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

Wednesday 24 October 2018, 10am-12pm

**Venue:** Flemington Library / 313 Racecourse Rd, Flemington  
**Chair:** Rita Hardy (Moreland City Libraries)

**Minutes:** Sophie Gigas (Wyndham City Libraries)

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| **Item** | **Minutes** | **Action** | **By** |
| **1. Attendance & Apologies** | **Attendance**: Rita Hardy (Moreland City Libraries), Debra Rendell (Melton City Libraries), Kath Waugh (Goldfields Library Corporation), Jason Brack (Monash Public Library Service), Emma Zeng (Monash Public Library Service), Olga Kuftova (City of Port Phillip Libraries), My Van Nguyen Dang (CGDL), Chris Bolland (Moonee Valley Libraries), Eda Irfan (Moonee Valley Libraries), Marcia McGinley (Yarra Libraries), Verona Atalla (Casey Cardinia Libraries), Liliana Chiriano and Sophie Gigas (Wyndham City Libraries).  **Apologies**: Christian Kuhlmann (Darebin Libraries), Jenny Mitchell (Whitehorse Manningham), Sandra Cleave (Casey Cardinia), Marijana Bogdanovic (Greater Dandenong), Vitina Agosta (Hobsons Bay) and Linda Serafini (Yarra Plenty) |  |  |
| **2. Guest Speakers: CAVAL**  **Jamie McCowan and Kaz Yokoyama**  **Presentation about Collection Development** | Presentation by Jamie McCowan:   * CAVAL is a member organisation that supplies public and academic libraries with resources in community languages * Bookery are now a member of CAVAL and are currently working on a new website * CAVAL is working with James Bennett to supply ESL and ELT resources to libraries. Same price point from both suppliers, however shelf ready status differs. * Prenax, a subscription agency for magazines, is moving into the public library space * CAVAL is expanding and will be opening new offices in Brisbane * Selection days can be organised with CAVAL and set-up so that patrons can take items on the day, rather than requesting and waiting for them to arrive. * CAVAL offers cataloguing professional development for library staff. To organise this at your library contact CAVAL. * 33 languages ordered this year (demand for Russian materials is growing). * CAVAL can assist with the development of cross promotional materials by providing translating services e.g. Monash’s collection day collateral and social media cross promotion. * CAVAL turns 40 this year.   Presentation by Kaz Yokoyama: Selective purchasing, collection analysis and development   * Patron focused approach (the CAVAL Way) to develop LOTE collections * CAVAL is piloting this approach with the acquisition and management of Japanese collections - so far collection usage has increased, showing a positive impact on the acquisition process. * Historically the selection of titles hasn’t matched usage trends, with a decrease in the number of active collection items and less frequent collection use. * Challenges for LOTE collections include:   + Managing i.e. weeding, acquisitions etc.   + Collection not as accessible to patrons and staff   + Difficult to reach community due to language barrier   + More support is needed for LOTE librarians * CAVAL Way: is to identify users’ collections interests, needs and expectations * Scope and targets:   + To continuously monitor and evaluate collection usage   + Improve collection use/turnover   + Enhance value of collections   + Ensure that the collection reflects reader interests * Collection analysis tools:   + Collection HQ and LMS   + Manual collection usage analysis   + Identification of popular titles/authors/subjects   + Profiles   + Analysis of high profile item characteristics * Selection analysis:   + Collection profiles   + Usage analysis   + Qualitative attributes (reviews etc.)   + Predict future borrowing * Selection criteria/methodology for popular items:   + What makes certain items high-circulating?   + Questioning the premise that:     - Best sellers = popular titles     - Non-best sellers ≠ popular titles     - Bookshop sales figures > usage analysis * Bottom line:   + Focus on stats   + Focus on reading and borrowing interests   + Utilising the discretion and professional judgement of subject specialists   + Employing holistic and contextual decision making * Collaboration/partnership between CAVAL and public libraries:   + Collaboratively evaluate collection usage by sharing usage stats   + Systematic collection evaluation and development   + Item order files forwarded to libraries   + Outreach – CAVAL can visit libraries for promotional events; facilitate library/patron engagement; bilingual translating services (brochures, website text etc.) * Results and benefits:   + Supply resources that are relevant to users’ interests   + Build high circulating LOTE collections   + Prioritise usage/value for money   + Contribute to creating an engaging library environment * Examples of popular Japanese titles:   + Crime fiction   + Gastronomy   + Movie adaptations   + Vision therapy picture books   + Health (treatment and therapy)   + Domestic fiction   + Books with cats on the front cover(!)…not really   + Books about toilets   + Japanese translations of popular English non-fiction titles   + Bilingual resources on Japanese culture   Q&A session:   * Is large print LOTE material available for aging population? * There are some materials available, albeit on a limited scale * What tools does CAVAL use to recognise collection gaps? * Data analysis, focusing on popular subject areas. CAVAL can assist libraries to survey users to find areas of interest that fall outside this. * What is the turnaround time from placing order to receiving items? * 2 month process from ordering to shelf ready delivery. * Profiles often include ‘new release books’, however, this often includes new editions of older titles which are not always desired. How can public libraries and CAVAL manage this? * If new editions come through that you don’t want please return to CAVAL for exchange with another title. | Investigate and report back on availability of large print LOTE resources – particularly Chinese for Monash  Provide a detailed ordering/delivery schedule  Powerpoint to be sent to SIG | CAVAL: Jamie  CAVAL: Jamie  CAVAL: Jamie and Kaz |  |
| **3. Previous minutes** | Meetings for 2018/19   * Meetings to be held on Wednesdays by majority vote * Upcoming meeting on 28 November to be hosted by Yarra * Locations for 2019: February: Immigration Museum April: Bunjil Place Library June: MAV  August: Footscray Library October: Tarneit Library November/December: Bendigo Library | Meetings to be held on Wednesdays  Confirm location for meeting on 28 November  Locations for 2019 meetings to be confirmed/booked | Marcia  Sophie, Liliana, Kath |  |
| **4. Changes to Immi Accounts and application processes** | * Increase in patrons asking for assistance with Immi Accounts across the board – how have people been managing this? * Infrastructure support e.g. more time on computers, wireless printing etc. * Moonee Valley: working with neighbourhood house and legal aid to provide weekly 2hour sessions. * Monash: citizenship classes; partnership with Centrelink; partnership with neighbourhood house to provide guidance on finding/filling in forms. * Maribyrnong: citizenship classes. * Suggestion/idea: recruiting helpers through family members to assist with translation, digital literacy etc. * Suggestion/idea: this challenge can be addressed by encouraging a workplace cultural change – ensure staff take bookings for sessions rather than spending a lot of time with individual patrons whilst on desk. |  |  |  |
| **5. AV Classification Update** | * No updates since last meeting * Suggestion: staff from the Classification Board to do a presentation at a SIG meeting. | Share DVD stickers to be uploaded to the PLV website | Moreland:  Rita |
| **Seminar Ideas 2019** | * Carried forward to next meeting |  |  |
| **Ideas for speakers/vendors/topics for future meetings** | * Department of Immigration to attend meeting to discuss challenges regarding immi accounts. * Carried forward to next meeting |  |  |
| **Around the Table** | Maribyrnong:   * Telstra Savvy Seniors Internet training included sessions for Vietnamese and Chinese speakers which very well attended. * Greek Glendi coming up on 24 November – new Books and DVDs in Greek, live music and a cooking demonstration. * ‘Spanish Speaking Mums and Dads’ continue to meet every Monday at Maribyrnong Library, very well attended, members are from Chile, Peru, Colombia, Argentina, Mexico and El Salvador. * Spanish Conversations Group meet every Wednesday to discuss books and films in Spanish.   Bendigo:  We are proceeding with a community engagement project supported by City of Greater Bendigo, with the aim of making our four libraries in Bendigo more culturally safe and welcoming for patrons from diverse cultural backgrounds. We have visited metropolitan and rural libraries to benchmark good practice, recruited community champions to help us to engage with new arrival communities, and will end up with a report that makes recommendations for improved service across all aspects of our service - spaces, collection, programs and library staff training. For some quick wins, we will be piloting some bilingual storytimes early next year, looking at welcoming signage and partnering with Rural Australians for Refugees to set up a conversation club.  Casey Cardinia:   * Unclassified LOTE DVDs:   + We have created an Unclassified DVD item type on the LMS (workflows).   + Items given this item type will not be able to be borrowed by anyone under 18 years old (the same as DVDs rated "R").   + The DVDs are to be clearly labelled "Unclassified DVD" and located away from any junior items.   + We have not added any unclassified DVDs to the collection since this has been implemented. * LOTE collections to be located around more branches:   + Currently only 3 of our branches house LOTE items (not including magazines)   + Most of our branches will be receiving a small "sample" collection of our current LOTE collections. This is aimed at heightening community awareness of our LOTE collections   + We will be advertising this via our website, making our LOTE items more visible to the community. * We've also plastered the children's area with the new posters available from the Victorian Government that promote the importance of reading to your child in the language you know best. These are a great resource - I hope they release more languages!   Monash:   * English Language and life skills program partnership program with AMES Australia has resumed for Term 4. The sessions at Glen Waverley Library were not advertised due to the number of people on the waiting list from the previous term. * We have commenced a four-week Hindi technology program at the Glen Waverley Library. The sessions are facilitated by library staff in Hindi and are covering introduction to computers and internet, social media and tablets. * In October, Monash commenced a new program, Practice your Mandarin: Chinese conversation circle. The program is aimed for people who get little opportunity to use their Mandarin speaking skills, with a focus on pronunciation and enhancing both verbal and listening skills. The sessions are overseen by volunteers. * The Chinese shared reading group will be visiting the Chinese History Museum in Chinatown in December.   Moreland:   * Read More program 16 August: Talented African storyteller Agum recalls her journey from South Sudan to seek asylum in Australia, a country she had never heard of. Agum will share the joys and challenges of refugee settlement. * Read More program 30 August: Reza – an asylum seekers story. Reza fled Afghanistan at 17 when life for the Hazaras became very dangerous. Following detention on Christmas Island, Reza settled in Melbourne as part of the Community Detention Program. This was Reza’s story of resilience. * The crappiest refugee event held on 6 September. Award winning author, musician and stand-up comedian, Hung Le visited the Coburg Library. * Nepali Cultural Evening held on 25 September at Glenroy Library which included music, dancing and featured the Nepali collection. Dress code: simple sari.   Wyndham:   * Language Café is now running at all branches due to high demand. * Introduction to Chinese calligraphy workshop held on 1 September. * Wayapa narrative meditation session held on 11 October as part of Mental Health Month. * Karen bilingual storytime coming up in December * Local and Family History Librarian developing an online resource for Aboriginal and Torres Strait Islander people researching their family history.   Greater Dandenong Libraries   * Talking Faith? Forum – Aboriginal and Torres Strait Islander Spirituality * Hindi collection soon to be introduced to Dandenong Library   Immigration Museum:   * ‘Love’ exhibition opens 1 December 2018. Exhibition is in partnership with Heide who have loaned objects from their collection. * Khalil Gibran exhibition opens 24 November 2018 * Grow, Gather, Share exhibition opens 8 November 2018 * Blue Black Beatz special event on 17 November 2018. Event is in partnership with Afro Hub for music week. * January-February 2019: pop-up activities will be happening in conjunction with summer exhibitions. * Seniors and education groups make up the majority of the Museum’s visitors. * Opportunities for better cross-promotion between Immigration Museum and libraries through sharing relevant events. * Special tours for seniors can be organised from 2pm onwards, up to 25-50 people per group. Seniors have free entry. * To organise cross-promotion, tours etc. please contact Jan Molloy: email: jmolloy@museum.vic.gov.au ph.: 9927 2750 | SIG to send ‘around the table’ notes to Sophie | All |
| **Other Business** | None |  |  |

* **Next meeting:** Wednesday 28 November 2019, 10am-12pm, Carlton Library – followed by Christmas Lunch
* **Minute taker for meeting:** TBC