**Minutes of the Multicultural Services & Programs Special Interest Group**

Wednesday 22 August, 2018 10.00am to 12.00pm

**Venue:** Clayton Library / 9-15 Cooke Street, Clayton

**Chair:** My Van Dang (City of Greater Dandenong Libraries)

**Minutes:** Emma Zeng (Monash Public Library Service)

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| **Item**  | **Minutes**  | **Action** | **By** |
| **1. Attendance & Apologies** | **Attendance**: John Ruddle (Monash Public Library Service), Jason Brack (Monash Public Library Service), Emma Zeng (Monash Public Library Service), Bill Qi (Melbourne Library Service), Olga Kuftova (City of Port Phillip Libraries), My Van Nguyen Dang (CGDL), Marcia McGinley (Yarra Libraries), Linda Serafini (Yarra Plenty), Jenny Mitchell (Whitehorse-Manningham Libraries), Verona Atalla (Casey Cardinia Libraries), Sandra Cleave (Casey Cardinia Libraries), Lyn McFarland (Moreland Libraries), Christian Kuhlmann (Darebin Libraries), and Sophie Gigas (Wyndham City Libraries).**Apologies**:  |  |  |
| **2. Guest Speaker –** **Dr. Maria Pallotta-Chiarolli**  | Dr. Maria Pallotta-Chiarolli is the Senior Lecturer in Social Diversity in Health and Education at Deakin University. She is also an ally of AGMC (Australian GLBTQ Multicultural Council Inc.)Dr. Pallotta-Chiarolli has brought a few copies of her new books, and provided us with a list of GLBTQ literature books. She hopes that public libraries would make these books available to the general public, to give readers “a mirror or window they may not be aware of”, and make them feel more comfortable to talk about the reality of diversity and social justice in our society.Dr. Pallotta-Chiarolli hopes that the libraries will support and push the reality. She said “We need to be comfortable to challenge each other and talk about the diversity.”The Multicultural Australia Queer Book Launch and Conference will be held at St. Kilda Town Hall from 21st to 23rd of September 2018. The theme is “Living and Loving in Diversity”. <https://conference.agmc.org.au/>  | Check a scanned book list in attachment.To find out her books, please google “Maria Pallotta-Chiarolli”.If anyone wants to talk to those authors, please let AGMC know.  | AllWho are interested Who are interested  |  |
| **3. Seminar Ideas 2019** | The PLVN Local History SIG is interested in organising a biannual seminar with us for ongoing professional development.Our PLVN Multicultural SIG hopes to form a partnership with the Immigration Museum. We can both promote each other’s programs.Sophie from Wyndham City Libraries suggested that as a group we negotiate with the Immigration Museum for some subsidised cost of admission, when we take library patrons to visit the museum. Some American libraries have museum passes for library members. Some libraries are interested in the roving exhibition, which the Immigration Museum has already provided at a few public libraries like the Talking Difference portable studio.Immigration museum can provide free tools and training programs to help libraries collect community stories and local history. | Talk with PLVN LH convenorsDiscuss with the Immigration Museum  | Rita & My VanRita & My Van |  |
| **4. AV Classification Update** | Oriana told My Van that the Australian Classification board is currently doing a whole review of the Australian classification system, which will take five to six months to finish. The issue that the current system is a bit out of date because of the two very specific formats was raised. They need to consider for the future, providing protection not just for DVDs and tapes, but also for online streaming and other upcoming formats.Apparently, current exception only applies to certain unclassified movies for a specified time at movie festivals, and is not ongoing. Oriana has brought the issues to NSW equivalent to PLVN, then to ALIA. They would be advocating for us.Oriana asked us to compile impact statements from library patrons, who would be disadvantage if they were unable to borrow unclassified LOTE DVDs. They told us that they have the legal power to grant us exception, but we are now back to square one. When the discussion paper comes out from the review, they would like to compile some evidence statements from disadvantaged patrons with access problems or who feel a loss of value in their library service.Bill thought we could provide evidence of the LOTE AV stats, as these will show the LOTE DVDs are the most in demand. Some libraries choose to only weed the very old, damaged LOTE DVDs, because they haven’t been able to purchase any new ones for one or two years.Some libraries have done their in house risk assessment, and started to purchase LOTE DVDs again. They display labels to every single LOTE DVD. It is up to the parent to monitor their children’s borrowing or viewing.Some suppliers are edgy. They are no longer carrying the unclassified LOTE DVDs.This uncertainty would affect some libraries’ budgeting.Please email to Oriana the list of evidence of impact to our patrons and the community.Oriana is interested in coming down to our meeting in October or November. | All these statements / evidence / feedback from our patrons and the community should be collected and forward to Oriana. | Our convenorsAll |  |
| **5. Ideas for speakers / vendors / topics for future meetings** | CAVAL representatives will come to the next meeting. They will talk about collection development from their perspective. | CAVALKazuya Yokoyama& Jamie |  |
| **6. Marketing LOTE events** | Moreland City Libraries told us about their success with local radio stations. Grassroots in Glenroy made contact with the local radio stations, and as a result the program presenter helped to promote the library event via their different shows.WeChat is a social media tool, which is widely used by the Chinese community as Google, WhatsApp, Facebook, YouTube, and Twitter are all blocked in China.When asked how to use WeChat, Bill of Melbourne Library Service said that he had created a list of contacts for the Chinese bookclub, and he would ask a WeChat user to inform the rest of the group about any library programs, or changes of dates. WeChat is available in English or Chinese. Bill added that WeChat is similar to WhatsApp. It too can be used to make video calls. Emma from Monash Public Library Service has used WeChat to deliver booklists to the Chinese Shared Reading Group. For Chinese patrons, WeChat is a most effective and efficient tool than email. By using WeChat, users can send photos, videos, texts, voice mails, or library flyers to other WeChat users.At the meeting, the various ways to book for events were discussed and some good tips were suggested. These include:* Encourage library users to register their interests as early as possible. Many libraries issue their brochures a couple of months in advance of the event.
* Restrict the booking until a week or two before the event.
* Send a text reminder, or ring patrons to confirm their booking.
* Explain to patrons that booking is important, as it helps us to prepare the room, and organise catering and handouts, etc.
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| **7. Around the table** | **Whitehorse Manningham Libraries:*** Conversation Buddies program – not accepting applications for Learners or Volunteers at the moment. Closed applications 1st July due to huge Waitlists. Busy processing applications that have been received. Conducting a review of the program which has been running since Oct 2017. Looking at restricting length of time Learners can be in the program and limiting number of volunteers at each branch so more manageable.
* Early Years Program for Mandarin Speaker – partnership program with Deakin University. Held at Nunawading and Box Hill Libraries. Teaches Mandarin speaking adults to be more aware of how children learn to read, developing ideas for inspiring children to read in their 1st and 2nd language. Free but bookings required https://wml.spydus.com/Events/Events/EventDetail?PgmId=5570
* New What’s On booklet for Spring. CALD events coming up – 22 Sept Autumn Moon Dumpling Making @ Nunawading Library, 29 September Chinese Bao Buns @ Box Hill Library, 19 Oct Seniors Rights presentation @ The Pines Library with Mandarin Interpreter.
* Chinese Book Selection Morning booked for Feb 2019 with BMV our Chinese book supplier.

**Monash Public Libraries:*** After the first session of iPad training to the Greek senior group, Jason is going to give two more lessons on Internet Searching.
* Our Indian background librarian is currently preparing for a Hindi Tech Savvy program, which will be rolled out in October.
* Emma is going to give a lightning talk about the Chinese Shared Reading Program at Geelong Library on 12 Sept 2018. It is for the PLVN Collections SIG & Reader Development SIG seminar.
* A Chinese U3A group came to Glen Waverley library and conducted a Chinese Tea ceremony, which they translated into English. It was well received.

**Melbourne Library Service:*** We are in the middle of finalising our new budget and LOTE magazines subscription.
* All of the magazines have been handed over to Prenax to source for us included LOTE. CAVAL will complete the shelf ready part for us.

**Moreland City Libraries:*** Refugee Week – Abdi Aden at Glenroy Libraries After Dark program.
* NAIDOC Week – Rachael Hocking from SBS – The Point.
* Chinese bilingual storytime at Brunswick.
* Word Play at Fawkner – an English literacy program with Merri Community Health offering help with literacy for pre-schoolers as well as their parents.

**Wyndham City Libraries:*** Language Café at Wyndham has been really successful and has now been rolled-out to all 5 branches.
* Cultural diversity has been incorporated in regular practice outside of specific culturally themed events e.g. bilingual storytimes, Wayapa workshops during Mental Health Month, Chinese Calligraphy, hosting playgroups through Playgroups Victoria (e.g. Dutch and Chinese Playgroups).
* Wyndham’s collection of community languages includes Arabic, Chinese, Hindi, Italian, Spanish, and has just expanded to include Panjabi. There’s also a wide range of bilingual picture books.
* Future projects include IT classes in community language, music night (with a focus on local cultural music), and collecting oral histories of Wyndham residents (including stories of migrant and newly arrived people).

**Yarra Plenty Regional Library:*** The July/August newsletter was distributed, the main LOTE events being a Bastille Day celebration at Ivanhoe Library and a Macedonian National Day celebration at Thomastown Library including new Macedonian stock for borrowing.
* An Arabic collection has been added to Lalor Library and stock from Collingwood Library has been gratefully accepted.
* Currently working on the purchase of Indian stock for Hindi and Punjabi collections which will be launched in November.

**Casey Cardinia Libraries:*** Community survey and Book selection for our new Punjabi collection with over 100 people attending.
* Pop up libraries in the local community houses where our Chinese community meet.
* Cultural diversity day. Celebrating Our Community Diversity - it opened with Samoan dancers Tama Tatau who came and shared their culture and language with the audience and had both kids and adults up dancing.  Then we had multilingual stories and songs in Samoan, Hindi, Arabic, Punjabi, Sinhalese and English, followed by craft activities (making Ramadan lanterns and decorating Asian elephants) and a Bollywood dance workshop by Dance Mantra for children between the ages of 4 and 8.
* African drumming workshop.
* Plus also I would like to mention our new literacy kit collection focused on diversity and home languages. Literacy kits are play based kits in 21 languages available to child educators in the Cranbourne community.
* As well as bilingual storytime celebrations in Sinhalese, Chinese and Dari.
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| **10. Other Business** | Meeting dates for 2019* Do we want to consider alternating between Tuesday and Wednesdays or continue as we are doing now
* Possible locations for meetings in 2019
	+ Already planned for Immigration Museum and MAV
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* **Next meeting:** Wednesday 24th October 2018, 10.00am to 12.00pm, Flemington Library (313 Racecourse Road, Flemington)
* **Minute taker for meeting:**