



Message from the Chair

Jack Leong

Dear Section Members,

In the 2016 IFLA WLIC in Columbus, Ohio, our Section collaborated with the Public Libraries Section to organize a conference session on *Libraries: A sanctuary in times of need – the public libraries response*. Collaboration with the Library History SIG resulted in a second conference session titled *Libraries and immigrants: Historical perspectives*. Both sessions generated tremendous interest and discussion on library services for refugees and immigrants, an important topic as libraries around the world are serving increasingly diverse user populations. I presented on *Library services for immigrants and refugees: actions and principles from a global perspective* in the Division III Conference Section in response to UN's agenda and initiatives.

A number of attendees have written articles for this newsletter about these and other sessions at WLIC 2016, so you can read more about them and the great Congress we had in Columbus, Ohio.

One of the objectives of the Library Services to Multicultural Populations Section is to study and support the employment of staff who both reflect social diversity and are trained to serve diverse communities. In support of these goals, we have translated the *IFLA/UNESCO Multicultural Manifesto* and *Toolkit* into Arabic, French, German, Spanish, Korean, Norwegian, Slovak, Swedish, and Nepali. Going forward, we will continue this process in order to provide the *Manifesto* and *Toolkit* in all of IFLA's official languages. We are hoping that members will continue to contribute additional translations in any and all languages in order to increase its accessibility worldwide.

See Message, page 2...



Library Services to Multicultural Populations

The International Federation of Library Associations and Institutions



Public libraries are strong partners in supporting newcomers in the communities and countries where they have landed.

Access, Opportunity, Connections: Responding to the Syrian Refugee Crisis

Vickery Bowles

Libraries: A Sanctuary in Time of Need – The Public Library Response was one of the sessions presented by our Section in collaboration with the Public Libraries Section at the WLIC 2016. This article summarizes one of the presentations made as part of this session.

Global migration, including the mass migration of refugees has become one of the great challenges of the 21st century. People are fleeing war-torn countries, terrorism, political persecution, economic disruption and even climate change.

Global migration, including the mass migration of refugees is not going away.

The current crisis centred in Syria has been described by the UN High Commissioner for Refugees as the most significant

refugee and displacement crisis since World War II. It is the first of its kind in the digital age where families try to remain connected and find their way using digital technology, particularly smart phones, with information traveling in real time across the globe.

Refugees are looking for access to information, opportunities to make a new life and connections to people and institutions they can trust.

Libraries are sanctuaries for them.

A poignant illustration of this has been the secret library in a Syrian suburb in Damascus where residents have rescued books from bombed buildings and users, including children, have dodged shells and bullets on a daily basis to reach the library.

It is not surprising then, when immigrants arrive in their new destination, that public libraries are strong partners in supporting refugees and newcomers in the communities and countries where they

See Access, page 2...

Message from the Chair

Continued from page 1...

The recent establishment of the Indigenous Matters Section comes at an important moment here in Canada, which is undergoing something of a renewal in regards to its relationship with Indigenous communities. In October 2016, the Akwesasne Mohawk community established what is considered to be the first Indigenous legal system in Canada independent from the federal government. Moreover, talks have begun between the Mohawks, Ottawa, and the two affected provincial governments to develop a framework for the system's formal recognition.

Also in October, an agreement in principle was reached between Canada, the province of Ontario, and the Algonquin people to settle a 24-year land claim process over land that has been under dispute for over 250 years. As the first modern-day treaty in Ontario, this represents a significant step forward in addressing the historical injustices in Canada.

Libraries and librarians have a role to play in such processes of decolonization and our section will continue to work closely with the Indigenous Matters Section to support libraries serving Indigenous communities. As we continue to translate the *Manifesto* and *Toolkit*, it is our Section's hope that this will include Indigenous languages. The ability of Indigenous communities to use, transmit, and work in their own language has long been under assault from the assimilative structures of colonialism. It is vital, then, that our understanding of multicultural communities includes an awareness of the specific challenges faced by Indigenous communities and what we can do to support their needs.

Looking to our upcoming events, we are planning to develop a workshop on the implementation of the *Manifesto* and *Toolkit* at the IFLA World Library and Information Congress in Wrocław, Poland and a working group has been formed to develop case examples.

Special thanks to Mathilde Servet, who took up the important role as the Secretary of our Section, Adjoa Boateng, who continues her role as the Section's Information Officer, Susan Schneur, who recently volunteered her services as the new Multicultural Populations treasurer, Vickery Bowles, who put together this amazing newsletter and Dolly Carungui, the Chief Librarian and Reference Division Head at the National Library of the Philippines, for her talk in Columbus, Ohio, business meeting.

Access, Opportunity, Connections

Continued from page 1...

have landed. Public libraries are welcoming, inclusive public places. They have been a democratizing force in the modern world supporting literacy and a literate population, free and open access to a diversity of information and ideas, freedom of speech, intellectual freedom and the protection of privacy.

With a recognized brand and global reach, public libraries provide critical supports to migrant populations and the cities and communities that integrate them. Libraries support quality education, skills upgrading and economic growth, and help create sustainable growth in communities where everyone can reach their potential.

Libraries are sanctuaries where residents can explore, learn and discuss issues; a public safe place supporting a civil society where everyone has a voice.

Libraries are sanctuaries where residents can explore, learn and discuss issues; a public safe place supporting a civil society, where everyone has a voice.

This article outlines the ways in which Toronto Public Library (TPL) supports newcomer populations using the Syrian refugees' arrival in Toronto as an example. However, it is important to acknowledge that the coordinated migration of Syrian refugees to Canada means that the Canadian experience with the current refugee crisis is very different to Europe, the latter of which has had to respond to much greater complexities associated with mass migration and displacement.

Immigration: the Canadian Context

The approach to immigration in Canada has a long history of openness to immigration and this openness has remained at a time when some countries are closing their doors. Canada has one of the highest immigration rates per capita of any country in the world. Between 2015 and 2016 the federal government airlifted more than 25,000 Syrian refugees to Canada.

For Syrians who landed in Toronto, they have found that Toronto is one of the most diverse cities in the world. The Toronto area is one of four main immigrant reception areas in Canada where diversity is welcomed, celebrated and leveraged as a driver of creativity and economic competitiveness.

Toronto residents comprise of over 230 ethnic origins with immigrants making up 49% of Toronto's population, which is significantly higher than the national average figure of 21%.

Simply put, Toronto defines the city's unique value proposition with its motto: Diversity Our Strength.

TPL is part of a network of partners including the City and a public education system, which leverage their collective impact to achieve outcomes of Canada's immigration program so that all Canadians provide a welcoming community to facilitate the full participation of newcomers and that newcomers contribute to the economic, social and cultural development of Canada. The network also seeks to ensure that newcomers enjoy both the rights and responsibilities of Canadian society. Newcomers are encouraged to become Canadian citizens early in their settlement journey.

TPL's broad range of newcomer services are delivered online and through

See Access, page 3...



Key communication pieces were translated into Arabic and Armenian.

Access, Opportunity, Connections

Continued from page 2...

TPL's 100 branches, which offer safe, welcoming public space and outreach in community locations. Embedded services such as the federally-funded Library Settlement Partnerships (LSP) support settlement workers in library branches serving a high concentration of newcomers. LSP has been studied internationally as a best practice and replicated in other Canadian and U.S. libraries.

Welcoming Syrian Refugees

Our approach to welcoming Syrians was guided by TPL's strategic plan, which echoes IFLA's support for the United Nations 2030 agenda. A founding principle is to provide barrier-free outreach and access to both privately sponsored and government-assisted refugees (GARs), beginning with pre-arrival and continuing through the arrival and settlement process.

Library cards were given to refugee families and, because they didn't have a home address yet, the address of the local library branch was used to facilitate getting cards into the hands of the refugees. This reinforced the idea from their first days in Canada that refugees are welcome and belong in the Library, a community cornerstone and core Canadian institution celebrating democracy.

Social media was utilized to engage and connect with refugees and sponsors. Prior to the first Syrians' arrival in Canada, TPL published a blog post summarizing its newcomers services that are readily available to Syrian refugees. Many Torontonians shared the information virtually.

Key communication pieces were translated into Arabic and Armenian such as the Welcome to the Library document summarizing services to newcomers. In anticipation of increased demand for collections and materials in Arabic and Armenian, collections funding for adults and children materials in those languages was doubled and local selectors were sourced.

In keeping with the City of Toronto's Refugee Resettlement Program, TPL provided additional pre-arrival support for private sponsors with orientation sessions provided for private sponsors in library branches; 11 sessions were delivered with over 300 private sponsors attending.

Connecting newcomers to Canadian communities and institutions is an important part of the integration process. We worked with our cultural partners to extend special access to the Library's cultural museum and arts pass.

One night we hosted a night of music and celebration, where we introduced our popular museum pass lending program to help Syrian refugees discover and experience Toronto's many arts and culture venues and attractions. More than 1,000 passes were distributed to families.

In early days of their arrival, we encouraged newcomers to explore their City and the destinations that many Torontonians enjoy with their families. Participating cultural venues included the Toronto Zoo, the Ontario Science Centre, Royal Ontario Museum, the Art Gallery of Ontario and the Aga Khan Museum

Through partnerships with local publishers and book industry, new children's books were donated and distributed as first possessions for refugees in their new home. Many were temporarily located in hotels so we used our bookmobile to connect with refugees and distribute the books, and deliver programs such as story times in English and Arabic as well as get people registered with library cards

In closing, while we recognize the integration of newly arrived Syrian refugees into Canadian society may take years, by connecting with them from their earliest days in Canada, we are able to create a relationship with the public library that we hope will continue throughout their settlement journey. It provides the opportunity to build on the democratic, inclusive values -- the brand of public libraries -- to welcome and integrate Syrian refugees into the Canadian family. We are able to encourage them to explore the Library's 100 branches and services for ongoing support in finding a job, using free internet and email access to remain connected, learning English, getting their children ready for school, and finding books and other materials in their home languages.

We are able to support the Syrian refugees in their quest for access to information, opportunities to make a new life and connections to people and institutions they can trust.

A wonderful endorsement of public libraries' brand and value is found in this quote from a Syrian refugee arriving in Canada. Staff at TPL posted a blog message welcoming Syrian refugees to Toronto and to the Library before they arrived. TPL received the following message:

"That's very kind of you. We are looking to seeing you very soon, so our flight is on Thursday. Today we were thinking about the library in Toronto when we returned the books we borrowed from a library in Beirut. Now we will have the best opportunity to have an access that will help us integrate to our new family new home. Thanks to you all for accepting us in the big Canadian family." •

Looking Towards the Future: Recruiting Tomorrow's Library Professional

Tess Tobin

Recruitment is an important part of human resource planning and the competitive strength of any organization. A major objective of the recruitment process is to obtain a continuum of new and quality employees needed to help the organization achieve its goals and objectives.



A Task Force of the Library Services to Multicultural Populations Section is researching the recruitment strategies of Library and Information Science (LIS) Programs within the European Union (EU). The EU has seen the largest demographic changes over the last thirty years, including the disproportionate arrival of new migrants and refugees to their

shores. There are many new members of the community looking to libraries for services and access to information.

The Section has extended much effort to the development, sustainability and advocacy for multicultural library services. What goes hand in hand with providing services to linguistically and culturally diverse members of the global community should be efforts to recruit professionals to the field who reflect the diversity of the community.

Student Recruitment Strategies in Library and Information Studies Programs in the European Union is a study in line with the principal of the [IFLA/ UNESCO Multicultural Library Manifesto](#), which states that libraries need to employ staff that reflect the diversity of the community, who are trained to work with and serve diverse communities.



Recruiting for a diverse workforce is a challenge and progress is slow. Thus, more research is needed. Please help us with our study so we can advance the literature on recruitment strategies and encourage new professionals to enter the library field.

The survey will be distributed electronically in mid-October 2016 to LIS Programs throughout European Union. Please, if your institution has not received a survey and you wish to take part in this important research, please contact Prof. Tess Tobin at tobin@citytech.cuny.edu ♦

INDIGENOUS MATTERS SECTION AT WLIC 2016:

Sustaining the Circle of Knowledge

Cellia Joe-Olson

'No man is an Island, entire of itself; every man is a piece of the Continent, a part of the main.' My thoughts keep turning to this passage from John Donne's *Devotions* (1624) as I contemplate the Indigenous Matters Section Session at the WLIC 2016 in Ohio, USA.



I think John Donne's idiom rings true with the majority, if not all indigenous peoples, and it certainly resonated with the session title: *'Sustaining the Circle of knowledge, with your contribution and my contribution indigenous communities thrive'*

I must offer very special thanks to the presenters Martha Attridge Bufton, Nicola Andrews, Jessica Humphries, Lynn Jibril and Priti Jain who were all able to attend congress and share their ideas, experiences, work and knowledge with us. Each speaker shared their *'piece of the Continent'* to contribute toward *'a part of the main.'*

With the congress theme: *Connections. Collaboration. Community.*, I opened the Indigenous Matters section with a tradi-



Left to right: Presenters Martha Attridge Bufton, Priti Jain, Nicola Andrews, Lynn Jibril, Jessica Humphries and Acting Chairperson Cellia Joe-Olson. Taken at the Indigenous Matters Section session WLIC 2016, Ohio USA.

tional chant / song that acknowledged and thanked the original owners of the land where the conference took place. This chant affirmed to some of the indigenous peoples present their connection with each other and the new section.

Martha Attridge Bufton, Canada, led the way with her presentation that won the *2016 IFLA LIS Student Paper Award*. Martha talked about the changes Canadian librarians are making to core library practises, which allows reflection on integrating

See Sustaining, page 5...

Sustaining the Circle of Knowledge

Continued from page 4...

Indigenous worldviews into information literacy instruction. First year students in Carleton University's Aboriginal Enriched Support Programme (AESP) are introduced to this interdisciplinary approach that incorporates western approaches to skills based and critical thinking with indigenous teaching protocols. Findings on this culturally responsive instruction for Aboriginal undergrads are pending.

Martha's presentation included a small group exercise, which encouraged discussion and connections amongst delegates.

Nicola Andrews and Jessica Humphries, U.S.A, then talked about their different experiences as indigenous women, and the similarities they found in their roles as information professionals and graduate students. They shared their evaluation on the presence of indigenous knowledge

available to graduate library and information science (LIS) students and how indigenous systems of knowledge are incorporated into the LIS curriculum. Nicola and Jessica also spoke about how to reaffirm the validity of indigenous knowledge within a Western educational paradigm, and the need to make a place for diverse worldviews and indigenous structures of knowing.

Lynn Jibril and Priti Jain, Botswana, shared a case study on how selected public libraries in Botswana are undertaking interactive activities with indigenous communities. The libraries are providing training to the community that also captures and documents their indigenous knowledge for the communities own prosperity and accessibility. Lynn and Priti both spoke about face to face forums as

being a major avenue in providing access. They also talked about the challenges, and how proactive attitudes and strong collaborative partnerships with the indigenous communities can overcome some of these challenges.

As a summary, it is evident that collaboration is essential for strong libraries and strong communities. It is also an effective way to connect our collections with our communities.

Like the opening of the session, I closed the Indigenous Matters session with a song, supported by my indigenous Māori colleagues, all of us contributing as *pieces of the Continent*. The song is *Tūtira Mai Ngā Iwi* and the meaning of the song is:

*Line up together people, all of us
Form ranks, everyone.
Seek knowledge
And love of each other
Be as one, act as one.
All of us together. ♦*

WORLD LIBRARY INFORMATION CONGRESS 2016

Connections. Collaboration. Community.

Adjoa K. Boateng (@infohippy)

This year WLIC was hosted in Columbus, Ohio at the Greater Columbus Convention Center. The theme was *Connections. Collaboration. Community*. In keeping with the latter part of the theme, my first stop after registering was to visit the local @NorthMarket, located just five minutes away opposite the Center, which really did offer the finest in fresh and prepared foods. I sampled a @DestDonut every day.



WLIC 2016 was a very busy conference for the Section. This was because, also very much in keeping with the theme, Library Services to Multicultural Populations had connected with colleagues across Division III and collaborated to enable the presentation of two sessions for the programme this year. One was with the Public Libraries section and was held offsite at the Columbus Central Library. The call for papers on 'A sanctuary in times of need: the Public Library response' resulted in a session with presentations and talks from seven countries. The other session was with colleagues from the Library History Special Interest Group. It was held on site at the Convention Center and covered the topic of 'Libraries and immigrants: historical perspectives'. The speakers in this session spoke on perspectives



focusing on *Services to Immigrant Children, the Origin of Jewish libraries in Argentina, the Arab America Dream and From Saigon to Baton Rouge*.

Papers presented this year and also at past conferences can be read - The IFLA Library is IFLA's institutional repository <http://library.ifla.org/view/divisions/div3=5Flsm.html>

In between all of this work, our section Chair Jack found time to present at the Division III programme: *Library Services taking action for the UN 2030 Agenda* and highlighted the work of Library services for immigrants and refugees: actions and principles from a global perspective.

See Connections, page 5...



Connections. Collaboration. Community.

Continued from page 5...

The two Section Business meetings were also extremely busy and we were very happy to welcome many new observers who expressed a lot of enthusiasm and willingness to join the Section in support of its aims. One of the highlights during the business meetings was the presence of colleagues from the new Indigenous Matters Section. The newest section of Division III, Indigenous Matters was established from the Special Interest Group (SIG) that had been sponsored by Library Services to Multicultural Services. This year it surpassed the number of registrations needed to progress to the final stage of establishing it as a section. This is a great achievement and special thanks was given to IFLA colleagues and beyond for the support given by registering or encouraging others to register. The 2015-2016 Action Plan can be read in full [here](#), and a report will be made available around the end of 2016. It's an exciting time and one that will benefit from as many ongoing contributions as possible. I also attended the first Business meeting of the new Indigenous Matters section.

Colleagues are asked now to look out for the 2016 IFLA call for nominations. This will be your opportunity to join the Standing Committee of either Library Services to Multicultural Popula-

tions or Indigenous Matters as they each work to fulfil their main purpose of supporting the provision of culturally responsive and effective Library Services throughout the world. Around October of every even-numbered year (2016, 2018, etc), there will be a call for nominations for candidates to serve on the SCs for the four-year period from August of the following year (for example, the October 2016 call will be for serving a term from August 2017 to August 2021).

For nominations, updates will be posted on the News section of our IFLA webpages, on our Facebook pages and an email will be sent via the mailing list – so if you have not signed up yet please do so asap!

2017 is looking to be another busy and active year. The Standing committee will be meeting in March at the British Library for its mid-Year meeting. We are also hoping to hold a Satellite Meeting in Berlin in August 2017 just before WLIC 2017 which will be in Wroclaw, Poland. So your help is needed and we would ask that you consider answering the call for nominations once it is out.

I hope that you have enjoyed this short article and I will leave you with one final photo. This is of some of the Standing Committee and observers from the second Business meeting. ♦



Children in Crisis Project

Oralia Garza de Cortés and Patrick Sullivan, Task Force Members

In June, 2014 REFORMA, the National Association to Promote Library and Information Services to Latinos and the Spanish Speaking within the American Library Association (ALA), established the Children in Crisis Project.

A task force of librarians within REFORMA committed to procuring and distributing children and young adult books in Spanish or bilingual Spanish/English to the unaccompanied minors crossing the Mexican border who were seeking refugee status in the United States. The task force was created during the REFORMA membership meeting at the annual ALA conference in Las Vegas, Nevada. At that time there were thousands of children from Central America crossing our southern border and their reception ranged from supportive efforts to strident protests.

REFORMA is committed to ensuring that these children, who have encountered so many hurdles in their struggle to escape violence in their home countries, receive books for the journey to their final destination. Additionally, our librarians are seeking opportunities to share all the services their local libraries have to offer with these new arrivals. Many of these children come from situations where libraries are nonexistent and one of our goals is to ensure that they receive library cards when they are finally reunited with family members.

At the beginning of this process of connecting with the refugee children, we encountered a number of challenges, some of which continue to this date. The Customs and Border Protection (CBP) agency, the initial contact point for these unaccompanied minors, originally did not have the authority to accept the donations of books and backpacks that was our initial goal. After speaking with their parent organization, the Immigration and Customs Enforcement (ICE) group, we discovered that days before our initial contact with the CBP, ICE had given permission for CBP to accept donations, but only books and blankets. At that point we could coordinate our first donation in McAllen, Texas,

which is detailed later in this document and was carried out by the REFORMA President at that time, Silvia Cisneros. This was a direct donation to the CBP facility where the children were first apprehended after crossing the border and where they are held usually for a short period of time. In the process of working with the ICE representatives, in addition to putting us in touch with CBP representatives, they attempted to connect us with some of the longer term detention centers.

As the initial groups of unaccompanied minors began arriving, the ICE detention centers were established to attempt to address the needs of both the unaccompanied minors and the families that were arriving (PARK, 2014). In the beginning, it was thought that these detention centers could handle the flow and that they would be able to provide the needed services, but they were quickly overwhelmed. The U.S. government contracted with a number of private prison companies to provide housing, but there were and are problems, especially since these private prisons are ill-equipped to address the needs of children and families (HYLTONFEB, 2015). The two largest of these were GEO

Corp and Corrections Centers of America (CCA), both of which presented unique problems, such as frequent personnel changes to claims of detainee abuse.

A number of social service agencies and religious charities with facilities to better

house these children and families are now contracted with the U.S. government to provide shelter for these children as they await reunification with their families or their appearance at their immigration hearings. Many of the shelters within the United States have been assuming the role of guardians for the unaccompanied minors including, but not limited to Southwest Key, Crittenton, and International Educational Services, Inc. (Crittenton, 2016; International Educational Services, 2016; Southwest Key, 2016). REFORMA has been working primarily with the young adults being housed in the Southwest Key and Crittenton facilities.

Early in this humanitarian crisis in San Diego, there was a presentation by Casa Cornelia Legal Services, a pro-bono legal group providing representation to the unaccompanied minors in that region. This group provided us with a contact at one of the local shelters where the children were being housed that was

See Children, page 8...

The issue of refugees escaping violent situations in their home countries is not simply a problem here in the United States, there have been major refugee issues in many other parts of the world, most recently Europe where Syrian refugees have been seeking asylum.

Children in Crisis Project

Continued from page 7...

managed by Southwest Key. Southwest Key is a social service agency based in Texas, but with shelters around the country. The local librarians in San Diego met with the staff at the Southwest Key shelter and the value of getting additional books and library services to the children was immediately agreed upon by all. At that point, Ady Huertas, who was managing the Teen Center at the San Diego Central Library, and REFORMA Libros Chapter members agreed to provide tours, coordinate book deliveries, get library cards and to work closely with the educators at the shelters in San Diego. After this successful connection to the children we began to explore how to more effectively partner with the Southwest Key shelters in other locations and also with other social service agencies like the Crittenton group who has partnered with the REFORMA Orange County Chapter.

To date, our efforts to get books into the hands of refugee children have included a wide range of facilities. As mentioned earlier, we have successfully connected with the CBP personnel and they have committed to continue to hand out REFORMA's donated books to the children who pass through their centers. Some of the children are released to be reunified with a family member as their case is adjudicated, but many times they must first board interstate bus service to reach their final destination. Oralia Garza de Cortés and others have visited with these children and families in the bus stations in Texas and provided them with books. Catholic Charities in McAllen, Texas provides resources (showers, food, clothing, etc.) for the families and children who have been released by the CBP. We have donated books to these temporary facilities as well and have interacted with the children passing through. While most of our contact has been with Catholic Charities, we understand that Lutheran Family Services

performs a similar function in other parts of the country.

The issue of refugees escaping violent situations in their home countries is not simply a problem here in the United States; there have been major refugee issues in many other parts of the world, most recently Europe where Syrian refugees have been seeking asylum. Our colleagues in the International Federation of Library Associations (IFLA) have documented a number of different countries and how their librarians have responded to this crisis (Richards, 2014). Additionally, in Canada every Syrian refugee arriving there will be receiving a copy of an award-winning book courtesy of the International Board on Books for Young People (IBBY) (IBBY, 2015). Many different

“Un libro es un compañero que te da luz y cobijo.”

A book is a companion that gives you light and shelter

countries have responded to the refugee situation in their own way, but here in the United States with the Central American unaccompanied minors, REFORMA and the Children in Crisis project have led the way (Landgraf, 2014). Through the generosity of donors, book distributors, bookstores, authors, librarians and community organizers we have been able to continue to purchase and distribute books to those children who continue to arrive at the border in large numbers.

In addition to the delivery of donated books, we have been able to work closely with the administrators and educators within these social service agencies to focus on the specific needs of the children in their care. We have also been able to coordinate special library tours, issue library cards to the refugee children, spread summer reading programs and local collections to the shelters themselves and much more. Each donated book contains a bookplate that allows a child to “claim” their book with their name signed inside. It also contains a quotation from one of our project Co-Chairs and children’s author, Lucia Gonzalez that states “Un libro

es un compañero que te da luz y cobijo” or “A book is a companion that gives you light and shelter”.

Please stop by our Facebook page: <https://www.facebook.com/REFORMAChildreninCrisis/> or our web page: <http://refugeechildren.wixsite.com/refugee-children/>

Thanks for your support, REFORMA Children in Crisis Taskforce Oralia Garza de Cortés - oraliagarzacortes@gmail.com Patrick Sullivan – sullivan@mail.sdsu.edu

Below is a sample of the activities that REFORMA has spearheaded to assist the Children in Crisis over the past two years.

McAllen, Texas – Customs & Border Protection – First Book Donation - 2014

San Antonio – Karnes Detention Center - 2014

The Estrella chapter of REFORMA delivered books to the children at the Karnes City detention facility.

Rio Grande Valley -South Texas Trip to Brownsville and McAllen, Texas- Combined Fact Finding and Book Delivery Trip – Summer 2015

A delegation of seventeen librarians, book sellers and book advocates representing three major literacy organizations: IBBY International, IBBY Mexico and REFORMA met with the staff of Southwest Key, the non-profit organization that houses and cares for the children recently released from the U.S. Border Patrol facility in Brownsville, Texas,

San Diego, CA – Southwest Key Shelters – 2014-2016

The San Diego chapter of REFORMA has conducted numerous book deliveries, shipping books to two shelters operated by Southwest Key in the San Diego area,

Santa Ana, California – Crittenton – 2015-2016

The Orange County chapter of REFORMA, in collaboration with the non-profit organization Crittenton, has been able to make 2 deliveries that have reached over 160 minors awaiting processing in Orange County, CA.

Miami, FL, Phoenix and Tucson, AZ –

Currently Reformistas in these regions are working on deliveries of books to the refugee children.



Section members enjoyed a great dinner together in Columbus before everyone departed for home. A lovely photo of Svetlana Gorokhova and Stephen Stratton says it all — we all had a wonderful time together in Columbus!

IFLA Library Services to Multicultural Populations Section

Chair

Jack Leong
 Director, Richard Charles Lee
 Canada-Hong Kong Library
 University of Toronto Libraries
 Email: jack.leong@utoronto.ca

Information Coordinator

Adjoa K. Boateng
 Head of Reference Services The
 British Library
 Email: adjoa.boateng@bl.uk

Secretary

Mathilde Servet
 Chef du service Savoirs pratiques
 Bibliothèque publique
 d'information - Centre Pompidou
 – Paris

Newsletter Editor

Vickery Bowles
 City Librarian
 Toronto Public Library
 Email: vbowles@torontopubliclibrary.ca

Additional Resources:

IFLA/UNESCO Multicultural
 Library Manifesto
<http://www.ifla.org/node/8976>

Multicultural Communities:
 Guidelines for Library
 Services, 3rd Edition
<http://www.ifla.org/publications/multicultural-communities-guidelines-for-library-services-3rd-edition>

An Overview: Multicultural
 Communities: Guidelines for
 Library Services Four page
 summary
<http://www.ifla.org/publications/an-overview-multicultural-communities-guidelines-for-library-services>

Multicultural Library
 Manifesto Toolkit
<http://www.ifla.org/node/8975>

Connect with us on
 Facebook and Twitter  

Library Services to Multicultural Populations Section is now on Facebook. To connect with us and learn the most recent updates on our Facebook account, please visit www.facebook.com/ifla.mcultp

The Indigenous Matters Section is also on Facebook. Please visit www.facebook.com/groups/66990630010/?fref=ts

We also have a Twitter account. To follow our tweets, please visit www.twitter.com/ifla_mcultp

Contributors

Adjoa K. Boateng
 Vickery Bowles,
 Oralia Garza de Cortés
 Celia Joe-Olson
 Jack Leong
 Patrick Sullivan
 Tess Tobin
 Many thanks to all the photographers!

IFLA Library Services to Multicultural Populations is produced by: Toronto Public Library Communications, Programming & Customer Engagement department @torontolibrary | www.torontopubliclibrary.ca

Previous newsletter issues are available online at www.ifla.org/publications/library-services-to-multicultural-populations-section-newsletter

Bookmark our publications page on the IFLA site at www.ifla.org/publications/