



# Library Services to Multicultural Populations

The International Federation of Library Associations and Institutions



## Message from the Chair

**Adjoa K. Boateng**

Dear Section members,  
I am going to begin by wishing you each the very best for 2018. It was great to meet so many of you – some for the first time – in Berlin, Germany and then in Wroclaw, Poland during 2017. The new year is already full of plans for the Section. In March we will have our mid-year meeting hosted in Timisoara, Roumania. You can find more details on attending in this newsletter.

Early in the year, in April, I attended the first IFLA Global Vision discussion in Athens. <https://www.ifla.org/node/11317>. I am in the group photo however am hidden by the large posters that were being held up. The IFLA Global Vision is an invitation for librarians from all over the world to explore how a united library field can meet the challenges of the future.

To learn more and to continue the conversation please have a look at the Global vision website - <https://www.ifla.org/globalvision>.

The second half of the year has involved many hours of organisation which resulted in our very successful Satellite conference. We were hosted by colleagues at the Berlin State Library. The focus of our meeting was on the issues of refugee and immigrant communities. We looked at the ways that libraries and other cultural institutions serve to incorporate new immigrants into their new home cultures and societies. Photos from the event have been shared on Twitter and Instagram. Do also have a look at the new Event Photos page on the internet site for the Satellite Meeting. Several of the Papers that were presented can also be read

See Message, page 2...



## Puerto Rican Cultural Ambassadors program at the Cleveland Public Library

**Raquel M. Ortiz Rodríguez, PhD**  
Center for Puerto Rican Studies (CENTRO), Hunter College

**Melanie Guzmán McCarter, Library Assistant**  
Outreach & Programming Services  
Cleveland Public Library

On October 18th the Cleveland Public Library hosted a day-long immersion into the Puerto Rican Cultural Ambassadors program. Thirty Youth Services librarians and library assistants joined Dr. Raquel M. Ortiz from the Center for Puerto Rican Studies (CENTRO) at Hunter College in New York City to explore and celebrate Puerto Rican history and culture. The Puerto Rican Cultural Ambassadors Program (CA), a national network of cultural and educational institutions, promotes knowledge about Puerto Rican culture and history. Founded by CENTRO the CA enables effective classroom learning and community teaching about Puerto Rican history and culture through distance, contextual, group, and project-based learning and promotes historical recovery, preservation activities, and civic engagement.



The morning session began with an exploration of the life and work of Pura Belpre, New York Public Library's first Puerto Rican librarian. Pura was a visionary in the use of bilingual and multicultural programs with the Spanish speaking communities in New York City. Also, as a tireless cultural activist Pura contributed greatly to the study, sharing, and celebration of Puerto Rican folktales and culture. She was at the forefront of the Puerto

See Puerto Rican Cultural Ambassadors, page 2...

## Message from the Chair

Continued from page 1...

via the IFLA repository. <http://library.ifla.org/view/conferences/2017/2017-08-16/745.html>

Our session in Wroclaw was extremely well attended and we have received a lot of very encouraging feedback. Special thanks must be given to Susan Schnuer who led the organizing committee. Susan has recently stepped down from the section as she retires from her position with the Mortensen center at the end of December.

During our business meetings in Wroclaw we discussed and agreed a plan of action to move out Section activities forward for the next year. Three new working groups were agreed.

MARKETING  
COMMUNICATION  
FUNDRAISING

The Action plan on our website will provide an overview of the work now already underway however, please do feel free to ask me any questions and or make suggestions for our plans.

We are also continuing with the Case studies project. If you have any good practices that you would like to highlight and promote, please let us know. The ways in which you can communicate with us are listed at the end of the Newsletter.

In our last Newsletter there were short biographies to introduce you all to our new Committee members. Since Wroclaw we have been joined by Simona who has been co-opted onto the standing committee. We also have three new Corresponding members – Leslie, Teona and Anne. They have each provided short biographies for this Newsletter. I am very happy to welcome them and appreciate the work that each has already contributed.

Our theme for our planned session in Kuala Lumpur has been agreed as being – “Library Services: Empowering people to develop their inter-cultural identities”. Please do have a look at the call for papers when it arrives and do also suggest speakers who can help up promote the purpose of our Section. I will once again wish you each the very best for the coming year and hope that you enjoy this edition of our Newsletter. You can now also keep up with our activities and contribute using any of the Social Media channels that are available.

Best wishes,  
Adjoa

## Puerto Rican Cultural Ambassadors

Continued from page 1...

Rican community's long battle, fighting for bilingual services for children, and adults, who desperately needed help. In addition to all of this, she was a magnificent educator, a phenomenal storyteller, and a celebrated puppeteer.

In the spirit of Pura's desire to make reading relevant, accessible, and fun, the morning session culminated with a hands-on puppet making workshop. In the afternoon session, Dr. Ortiz used her bilingual picture book, *Sofi and the Magic, Musical Mural* (Arte Público, 2015) to explore themes of plena and vejigante.

First, the history and socio-cultural relevance of plena, an original Puerto Rican musical form of storytelling song was studied to the beat of the pandereta and the rhythm of a güiro. Then the carnival figure of the vejigante, a masked trickster that we see in different manifestations throughout the Caribbean, was studied and celebrated.

Embracing carnival and the celebration of the cycle of life in the afternoon session we put finishing touches on vejigante papier-mâché masks learned carnival songs.

We also reflected on one of the uses of plena: that of advocacy. Huracán is a Taíno word that means god of fierce winds, and a hurricane is a furious, spiraling tropical storm with wind speeds that can reach more than 150 miles an hour. When a hurricane roars in from the ocean it brings with it ferocious winds and torrential rain. And, this is exactly what happened on September 20th when Hurricane Maria slammed into Puerto Rico.

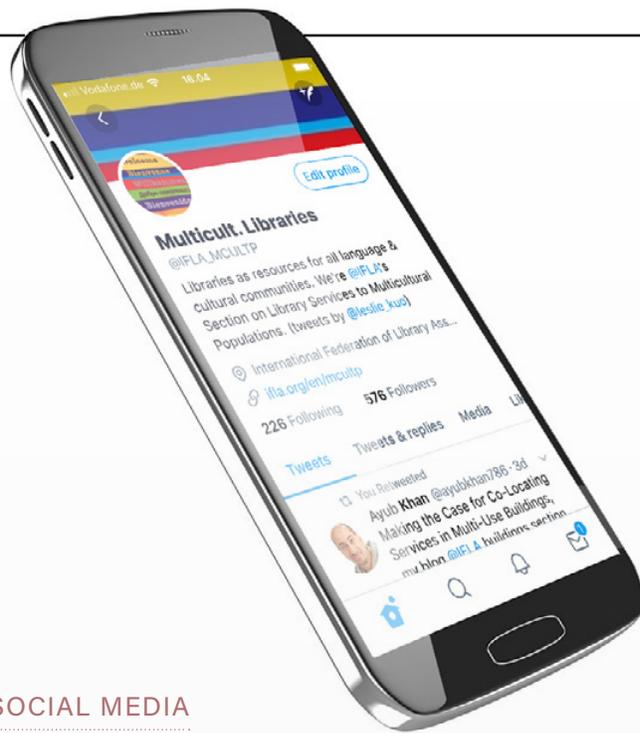
More than two months after the hurricane, most of the island is still without electricity and access to clean water. Because of this the CA added another dimension to what being an Ambassador entails: Rebuilding Puerto Rico. We hope that our Cultural Ambassadors can join us advocating for relief and bringing the stories of men, women, and children who really are voiceless – with no representation in the House or the Senate – to institutions and lawmakers that can help.

And, we sing to ourselves the sad lyrics of a famous plena, “Temporal”:

*Temporal, temporal,  
¡qué tremendo temporal!  
Temporal, temporal,  
¡qué terrible temporal!  
¿Qué será de Puerto Rico,  
cuando pase el temporal?  
Temporal, temporal,  
¡qué tremendo temporal!*

### Rebuild Puerto Rico

<https://centropu.hunter.cuny.edu/events-news/rebuild-puerto-rico>



## SOCIAL MEDIA

# Share your ideas on IFLA MCULTP's social media

WHAT GREAT IDEAS do your libraries have for serving multicultural populations? What projects and studies do you know of that deserve to be shared?

We'd love to hear from you! We are updating our section's social media strategy to promote not just section events, but also the idea of multicultural services to library leaders, staff, and patrons around the world.



IFLA MCULTP is now on:

Instagram: [@multicultural\\_libraries](https://www.instagram.com/multicultural_libraries) (New!)

Twitter: [@IFLA\\_MCULTP](https://twitter.com/IFLA_MCULTP)

Facebook: [ifla.mcultp](https://www.facebook.com/ifla.mcultp)

If you and/or your library are on social media, please collaborate with us!

1. **Follow us** – we follow back!
2. **Tag us and hashtag #multiculturallibraries** whenever relevant, so we can share your work.
3. **Email us your best photos & stories** of multicultural events, services, collections. We'd love to present them as examples of best practices.

Please send your photos, stories and any questions to [leslie.kuo@hu-berlin.de](mailto:leslie.kuo@hu-berlin.de). In the case of photos, please confirm in your email that you have permission from everyone pictured.

Finally, please share this call with any colleagues working on outreach, publicity, and social media at your library and other libraries, so we can work together to promote services to multicultural communities.

***Looking forward to connecting with you!***



## MID-YEAR MEETING

# Library Services for Multicultural Populations

**Timisoara, Romania, March 1-2, 2018**

Dear Colleagues,

The Mid-year meeting for IFLA Section 32: Library Services to Multicultural Populations will be held on 1- 2 March 2018. We will be hosted by colleagues at the Central University Library „Eugen Todoran” Timisoara. The location will be the beautiful multicultural town Timisoara in Romania (“Little Vienna” and 2021 Cultural Capital of Europe) <https://es.wikipedia.org/wiki/Timi%C8%99oara>



The theme of the meeting will be "**Multicultural information services: Supporting identity and diversity**" and we invite colleagues from across the world to join us. Please look out for our call for papers. <https://mcultp2018midyear.wordpress.com/about/>.

Please could you share this message with all your contacts. We look forward to welcoming you to Timisoara. Further information will be available on our [Facebook](#), [Instagram](#), [Twitter](#) and [Website](#).

Warmest wishes from the committee, IFLA Section 32: Library Services to Multicultural Populations

## WELCOME TO OUR NEW MEMBERS

---



### **Anne Barnhart**

Anne Barnhart is Associate Professor and the Head of Instructional Services at the University of

West Georgia where she oversees the reference, liaison, and instruction programs. Her Masters of Science in Library and Information Sciences is from the University of Illinois at Urbana-Champaign. She also has an MA in Latin American Studies and an MA in Religious Studies both from Indiana University. As a librarian, Anne tries to get students to think beyond the borders in which they live be those mental, physical, or political borders. Anne is happy to join the Library Services to Multicultural Populations as a corresponding member and looks forward to working with colleagues from around to globe who share similar concerns and passions. In her spare time she likes to play bass guitar, spend time outside, travel, and try new foods.



### **Dr. Simona - Marilena Bursaşiu**

I am an active member of the Romanian Librarians Association, I took part in the

organizational Committee of the Annual National Conference of the Romanian Librarians Association in 2016 and this year, 2017, I coordinated the volunteers activities during the proceedings, after I gained some experience as volunteer at the IFLA WLIC in Wroclaw. It was the first time that ILFA WLIC was experiencing collaboration with international librarian's as volunteers and I believe it was a great success.

My collaboration with IFLA MPCULT Section started after I participated in 2010 with a student grant at the Satellite Meeting in Copenhagen. It was a nice experience to see how Danish Libraries are working together to bring useful information for immigrants from so many different parts of the world and to

elaborate cultural projects that can bring together such a diverse population. In 1-2 March 2018 I am glad to be in charge of the organization of the Midyear Meeting of the Section. Members of the Section can visit Timisoara, a multicultural city in the western part of Romania. With this occasion we will organize a Conference, so that Romanian colleges can be familiarized with this topic and to borrow best praxis experiences from colleges around the world.

Librarian, Central University Library „E. Todoran” Timișoara  
[simona.bursasiu@bcut.ro](mailto:simona.bursasiu@bcut.ro)

LIS associated Lecturer  
West University of Timișoara  
[simona.bursasiu@e-uvt.ro](mailto:simona.bursasiu@e-uvt.ro)



### **Leslie Kuo**

Leslie Kuo is a library assistant at the Museum für Naturkunde Berlin Library and a MALIS candidate at Humboldt

University Berlin. She is researching immigrant library workers' lived experiences, challenges and opportunities in the context of German libraries' current efforts to diversify their staffs, collections and audiences. She herself immigrated to Germany from the US and her parents immigrated to the US from Taiwan. She knows and values from her own experience how much libraries can offer immigrants and cultural minorities and looks forward to advocating for Library Services to Multicultural Populations with this IFLA section.

Leslie studied biology, English and art at Yale University, receiving her BA in biology in 2003. She comes to librarianship after 12 years working as an artist, designer and translator on topics such as community outreach, public space, migration, and language, with exhibitions and residencies in

Berlin, New York and beyond. In 2014, she began her library career at the very multicultural Kaimuki Public Library in Honolulu before returning to Berlin to begin her MALIS in 2016.



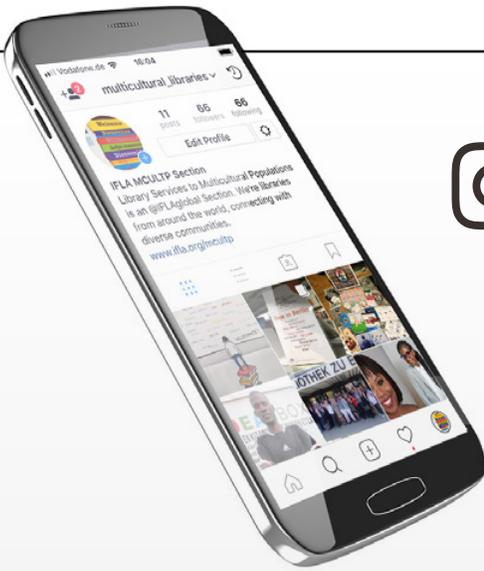
### **Teona Shainidze Krebs**

Teona Shainidze Krebs serves as the Adult Education Division Head for the Pikes Peak

Library District in Colorado Springs, Co. She has many critical responsibilities, including the provision of leadership and facilitation for a multi-site adult education program for a diverse population. Among the most important programs, her Division provides comprehensive instruction for ESL (English as a Second Language), HSE (High School Equivalency preparation classes), and Career Online High school. She works closely with other community support organizations, assuring that the importance of education and related services are promoted throughout all of the communities served by Pikes Peak Library District.

Teona has achieved a B.A. in foreign language (English) with special emphasis on "Theory and Methodology of Teaching Foreign languages and Cultures" an MA in Teaching English to Speakers of Other Languages (TESOL), and an additional MA in Communication. She is a board member of the Colorado Adult Education Professional Association, and a corresponding member of Library Services to Multicultural Populations at IFLA (International Federation of Library Associations).

Teona was born and raised in Batumi, in the country of Georgia, met her future husband in Russia, and married in Georgia. She has two children who are fluent in both English and Georgian.



## Connect with us on Instagram and Twitter

Library Services to Multicultural Populations Section is now on Instagram. To connect with us, look for @multicultural\_libraries on the free Instagram app or visit [https://www.instagram.com/multicultural\\_libraries/](https://www.instagram.com/multicultural_libraries/)

We also have a Twitter account: [www.twitter.com/ifla\\_mcultp](http://www.twitter.com/ifla_mcultp) and a Facebook account: [www.facebook.com/ifla.mcultp](http://www.facebook.com/ifla.mcultp)

The Indigenous Matters Section is also on Facebook. Please visit [www.facebook.com/groups/66990630010/?fref=ts](http://www.facebook.com/groups/66990630010/?fref=ts)

## IFLA Library Services to Multicultural Populations Section

Chair	Secretary	Information Coordinator	Newsletter Editor
Adjoa K. Boateng Head of Reference Services The British Library United Kingdom Email: <a href="mailto:adjoakboateng@gmail.com">adjoakboateng@gmail.com</a>	Mathilde Servet Head of the Practical Knowledge Service Public Information Library, Pompidou Center, France Email: <a href="mailto:mathilde.servet@bpi.fr">mathilde.servet@bpi.fr</a>	Lan Gao Senior Subject Department Librarian Cleveland Public Library United States Email: <a href="mailto:lan.gao@cpl.org">lan.gao@cpl.org</a>	Pam Ryan Director, Service Development & Innovation Toronto Public Library Email: <a href="mailto:ryan@torontopubliclibrary.ca">ryan@torontopubliclibrary.ca</a>

## Contributors

Adjoa K. Boateng  
Raquel M. Ortiz Rodríguez PhD  
Melanie Guzmán McCarter  
Dr. Simona - Marilena Bursaşiu  
Leslie Kuo

Many thanks to all the photographers and bio contributors!

*IFLA Library Services to Multicultural Populations* is produced by: Toronto Public Library Communications, Programming & Customer Engagement department  
@torontolibrary  
[torontopubliclibrary.ca](http://torontopubliclibrary.ca)

Previous newsletter issues are available online at [www.ifla.org/publications/library-services-to-multicultural-populations-section-newsletter](http://www.ifla.org/publications/library-services-to-multicultural-populations-section-newsletter)

Bookmark our publications page on the IFLA site at [www.ifla.org/publications/](http://www.ifla.org/publications/)

## Additional Resources:

**IFLA/UNESCO Multicultural Library Manifesto**  
<http://www.ifla.org/node/8976>

**Multicultural Communities: Guidelines for Library Services, 3rd Edition**  
<http://www.ifla.org/publications/multicultural-communities-guidelines-for-library-services-3rd-edition>

**An Overview: Multicultural Communities: Guidelines for Library Services Four page summary**  
<http://www.ifla.org/publications/an-overview-multicultural-communities-guidelines-for-library-services>

**Multicultural Library Manifesto Toolkit**  
<http://www.ifla.org/node/8975>