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Diversity And Equity...Community Building Strategies In Public Libraries For Multicultural Communities

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Diversity and Equity ... Community Building strategies in Public Libraries for Multicultural communities

"The public library is the local gateway to knowledge, and provides a basic condition for lifelong learning, independent decision-making and the cultural development of the individual and social groups" (P. L. A. UNESCO, 1995).

The research investigated public library service delivery to Multicultural residents within the Perth Metropolitan area in Western Australia. The following questions were posed to explore the research:

1. What are the current levels of service offered to Multicultural residents by public libraries in Metropolitan Perth, Western Australia?
2. How do Multicultural residents experience and evaluate public library access to Multicultural residents in Metropolitan Perth, Western Australia?
3. Can the critical factors emerging from the data, be the underpinning preconditions to develop a Dynamic Model of Multicultural access and service provision that can be used by all public libraries in Metropolitan Perth?

Information seeking and community integration:

The library is more than just another public universal service; offering universal access library model framework (2008).

The research project focused on the community context of multicultural to the public library due to the diversity and heterogeneity in Multicultural groups. Diversity in Australia and the general mix is a challenge by way of background of multicultural social values and norms. Therefore, this study was conducted within the framework of a research project. The research project investigated the current level of public access to Multicultural groups to identify the current level of service offered to Multicultural residents. The research project used a mixed-methods approach that involved 31 Multicultural residents from Western Australia. The results of the research project concluded that the public library access to Multicultural residents in Western Australia is generally low. The research project identified several critical factors that affected Multicultural access and experience of public library services in Metropolitan Perth, Western Australia.

Why the Public Library For community building strategies? We do not neglect, recognize diversity to discriminate...!

Why did the findings reveal?

Two levels of library services and programs emerge from the findings.

1. Multicultural Public Library Policy
2. Public Library Services to Multicultural clients.

Diversity: The possibility in employing staff from Multicultural groups elicited the following responses.

- Staff Diversity: The viability in employing staff from Multicultural groups elicited the following responses.
- Brethren in library access: Multicultural responses to library in every access.
- Lack of communication between one user and library.
- Relations approach and disapproach.
- Assessment of library skills.
- Effective library program.
- Community engagement.
- Bilingual literature.
- Community libraries.
- Digital Technology transformed library services, programs and resources.
 subject of library in English.
- Digital language.
- Information and Communication: instantaneous from Global Networks.
- Providers (ISPs), Data Base, Email, Multi Media, Google & ICTs.
- iii. Filling in forms for Centre Link, Medicare, jobs, schools and driving licence.
- Job applications, resume writing, interview rehearsals in English and job seeking skills.
- I. Advance English Language: Academic Writing & Conversation.
- II. Intermediate English: Reading, Writing, Speaking & Listening.
- iii. Basic Internet Skills: Create Email ID, send Emails, Internet Search.

Results:

- The Mixed-Methods strategy employed qualitative and quantitative techniques in the data collection about the public library environment.

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Results:

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- Phase One: Quantitative data collection which identified 64% of library staff agreed that poor English among Multicultural clients affirmed by 64% of library staff. Poor English among Multicultural clients on a low level.
- Phase Two: Qualitative data collection utilized through interviews with Multicultural residents. One of the main level of access prevention for Multicultural residents.
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Digital language.

Digital Technology transformed library services, programs and resources.

- Information and Communication: instantaneous from Global Networks.
- Providers (ISPs), Data Base, Email, Multi Media, Google & ICTs.

Digital Technology transformed information storage, dissemination, and information seeking processes.

- d) Computer Technology: changes traditional information seeking processes.
- f) Computer Technology: redefines information seeking processes.
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