the main desk of Navan Library. They were distributed to a local cultural group and to the Community Information Centre in Navan. They were also made available in the Central Library, Ilac Centre, Dublin.

4.1.3.2 Evaluation

The brochures were made available in January 2005. Both authorities incorporated feedback slips (also translated into the various languages) into each brochure in which the following questions were asked:

- Would you like to find other information in the library in your language?
- What is your native language?
- Have you other comments or opinions?

Twenty-six feedback slips were returned during the evaluation period. Only three out of twenty-six ticked 'no' to the first question. A wide variety of languages was represented in the response with a predominance of Lithuanian. Most of the comments in the opinions slot were suggestions for increased availability of books in native foreign languages.

The service was continued, and developed, by Meath County Library, where brochures are popular in providing information to new borrowers who have a limited command of English.

4.2 Review of Existing Services

It is important to note, that this section is not intended as an evaluation of existing services to foreign national users, but rather as an overview of the services provided. The following is based on research results provided by the three main authorities; Meath County Library, Dublin City Libraries and Waterford City Library along with three other project partners, including Longford County Library, South Dublin Libraries and Dun Laoghaire-Rathdown Libraries.

4.2.1 Multicultural Events and Activities

Events and activities that recognise, celebrate and welcome various foreign national communities are an important part of a public library's efforts to promote and support cultural diversity amongst library patrons. These activities aim to attract foreign nationals to the library in order to introduce them to the library and its resources and to encourage take-up of other services.

Waterford City Library monitored multicultural events and activities held during the six-month period July-December 2004 in six public library authorities in Ireland. In addition to the project partners (Dublin, Meath and Waterford), Longford County Library, South Dublin Libraries and Dun Laoghaire-Rathdown Libraries were chosen to participate, as these latter authorities were already particularly active in this area of service

provision. The review process highlighted the most significant events and activities targeted at the particular needs of foreign nationals hosted by all six authorities. The project team acknowledges that the following examples are not an exhaustive list and that nationally, it is possible to find many more libraries with carefully planned and well functioning events and activities for foreign national communities.

An evaluation form was emailed to the six participating library authorities, requesting that an individual form be filled out for each event/activity. Information was sought regarding: target audience, objectives of the event/activity, feedback mechanisms and resources required (staffing, costs, etc.).

A total of seventy-nine completed forms were returned from the six library authorities participating in the evaluation process.

The following are examples of the type of multicultural events/activities held in public libraries during the review period:

- South Dublin County Library Service held a *World Food Day* at Castletymon Library during the South Dublin County Arts Festival – ***Fused '06***. The objective was to provide a taste of another culture and library patrons of different ethnic minorities were invited to bring samples of their country's cuisine to the library. In this way, the library engaged in both educational and cultural activities.
- Longford County Library hosted a series of children's multicultural events/activities, which have been well attended. The idea behind the activities was to highlight different aspects of the culture of new communities through relevant children's events, the aim being to promote the library service to young people of all cultures. Examples include an ***Internet Quiz on Foreign Countries***, a ***Slide Show of African Countries***, and ***African Storytelling***, which drew its inspiration from native African folk tales.
- Dun Laoghaire-Rathdown Libraries focused on traditional, creative and imaginative arts for children in order to foster cultural diversity. Examples included ***Lino Printmaking Using Maori Motifs*** held in Deansgrange Library, a ***Multicultural Hat Art Workshop*** held in Stillorgan Library and a ***Maori Art Workshop*** and ***Indian Adornment and Henna Hand Painting*** held in Blackrock Library.
- In Waterford City Library, cultural diversity was celebrated by promoting the literary and folk arts of foreign national communities in the area. A ***Venezuelan Art Exhibition*** held at Central Library consisted of a series of portraits by a Venezuelan artist of well known Irish and international writers and others in the arts field. The artist appreciated the chance to exhibit in the library and the exhibition was very well received by the public.

- Meath County Library hosted **African Drumming Workshops** which were held in Ashbourne, Duleek, Dunboyne, Dunshaughlin, Navan, and Trim Libraries. The objective of the workshops was to explore African music and how it is associated with African storytelling. Aimed at 7-13 year olds, it drew the children's attention to the musical instruments of other cultures and different ways of telling stories. A **Lithuanian Art Exhibition** was hosted in February 2006 in Oldcastle Library and an **African Art Exhibition** was hosted by both Trim and Navan branches in early 2007. Meath County Library, in partnership with Meath County Council Arts Office (MCCAO), hosted the '**November Foreign Film Festival**' which attracted a number of foreign nationalities in the locality. The films shown were in Polish, French and Russian.
- Dublin City Libraries focuses very much on collaboration and networking with local institutions, organisations and user groups and has established many events/activities in which people from the area are active partners both during the planning process and when the events are taking place. Exhibitions held have included an **Amnesty International Exhibition on Rwanda** in Phibsboro Branch Library and an **Amnesty International Exhibition: Mexico's Disappeared** in Ballymun, both of which were supplied by Amnesty International. An **Exhibition of Polish Art** in Central Library was hosted to complement a series of talks on Polish culture, with the art supplied by the Irish Polish Society.

To summarise, the review reveals a range of activities taking place in the six library authorities to serve newcomers and to celebrate the diverse cultures now present in Irish society. As the monitoring results show varying numbers of attendees at individual events, it is not possible to conclude at this time, whether or not multicultural events are successful and cost effective. Yet several points are worth highlighting:

- Libraries are using existing partnerships with agencies and organisations that serve the target community to discover what events/activities might be relevant or attractive.
- Events/activities require adequate resources.
- The successful organisation and promotion of these events/activities also depends on adequate and trained staffing.

4.2.2 Language Exchange Sessions (Polish only)

Dublin City Libraries had already been running successful conversation exchanges since the early 1990s. The idea behind these established English/other language exchange sessions is that English-speaking attendees can practise the language they are learning with a native speaker and, on a reciprocal level, the speaker whose native language is not English, may practise his or her English. Such sessions are informal, free for the attendees and involve a minimal cost to the library.

Polish language exchanges were organised by Dublin City Libraries because the Polish community was the largest ethnic minority group in Dublin (22,222 in 2002 Census) and also due to demand by Polish people themselves. This interest is also reflected in Trinity College's decision to start its first Polish degree in 2004.

The language exchange sessions were held in the Dublin City Library and Archive conference room on Thursdays 6-8pm. The venue was chosen because of its central location and its proximity to Trinity College.

Marketing and Publicity of Polish Exchange Sessions

The informal exchange classes were marketed intensively in the three weeks before they commenced. Posters and flyers were produced internally and circulated to:

- DCL branches and nearby local authority library services.
- Trinity College and the bookshop that supplies Polish textbooks to students.
- All local Irish/Polish cultural and business organisations including the embassy.
- All Dublin language schools with Polish students.

Reader development and library promotion was achieved by displaying books, providing multilingual information on how to join the library and by distributing publicity material.

In a monitoring survey in 2005, it was recorded that twenty eight people began the course and an average of fifteen continued to attend the classes. Polish attendees expressed disappointment that fewer English speakers than Polish attended the exchanges.

Exchanges offered the opportunity for attendees to practise their language skills in an informal and friendly environment. The activity is consistently attended and the atmosphere is convivial. DCL continues to provide the language exchange classes.

4.2.3 Dublin City Libraries Open Learning Centre (OLC) – A Case Study

The Open Learning Centre (OLC) functions as a dedicated learning service operated by Dublin City Libraries. In 2001, due to an increasingly diverse population, library staff identified the need to increase the OLC's English language learning packages.

Through the years, usage of the OLC has been consistently high and has evolved in line with demographic changes to include a greater number from foreign national populations. The OLC was therefore considered to be a suitable case study for the purpose of reviewing an existing multicultural service.

4.2.3.1 Open Learning Centre (OLC) – General Trends

The monitoring of usage of the OLC's services by foreign nationals was facilitated by the fact that members of the public are required to register for certification purposes. The following points are worthy of note:

- Information on how to join the Central Library is available in thirteen languages including: English, Italian, French, German, Spanish, Polish, Portuguese, Irish, Arabic, Japanese, Chinese, Romanian and Russian.
- The number of different nationalities registering for certification purposes at the OLC increased by 36% between 2001 and 2006. In 2001, 88 nationalities registered and by 2006 this had risen to 120 nationalities.
- The number of foreign national users with Central Library "reference" membership increased by 4% in 2005, compared to 2004 (awaiting 2006 figures).
- *Learning English* is the most popular learning resource - it accounted for 74% of all language learning usage in 2006.
- Information providing "need to know" details, such as booking information and certification, are available in the following languages: English, French, German, Russian, Mongolian, Portuguese, Spanish, Italian, Hungarian, Polish, Czech and Chinese.
- The OLC introduced a new CBT (Computer Based Training) resource for learning English through other languages – *Tell Me More* in 2006.

4.2.3.2 Open Learning Centre: Language Exchange 2001–2006

While there has been no change in the range and number of language exchange activities in the Central library, there was demand for other language exchanges which could not be catered for due to space restrictions. Also, language exchanges are offered to OLC users as learning extension activities. This requires a mix of native English speakers who wish to practise conversation skills in the target language and vice versa. The following lists its language exchange groups:

- Italian-English
- Spanish-English
- French-English
- German-English
- Irish-English
- Russian-English
- Japanese-English.

The following were the main findings in relation to language exchange activities at the OLC:

- In recent years there has been a demographical change in the usage of the OLC. Originally the language learning facilities were used mainly by Irish people who wanted to learn a foreign language. Now they are used mainly by foreign nationals who wish to learn English.
- The OLC holds audiovisual language learning materials covering seventy eight languages. The OLC also stocks a wide range of ESL (English as a second language) material.
- As an extension of the language learning facilities, informal conversation exchange sessions are held on an ongoing basis. At present there is no plan to change the range or number of exchanges.
- A Dublin City Libraries course completion certificate is awarded to those who study for fifty hours in the Open Learning Centre using the language learning courses. If users wish to have their efforts at language learning certified then they must register their nationality. Irish users tend not to seek accreditation but foreign-nationals often do indicating the importance of English language learning to these groups. The number of foreign nationals seeking certification has risen by 36% from 2001 to 2006.
- Library signage is in English only. However, a brochure, entitled *Learning English at the OLC*, was translated into French, Spanish, German, Italian, Hungarian and Chinese.
- Cooperation between the OLC and other sectors of the Central Library greatly enhances services offered by the OLC to foreign national populations. Multilingual leaflets are displayed centrally and back-up language stock is available in the lending library. Online newspapers are available in the Business Information Centre.
- Newly arrived foreign nationals may also hear of the service through word of mouth and through local foreign national agencies and groups.
- OLC staff have received no particular multicultural training. It should be noted that in summer 2004, DCL organised multicultural awareness training and it is planned that all staff will eventually attend such sessions.

4.3 Summary of Findings (Chapter 4)

It was found that the usage levels of pilot services, monitored over a brief period of time, recorded low initial take-up. Continued monitoring shows a steady and growing demand as reflected in the following observations:

- Figures collected from monitoring usage of the *Bright Books*, *Rosetta List* and Goethe collections indicate that there is a market for foreign language books in public libraries and that this service is growing annually.

- The provision of online newspapers has had 83 hits by foreign national users in libraries that do not stock hardcopies.
- There was limited feedback from foreign nationals regarding multilingual leaflets. The responses received were positive and library services continue to use leaflets to inform foreign nationals of the library services available to them.
- The language exchange classes have attracted increasing numbers and will benefit from users becoming more proficient in English, thereby helping new members wishing to join the classes.
- Multicultural events are held in a number of libraries, although details of the numbers attending are not always available. They can be viewed as an important means of involving foreign nationals in the library and in the wider community.
- In the Open Learning Centre (OLC), *Learning English* is the most popular resource, accounting for 74% of all language learning usage in 2006. Foreign nationals seeking certification from the OLC in audio/visual language courses have increased by 36% between 2001 and 2006.

Chapter 5: Conclusions and Recommendations

This research project has explored current relationships between public libraries and a selection of foreign national communities in Ireland. Although the project is based on a limited survey, it has helped to shed some light on how public library services are perceived and used by foreign nationals and on their expressed needs for improvements in these services. The project has found that significant efforts have already been made by many library authorities to accommodate the needs of foreign nationals. These include provision of multilingual stock, language learning materials and facilities, Internet access and the hosting of multicultural events. The results of this study will serve as an input to a growing debate on the need to adapt and further develop the public library service in order to match the changing demographics of society in Ireland.

5.1 Conclusions

5.1.1 Public Library Policy, Management and Administration

The national survey of all thirty two public library authorities in Ireland (which elicited 100% response) yielded the following information:

- A relatively small proportion of public library authorities (21%) had developed policies to meet the needs of foreign nationals and only five authorities (16%) had allocated specific budgets for the purchase of multilingual materials.
- One in four library authorities (eight) had designated one or more posts to address multicultural issues, while half of respondents were of the opinion that their service would benefit from a dedicated specialist post.
- One in three library authorities (eleven) had a general training programme that incorporated training on multicultural issues. Almost all of the authorities that had not, as yet, provided such training were concerned about the issue and, given adequate resources, believed that staff training in multicultural issues would be beneficial.
- The use of book rental schemes such as *Bright Books* and the *Rosetta List* was found to be a useful means of addressing the needs of local foreign national communities.
- Almost half of library authorities had organised well-attended multicultural events in public libraries.
- There was little evidence of any market research by public libraries on foreign national demographics or library needs.
- All libraries had strong links with other organisations in the community such as voluntary groups, youth agencies, clubs, societies and local businesses.
- Barriers to public library service provision to foreign national communities included a lack of foreign language skills and poor cultural understanding among library staff, together with a lack of suitable stock and limitations on library budgets.

5.1.2 Use of Public Library Services by Foreign Nationals

- The survey focused mainly on foreign nationals who currently use public libraries (92% of 490 respondents) and only a very small response was received from non-users of public libraries (8% of 490 respondents).
- The three main reasons given for non-use of libraries were a lack of awareness of the services provided; distance to nearest library; and the fact that libraries were considered not to stock an adequate supply of foreign language materials.
- Most non-users felt that they would be encouraged to make use of public libraries if they were more aware of the services available and if libraries stocked foreign language materials and English language learning materials as well as organising multicultural events.
- In the case of foreign national users of libraries, public access PCs for Internet use and email were found to be the most frequently and widely used library facility (79% respondents), followed by book borrowing (73%) and use of newspapers and magazines (54%).
- The majority of foreign national users (75%) were satisfied with most aspects of existing library services, including staff helpfulness, book stock, children's services and ICT facilities.
- Information needs among foreign nationals can vary widely, particularly between those who have recently arrived and those who have been resident in Ireland for a relatively long period.
- When asked how services might be improved or extended, most respondents indicated a demand for additional books, newspapers and magazines in foreign languages as well as extended Internet facilities, English language classes and booths for language learning purposes.

5.2 Recommendations

The main recommendations of the project are:

5.2.1 Policy and Planning

It is recommended that all public library authorities develop policies to meet the needs of their foreign national users and wider non-user communities. The longer term policy and planning should be incorporated into library development plans.

5.2.2 Community Profiling

Continued monitoring of community profiles is recommended due to the rapidly changing national and local demographics. Local community profiles can now be more accurately established by means of library registration procedures and from the Census 2006. Libraries should include the 'country of origin' and 'language' questions on their membership forms. This information is necessary in order to tailor services to foreign national library members needs in a cost effective manner.

5.2.3 Meeting User Needs

It is recommended that library services for foreign national users be developed as part of an integrated and proportionate service delivery approach.

5.2.4 Multilingual Stock and Services

The study has established the need for multilingual book stock and newspapers. This was confirmed by the levels of use of multilingual stock recorded by public libraries since 2004. It is recommended that library authorities provide stock in the languages of their user communities.

- Collections should include material in the different languages spoken in the community. This should be determined by community profiling and through registration information. Collection material should include printed books, newspapers and magazines, as well as CDs, DVDs and books on tape.
- It is recommended that rental book collections be used to provide a cost effective and flexible service in the initial stages. Libraries should develop permanent multilingual collections in response to established demand and cost benefit considerations.
- Libraries should make use of their ICT facilities to satisfy the demand for foreign language materials. Online access should be provided to foreign language newspapers by means of freely available portals. This format was identified as being more cost effective and successful than providing hardcopies.
- Multicultural events and activities, which can help to foster a sense of mutual understanding and cultural appreciation, should be incorporated into existing library programmes.
- English language learning materials and facilities such as booths should be made available to library patrons.

5.2.5 Access

The study identified the need to provide information on services in relevant languages for users and non-users. It is recommended that a number of procedures be incorporated into mainstream library services to improve the welcome for culturally diverse users.

- Multilingual brochures and posters detailing library services should be used to promote the service to a broader cultural base.
- Appropriate training should be provided for library staff, including training in dealing with people who do not speak English as their first language.
- Employing staff from different sections of the community is also recommended. It should be noted that the current requirement, that all public library staff must fulfil the requirement to speak Irish, is a barrier that needs to be addressed.

- It is important that library staff liaise with community groups to make all sections of the community aware of the services they offer. Libraries should also make use of those sections of the media that provide services to foreign nationals.

5.2.6 ICT Services

The most popular service used by foreign nationals is public access Internet PCs. It is recommended that public library authorities examine means of improving the availability and marketing of this service.

Appendix A: Survey of Public Library Use by Foreign Nationals

A.1: Questionnaire

This is a survey to find out how well your library service meets your needs. Please complete this questionnaire and return it in the stamped addressed envelope to: Eve Morrisson, Navan Public Library, Railway Street, Navan, Co. Meath.
Thank you.

Section A

Q1. Are you a library user?

- ☐ Yes
- ☐ No

If Yes please go to Q4,

If No please answer Q2 and Q3.

Q2. If you are not a library user, can you tell us the reason why?

Please tick all that apply:

- ☐ You live too far away from the library
- ☐ You do not know where the library is
- ☐ Library stock and services do not meet you needs
- ☐ Library does not stock materials in your native language
- ☐ Other, please specify

Q3. If you are not a library user, what other sources do you use for your informational needs?

Please tick all that apply:

- ☐ Citizens Information Centres
- ☐ Support Groups
- ☐ Newspapers
- ☐ Family and Friends
- ☐ Internet Cafes

Q4. If you are a library user, which of the following services do you use?

Please tick all that apply.

- ☐ Borrow/Return/Renew book(s)
- ☐ Borrow/Return/Renew CD(s) and or cassette(s)
- ☐ Borrow/Return/Renew DVDs and or Video(s)
- ☐ Use language learning facilities (if available)
- ☐ Seek information/find something out
- ☐ Read newspaper(s)/magazine(s)
- ☐ Attend an event/exhibition/talk
- ☐ Use a computer (to type up letters, CV's etc.)
- ☐ Use the Internet

Q5. Does your library have any of the following in your native language?

Please tick all that apply

- ☐ Books
- ☐ Newspapers and magazines
- ☐ DVDs/Videos
- ☐ CDs and Cassettes
- ☐ Exhibitions and talks
- ☐ Library policies/membership regulations
- ☐ None of the above

Q6. Which of the following services/materials would you like to see available in your local library?

Please tick all that apply

- ☐ Conversation classes with English Speakers
- ☐ English Language learning classes
- ☐ Language booths (learning a language of your choice at the library)
- ☐ Dual Language books
- ☐ Events and exhibitions promoting your culture
- ☐ DVDs/Videos/Music CDs and tapes in your language
- ☐ Newspapers and magazines

Q7. Do your children use the library?

Tick one only

- ☐ Yes
- ☐ No

If yes, do they borrow any of the following?

- ☐ Books
- ☐ DVDs/Videos
- ☐ Tapes
- ☐ CDRoms

Q8. Can you tell us which of the following services you would use for your child/children?

- ☐ Books about their own culture
- ☐ DVDs/Videos promoting their own culture
- ☐ Music CDs and cassettes from their own culture
- ☐ Arts and crafts activities relating to their own culture

Section B

Internet Use

Q1. If you use the Internet can you tell us why?

Please tick all that apply

- ☐ Email
- ☐ Study/Research
- ☐ Chat Rooms
- ☐ Something else, please tell us.

Q2. How often do you use the Internet facilities in the library?

Please tick one.

- ☐ This is my first time
- ☐ Every day
- ☐ About once a week
- ☐ About once a fortnight
- ☐ About once a month
- ☐ Rarely

Section C

Staffing

Q1. Please let us know what you think of our library service.

	Very Good	Good	Adequate	Poor	Very Poor
Range of books and other materials					
Hours of opening					
Time spent waiting for service					
Computer Facilities					
Children's Services					
Signs and Guiding					
Staff Helpfulness					
Staff Knowledge					
Staff Friendliness					

Section D

Please tell us about yourself

Q1. Age group:

Please tick one

- ☐ 15 – 19
- ☐ 20 – 24
- ☐ 25 – 34
- ☐ 35 – 44
- ☐ 45 – 54
- ☐ 55 – 64
- ☐ 64 or over

Q2. Are you:

Please tick one

- ☐ Female
- ☐ Male

Q3. Are you:

Please tick all that apply

- ☐ In full-time employment
- ☐ In part-time employment
- ☐ Self-employed
- ☐ Unemployed
- ☐ Retired
- ☐ A part-time student
- ☐ A full-time student
- ☐ Work at home
- ☐ Other, please tell us

Q4. How long have you lived in Ireland?

Please tick one,

- | | |
|--|---------------------|
| <input type="checkbox"/> 3 months or less | (0 – 3 months) |
| <input type="checkbox"/> 6 months or less | (3 – 6 months) |
| <input type="checkbox"/> One year or less | (6 months – 1 year) |
| <input type="checkbox"/> Five years or less | (1 – 5 years) |
| <input type="checkbox"/> Ten years or less | (5 – 10 years) |
| <input type="checkbox"/> More than ten years | (10 years+) |

Q5. What is your country of origin?

Q6. What is your native language?

Q7. Do you speak another language?

- ☐ Yes
- ☐ No

If yes please tell us:

Appendix A: Survey of Public Library Use by Foreign Nationals

A.2: Administration and Logistics: Dublin City Libraries

Procedure:

600 questionnaires were distributed among users in Cabra, Central, Finglas and Pearse Street branch libraries, the Bosnian Community Development Project and the Association of Refugees and Asylum Seekers in Ireland.

Administered surveys:

Library staff approached every person on entering the Library (Central, Pearse Street, Cabra, Finglas), and requested that they fill in the Foreign National Library User Questionnaire. A minimum of one staff member was on site to offer any assistance if required.

Self-administered surveys:

100 questionnaires were sent to the Bosnian Community Development Project, Pearse Street. Seven completed questionnaires were received on 01/07/2004.

Thirty questionnaires were sent to the Association of Refugees and Asylum Seekers in Ireland – to be returned by Freepost with the code RIS on them.

Dates and locations of where survey was conducted:

Location	Date	Time
Association of Refugees and Asylum Seekers in Ireland	21/06/ - 01/07/2004	Self-administered
Bosnian Community Development Project	17/06/ - 29/06/2004	Self-administered
Cabra Library	21/06/ - 29/06/2004	Opening Hours
Central Library, Ilac Centre	14/06/2004	1.30pm - 8.00pm
Central Library, Ilac Centre	15/06/2004	10.00am – 8.00pm
Central Library, Ilac Centre	16/06/2004	12.30pm – 8.00pm
Finglas Library	21/06 – 29/06/2004	Opening Hours
Pearse Street Library	16/06/2004	10.00am – 5.00pm
Pearse Street Library	17/06/2004	10.00am – 5.00pm

Survey statistics:

Administered Questionnaires – Library Users	323
Administered Questionnaires – Non Library Users	32
Self-administered Questionnaires – Bosnian Community Development Project - Library Users	4
Self-administered Questionnaires – Bosnian Community Development Project - Non Library Users	3

Breakdown of surveys received by location:

Bosnian Community Development Project	7
Cabra Library	5 (plus postal surveys – quantity unknown)
Central Library	335
Finglas Library	20
Pearse Street Library	15
Total	382

Appendix B

Survey of City and County Librarians in the Republic of Ireland

Questionnaire

"LIBRARIES AND CULTURAL DIVERSITY"

A new public library initiative on the development of library services in a multicultural society

SURVEY OF CITY/COUNTY LIBRARIANS

A. Demographics

1. Do you know the number of foreign nationals in your Local Authority administrative area?
Yes _____ No _____
2. Do you know what percentage of your registered Library borrowers are foreign nationals?
Yes _____ No _____
3. If Yes, what is the actual percentage? _____

B. Policy and Planning

4. Does your Library have a policy in relation to multicultural services?
Yes _____ No _____
(If yes, a copy attached to this survey would be welcome)
5. Are multicultural services included in your current Library Development or Business Plan?
Yes _____ No _____
(If yes, a copy of the relevant sections would be welcome)
6. If No to questions 4 and 5, do you intend to include multicultural services in future plans and policies?
Yes _____ No _____
(please give reasons)

C. Co-operation

7. Is there any co-operation between foreign nationals or groups representing foreign nationals and your Library?

Yes _____ No _____

(If no, please skip to question 9)

8. If Yes, please describe the nature of the co-operation

9. If No to question 7, do you think your Library would benefit from any form of co-operation?

Yes _____ No _____

(please give reasons)

10. Has your Library service used any co-operative/outsourced acquisitions services for LOTE* materials?

Yes _____ No _____

11. If Yes, please describe

12. Would your Library support/use any of the following services?

- a) Co-operative acquisition programmes for LOTE* materials?

Yes _____ No _____ Don't know _____

- b) Co-operative cataloguing programmes for LOTE* materials?

Yes _____ No _____ Don't know _____

- c) Co-operative exchange programmes for skilled/bi-lingual staff?

Yes _____ No _____ Don't know _____

*(*LOTE = Language Other Than English)*

D. Services Currently Provided

13. Which of the following does your Library service currently provide to foreign nationals?

- | | | |
|---|----------|---------|
| a) LOTE* materials | Yes ____ | No ____ |
| b) Translation services (for public) | Yes ____ | No ____ |
| c) Translation services (for Council/Library) | Yes ____ | No ____ |
| d) Community outreach | Yes ____ | No ____ |
| e) Internet access | Yes ____ | No ____ |
| f) Email | Yes ____ | No ____ |
| g) Word processing in LOTE* | Yes ____ | No ____ |
| h) Home Page in LOTE* | Yes ____ | No ____ |
| i) Storytelling in LOTE* | Yes ____ | No ____ |
| j) ESL* collection | Yes ____ | No ____ |
| k) Language learning facilities | Yes ____ | No ____ |
| l) Information services | Yes ____ | No ____ |
| m) Visits to Library | Yes ____ | No ____ |
| n) Events/Activities | Yes ____ | No ____ |
| o) Other (specify) _____ | Yes ____ | No ____ |

*LOTE = Language Other Than English

*ESL = English as a Second Language

E. Budgets and Grants

14. Does your Library have a separate budget for LOTE materials?

Yes ____ No ____

15. If Yes, what is the percentage allocation in relation to your overall stock budget?

16. Have you applied for any grants for multicultural service development in the past 3 years?

Yes ____ No ____

17. If Yes, please specify

F. Staffing

18. Do you have a member of staff whose brief includes the provision of multicultural Library services?

Yes _____ No _____

(If no, please skip to question 20)

19. Please indicate the number of hours per week on average that the person referred to in question 18 devotes to multicultural services _____

20. Do you think your Library Service would benefit from a position as described in question 18?

Yes _____ No _____

(please give reasons)

21. Does your Library propose to change staffing arrangements in relation to multicultural services?

Yes _____ No _____

22. If Yes, please indicate the nature of the proposed changes

23. Does your Library/Local Authority maintain a list of Library staff who are fluent in foreign languages?

Yes _____ No _____

G. Training

24. Has your Library Service carried out a training needs analysis in relation to multicultural service?

Yes _____ No _____

25. If Yes, what areas have been identified for training purposes?

26. Have any of your Library staff received training in relation to multicultural services?

Yes _____ No _____

(If no, please skip to question 28)

27. If Yes, please describe

28. If staff have not received training, do you think training would be beneficial?

Yes _____ No _____

(please give reasons)

H. Barriers to Service Provision

29. Please indicate your level of agreement with the following?

*The Organisational (internal) and Environmental (external) factors listed below pose a barrier for my Library in providing services to foreign nationals
(SA = Strongly agree, A = Agree, N/A = Neither agree nor disagree, D = Disagree, SD = Strongly disagree)*

Organisational (internal)

a) Language skills	SA	A	N/A	D	SD
b) Budgetary constraints	SA	A	N/A	D	SD
c) Untrained staff	SA	A	N/A	D	SD
d) Lack of suitable stock	SA	A	N/A	D	SD
e) Lack of policy/planning	SA	A	N/A	D	SD
f) Unsuitable environment	SA	A	N/A	D	SD
g) Lack of space	SA	A	N/A	D	SD
h) Rules/Regulations	SA	A	N/A	D	SD
i) Library charges	SA	A	N/A	D	SD
j) Other <i>(specify)</i> _____	SA	A	N/A	D	SD

Environmental (external)

a) Competition from other services	SA	A	N/A	D	SD
b) Lack of awareness/understanding of libraries	SA	A	N/A	D	SD
c) Lack of transportation	SA	A	N/A	D	SD
d) Cultural understanding	SA	A	N/A	D	SD
e) Lack of cooperation between libraries and community networks	SA	A	N/A	D	SD
f) Other <i>(specify)</i> _____	SA	A	N/A	D	SD

I. Marketing and Promotion

30. Has your Library ever carried out any market research in relation to the multicultural community it serves?

Yes _____ No _____

31. If Yes, please describe

32. Does your Library actively promote services to the multicultural community?

Yes _____ No _____

33. If Yes, how are services promoted? *(If possible, please attach copies of any brochures, handouts, press releases, etc. to this survey)*

J. Programmes and Suggestions

34. In relation to multicultural services, has your Library implemented any programmes that may be of interest to others?

Yes _____ No _____

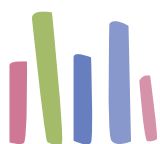
35. If Yes, please describe

(Attachments relating to successful initiatives would be welcome)

36. Have you any other suggestions that you consider could be implemented at national, regional or local level to improve multicultural library services?

K. Other

37. In relation to Library services to multicultural communities, is there anything else you would like to mention?



AN CHOMHAIRLE LEABHARLANNA
The Library Council