

### 3. LIBRARY SERVICES TO ETHNIC GROUPS

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The purpose of this report is to inform the Committee about the initiatives that Christchurch City Libraries has been taking in providing services to new migrants and those of cultures other than New Zealand or Maori.

#### BACKGROUND

Christchurch City Libraries has had a partial position devoted to Ethnic Services since July 2000. It is filled by Jill Richardson. It occupies 30% of her full time reference librarian's position, the remaining time being spent on service delivery relating to collection management and public desk reference work. There is a strong overlap in these roles as a large part of the collection management work relates to mother tongue collections and materials for English speakers of other languages (ESOL). Information desk work includes serving customers from the variety of different ethnicities who frequent the Central library. This position focuses on new migrants and English speakers of other languages. Services to Maori are the responsibility of a different position.

#### CURRENT ACTIVITIES

Since last reporting to the Committee in May 2001, a number of initiatives have been achieved:

- New Settlers web page is available in English at <http://library.christchurch.org.nz/NewSettlers/> and the translations into nine languages is in progress.
- Books in other languages. Parameters are in place for regular purchases to add to existing collections. Farsi (Persian) is the latest new language represented in these collections.
- Resources for learning English. There has been a major review of all libraries resources in the past year and a collection plan with a recommended core list is now in place. This provides for three different levels of collections depending on the size of the library. An injection of additional \$5,000 to this budget from the Friends of the Library has helped better meet the current demand.
- Orientation for new settlers. All refugees who enrol at PEETO and Hagley Community College have the opportunity for a tour of the Central Library.
- A new literacy class jointly conducted by Refugee Resettlement Services and Christchurch ESOL Community Tutors Scheme enjoyed a very successful trip to Fendalton Library last October. This at-risk group of mothers and pre schoolers (mainly Kurdish and Afghan) spent a morning of familiarisation with computers, children's and adult resources, policies etc. They recorded their visit by writing a booklet which subsequently was put on the library's website <http://library.christchurch.org.nz/NewSettlers/VisitTheLibraryOct02/>
- Computer classes. PEETO are taking regular advantage of the free computer skills classes for new arrivals on their courses.
- Culture Galore. The library has had a successful stall at this event for the last two years.
- Migrant Forum. The Ethnic Services Librarian, Jill Richardson, regularly attends this six weekly forum and usually takes a colleague. Jill is identified as the library representative and picks up on opportunities to promote the library's services and facilities.
- Employment. The library fields many enquiries from agencies who are trying to place new settlers in work. They are pointed to the Christchurch City Council jobs noticeboard and Jill Richardson offers to talk to any prospective library applicants and help them with applications.
- Pacific Nations. Rona Fatuleai, Community Children's Librarian at Hornby, has been working with the College of Education Pacific Nations Adviser on promoting the use of libraries to support learning and homework. She does this by presenting evening sessions to parent groups through the schools in the area. Recently Rona and another colleague presented a session particularly focusing on the electronic resources available through libraries at the Nui Technology Expo held under the auspices of Flaxroots at the University of Canterbury.

- Wendy Mackay, Preschool Outreach Librarian has targeted those who “mentor” new migrants (eg through church groups) to inform them about our preschool services.

#### **CONCLUSION**

From the above it is clear that a range of activities is in place to support those from cultures other than Maori or New Zealand. Jill Richardson is working collaboratively with Jenni Marr, Community Advisor, Multicultural to keep her informed of the Library’s initiatives.

#### **Chairman’s**

**Recommendation:** That the information be received.