

**Living Learning Libraries: Standards and Guidelines for New South Wales Public Libraries, 2016**

*Standards and guidelines relating specifically to multicultural communities*

S8. Staff members – special responsibilities for targeted services

<b>Population</b>	<b>Assign responsibility to a suitably qualified staff member for:</b>
20–40% speaking language other than English at home	Multicultural services specialist (1 full time equivalent)
>40% speaking language other than English at home	Multicultural services specialists (2 full time equivalent)

**G14. SERVICES FOR CULTURALLY DIVERSE COMMUNITIES**

Objective: To meet the library needs of culturally and linguistically diverse communities (CALD).

**Guidelines:**

Note: The following checklist applies predominantly to those local government areas with a significant CALD population. They may not be relevant for some library services.

Mechanisms exist for multicultural communities to identify their library service needs, wants and preferences
Comprehensive community data is used to inform library service planning for multicultural services
Comprehensive library planning mechanisms exist which are inclusive of diversity issues and which allocate appropriate staffing, resourcing and planning
A multicultural policy exists and is integrated into the overall library policy structure
Multicultural skill sets are identified as part of overall service delivery planning and reflected in position descriptions and recruitment procedures
Staff have the skills and capacity to develop and implement services for a CALD customer base, which is developed through training, performance appraisal and organisational support.

Resource allocation for multilingual collections and services exists to meet CALD customer needs

Based on knowledge of particular cultural needs and trends:

- a collection exists for a particular language when there are at least 1,000 residents speaking that language as their major language at home, but
- For large LGAs (population over 100,000), a collection exists for a particular language when there are at least 2% of the resident population speaking that language as their major language at home. For LGAs with a very mixed population a higher percentage may be appropriate at the determination of the library manager.
- A language other than English (LOTE) collection should have at least 100 items.

State Library bulk loans are used to provide access to LOTE collections where there is insufficient demand to warrant the establishment of a collection by the library

An English as Second Language collection is established where the CALD population is greater than 1% of the total LGA population.

Services and collections reflect community profiles and respond to needs identified in community consultations

Collections are easily accessible by CALD library users –for example, bilingual staff, cataloguing in first language, and signage

A multicultural communications strategy, appropriate to area demographics, is integrated into the overall library or council communications program with a level of resources reflective of multicultural requirements

To meet the needs of diverse customer groups, a range of formal and informal monitoring mechanisms is in place, the output from which is used to inform the ongoing planning process

Formal audience research is carried out at least biennially to assess the relevant success of libraries in meeting customer needs

The library reflects multicultural community into ongoing planning and operation. Activities specific to CALD users are clearly identified (may include multilingual storytime for preschools, English Language Classes, Educational Seminars, Cultural Celebrations), measurable, and are part of the mainstream library service.

## **Suggested performance indicators**

Provision of collections of languages other than English (LOTE) in relation to the demographic composition of the local community is recommended in these ways:

- Use of community language material is in proportion to the cultural characteristics and composition of the local community
- One specialist Librarian employed where more than 20% of the population speak a language other than English at home
- Two specialist Librarians employed where more than 40% of the population speak a language other than English at home.

## **Points to consider**

- Ageing profile of the different CALD communities in your LGA
- Level of literacy and education of different CALD communities in your LGA
- English proficiency of different CALD communities
- Availability of LOTE material in specific languages
- Format preferences of CALD communities
- LOTE collections tend to have a high turnover rate and may require weeding and replacement at a higher rate than other collections.