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.”

(UNESCO, 1995)

Research Questions
- What are the current trends in public libraries and their accessibility for Multicultural residents within the Perth metropolitan area?
- Are there any barriers to access within public libraries in metropolitan Perth, Western Australia?
- How can public libraries improve their services to cater for Multicultural communities?

Why the Public Library For community building strategies? We do the study, investigate department in the following steps:

1. **Why do you think this study is crucial?**
2. **Digital Technology transformed information storage, dissemination, and information seeking processes**
   - a. **Digital technology;** digitisation of library services, comprehensive catalogues, on-line library resources and search engines, online databases.
   - b. **Computer technology;** changed traditional information seeking processes.
   - c. **Computer technology;** changed traditional information seeking processes.
   - d. **Computer technology;** changed traditional information seeking processes.
   - e. **Computer technology;** changed traditional information seeking processes.

Why the Public Library? For community building strategies?
- We do the study, investigate department in the following steps:

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

**What did the findings reveal?**
- Two levels of library services and programs emerged from the findings.

**RESULTS**
- Qualitative interview data findings revealed
  - authentic interviews, informal conversations with stakeholders;
  - observations, direct experience of being a patron.

**English language Proficiency**

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<tr>
<th>Characteristics unique to Multicultural participants</th>
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<tr>
<td>Lack of English proficiency</td>
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<tr>
<td>Lack of information about library services</td>
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<td>Lack of connection to the library system</td>
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<td>Access to local community activities</td>
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<th>Library services multilingual responses to better library service</th>
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<tr>
<td>Loans of books for multicultural groups</td>
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<tr>
<td>Online services for multicultural groups</td>
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<td>Access to local community activities</td>
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**Staff Diversity:** the employability in staffing from Multicultural groups elicited the following responses.
- The idea that EAL staff better staff employed EAL staff at the library to better serve EAL users seems to increase numbers in EAL users.

**Public Library Services to Multicultural clients.**

**Public Library Services to Multicultural clients.**
- 4. Computer literacy: most staff (55%) agreed that the library access required skills in IT.
- 5. Library services programming for multicultural groups (Multicultural community). The survey demonstrated that:
  - 85% of respondents believed that the library service should be tailored to meet the needs of multicultural communities.
  - 90% of respondents believed that the library service should be based on community input.

**Public Library Services: Infinite Possibilities**

**References**