library services to
newsletter
multicultural populations

Summer 2010

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The Newsletter is the official publication of the IFLA Section on Library Services to Multicultural Populations.
The Newsletter is made available to all Section members as a benefit of membership. Articles for publication and/or requests for information should be sent to Vickery Bowles at vbowles@torontopubliclibrary.ca

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CHAIR'S COLUMN

By: *Mijin Kim*

IFLA 2010 in Gothenburg, Sweden is just around the corner! It is hard to believe that is has been a year since we were in sunny Milan. We are looking forward to seeing committee members, colleagues and friends from far and wide.

In Gothenburg, we have many events planned and we hope that you will join us at our meetings, in our sessions or in the hallways of the conference centre to discuss the accomplishments of the section and share new ideas.

The Section is starting the conference by holding a full day meeting on Tuesday, August 10th, offsite at the Västra Götaland Regional Library. Our meetings are open to observers so please let us know if you are interested in attending.

During conference, the Section is involved in numerous sessions. On Thursday, August 12th at 11:00 am at the UNESCO Open Forum, the IFLA Section on Library Services to Multicultural Populations will be presenting on the IFLA Multicultural Manifesto which was endorsed by UNESCO this past Fall. On Friday, August 13, The Indigenous Matters Special Interest Group will be holding a session entitled, "Driving issues in Indigenous Matters in Librarianship: Language, Outreach, Protocols and Key Questions".

On Saturday, August 14, the Section will be holding a half day joint session with the Literacy and Reading Section on "Libraries promoting reading in a multicultural, multilingual society". Finally, on Sunday August 15, we will be holding a joint session with the Libraries for Children and Young Adults Session. The full conference program can be found at: http://www.ifla.org/en/ifla76 .

After the main IFLA 2010 Congress, because the topic of Multicultural Libraries is so rich and multifaceted, the IFLA Section on Library Services to Multicultural Populations will be holding a Satellite Post Conference in Copenhagen, Denmark, August 16 - 18 entitled, "Libraries in a Multicultural Society, Possibilities for the Future". The Conference is presented by the Copenhagen Public Library and Danish Library Centre for Integration. Information on the conference can be found at: http://www.iflacopenhagen.com. Thank you to the conference committee!

In addition to the conference, the Section meets around the end of February beginning of March for a midyear meeting. A lot of the business of the Section occurs during our midyear meetings as

well as our outreach and networking activities. This past February, we had the pleasure of holding our midyear meeting in Moscow, Russia.

The All Russia State Library for Foreign Literature served as our hosts for our meetings and we would like to express our warmest gratitude to Svetlana Gorokhova, Deputy Director and Section member. In addition to the All Russia State Library for Foreign Literature, we met with staff and visited the beautiful Russian State Library, the Russian State Library for the Youth and the Memorial Museum and Scientific Library Dom Gogolya.

The Central Universal Scientific Library named after Nekrasov also held a round table session with our Section members where we dialogued with most of the major libraries in Russia and Russian government officials on the status and vision of Russian libraries. It was a truly unique and educational experience for all of us.

All of our hosts were incredibly warm and generous and we thank everyone who worked hard to ensure our midyear meeting was a success. Special thanks, however, must be made to Galina Raykova and Irina Gayshun of the Russian State Library, and Oksana Chuvilskaya and Maria Koxlova of the Central Universal Scientific Library. It was an unforgettable visit!

Minutes from our meetings, conference information and all of our documents and publications can be found on our website: http://www.ifla.org/en/mcultp.

New Member Biography: Oksana Aleksandrovna Chuvilskaya

Oksana Aleksandrovna Chuvilskaya was born in April 27, 1979. She graduated from Moscow Library College in 1999, then Moscow State University of Culture and Arts in 2003 (Library Science Department).

Since 2005, she has been working in the Nekrasov Central Universal Scientific Library, since 2007- as a Deputy Director for scientific research. In 2005, Oksana took part in "The Best Librarian of the Year" competition and became the winner. She was a member of the project development work team for "The concept on information and library policy in Moscow up to 2015" and Moscow's law in draft on library information service.

At present, Oksana is a post-graduate student, the subject of her thesis for her Ph.D. is connected with legal regulations of megalopolis public libraries management. In 2009, Oksana was appointed General Director of the Library.

STANDING COMMITTEE MIDYEAR MEETING IN MOSCOW, RUSSIA February 26th to March 4th, 2010

By: Galina Raykova and Svetlana Gorokhova

In August 2009, at IFLA's annual congress in Milan, Standing Committee of IFLA Section on Library Services to Multicultural Populations took a decision to hold the next midyear meeting in Moscow, Russia. There are three Russian SC members at the moment and all are from Moscow, representing a variety of libraries – Russian State Library, Library for Foreign Literature and one of Moscow municipal libraries - N. A. Nekrasov Central Universal Scientific Library. Such good representation of Moscow libraries allowed the Standing Committee to hope for a fruitful meeting in Moscow in 2010.

It was very difficult for many Standing Committee members to source sufficient funding to travel to Russia or simply find a slot in their very busy professional schedules to spare several days, so we are very grateful to those who managed to participate and share the latest developments with us and our Russian colleagues.

The decision to hold a meeting in Russia made us feel very special and we tried to do our best to make this visit both fruitful and enjoyable for everyone. The working group in Russia started to plan the meeting in autumn, straight after returning from Milan. Working together made our network stronger and contacts closer, which became another

wonderful side benefit of the meeting.

Six SC representatives managed to travel to see us in Moscow: Section Chair Mijin Kim; Loriene Roy; Ann Katrin Ursberg; Susana Alegre Landaburu; Yasuko Hirata and Susy Tastesen. Moscow SC members – Galina Raykova, Svetlana Gorokhova and Oxana Chuvilskaya – joined them at the meetings.

The first two days the group spent at the All Russia State Library for Foreign Literature at a non-stop SC meeting. We were welcomed by Deputy Director General of All Russia State Library for Foreign Literature Olga Sinitsyna with a detailed tour of the Library – a leading cultural international communication center, an acknowledged center of intercultural dialogue. Then the group started the meeting with Mijin Kim's report on the Milan session. Ann Katrin Ursberg reported on the Palermo satellite meeting; Susana Alegre also updated us on section developments and Susy Tastesen provided a financial report. We also paid a lot of attention to the status of the Multicultural Library Manifesto. Successful submission of the Manifesto to UNESCO bodies was marked as a special achievement of all SC members involved and we congratulated each other with this victory. Further steps for promoting the Manifesto and providing accessibility in as many languages as possible were identified. We also discussed the agenda for the next IFLA General Session in Gothenburg and post-conference in Copenhagen. Strategic working plan of the Section up to 2011 was reviewed and confirmed.

The group spent first part of the third day of the midyear meeting at the Russian State Library. We visited the Center of Oriental Studies – an example of library services to a multicultural population. Next, the luxury of Pashkov House was viewed. It is one of Moscow's most famous buildings belonging to the Russian State Library located across the road from the Kremlin. The main building of the Library impressed us with a great mixture of old interiors and new technologies. It was a wonderful professional visit – a great time for discussions and the sharing of information.

After visiting the Russian State Library, the group went to see one of the recently renovated Russian Federal libraries – Russian State Library for the Youth. This library struck our imagination with its endless aspiration to use the latest technologies to provide better services to its patrons and to make them feel at home at the Library. Every detail of the interior, every professional movement is aimed at attracting readers to the Library, helping them get necessary information. We were also lucky to visit Merchant Nosov's House – one of the branches of the Russian State Library for the Youth – a unique wooden monument of Art Nouveau. The House is used by the Library for the Youth as a Historical and Cultural Center for Young Adults.

The fourth day of the visit was spent at the Central Universal Scientific Library named after N. A. Nekrasov. A round table discussion on "Moscow libraries' role in preserving national identities in a multicultural capital city" was organized to exchange opinions and share experiences in serving multicultural populations in large urban areas. Library staff, representatives of the Moscow government and heads of national diaspora came together to talk about how municipal libraries could help people living in large cities feel at home and included in the social life around them. Discussion allowed all of us to enrich our arsenal of forms we can use in our work. Everyone was very grateful to our recent SC member Oxana Chuvilskaya, Director of N. A. Nekrasov Library, for this wonderful opportunity.

A round table and visit to N. A. Nekrasov Library was followed by the tour of the House of Gogol – a memorial and scientific library at the same time. Director of the House of Gogol, Vera Vikulova, showed us around the institution and gave us a great review of the activities.

Apart from the professional program, SC members enjoyed a rich selection of cultural events, among them concerts of Russian folk art, the ballet "Esmeralda", a tour of the Kremlin and everyday trips by the Moscow metro (beautiful stations but enormous number of people at rush hour).

To sum up, I need to say on behalf of the Russian team:

1. It was a great pleasure to host a Midyear meeting in Moscow.
2. This meeting helped us in getting to know each other better
3. It united Russian SC members to be together and more active in further work
4. It enriched all of us with the treasures of Russian culture

On behalf of SC Russian members,

Thank you to everyone who gave their effort and time to this meeting. We hope those who missed it this time will be able to visit us in the future.

HIGHLIGHTS OF THE MIDYEAR MEETING IN MOSCOW

By: Yasuko Hirata

The Section's Midyear Meeting of 2010 was held in Moscow from February 26th to March 4th. The Russian committee members had previously invited us to Moscow for the midyear meeting, but it never came about until this year. In spite of severe winter weather, six members came from abroad. Ms. Svetlana Gorokhova and Ms. Irene Chadnova, section committee members from Russia and their colleagues kindly hosted us.

Meeting:
We had meetings at the Margarita Rudomino All-Russia State Library for Foreign Literature where Svetlana works. We went through the entire agenda very efficiently. The minutes will come later.

Library visits:
Besides the meetings, we visited the Russian State Library, Russian State Library for Young Adult, and the Moscow Central Universal Scientific Library, which is the center for Moscow public libraries. In every visit, we were warmly welcomed by the library staff.

Events:
We also enjoyed seeing two ballets: the Igor Moiseyev Ballet at the Chaikovsky Concert Hall and "Esmeralda" at the Kremlin Concert Hall. They were marvelous performances. It was a wonderful experience for me to see both performances at the true home of ballet.

The other event involved visiting museums. I went to the Memorial Museum and Scientific Library Dom Gogolya. Unfortunately, I had to leave one day earlier, so I could not join the tour on March 4th, which included visits to the Kremlin, the Tretyakov Gallery, and a concert of Russian folklore instruments.

Finally, I would like to thank our Russian colleagues for helping to plan this meeting, working with us and escorting us everywhere.

INTERCULTURAL SESSION IN LEIPZIG

By: Dr. Volker Pirsich

The annual German library conference, held in Leipzig in March 2010, had a strong focus on multicultural issues. Nearly a whole day was devoted to this subject.

The session “Bibliotheken als Bildungspartner im interkulturellen Kontext” (“Libraries as learning partners in a multicultural context”) was organized by the Commission “Intercultural Library Management” of the German Library Association [1] which itself is closely linked to the MCULTP section of IFLA.

Eight presentations were approved for the session of which six were given at the end; two were withdrawn for personal reasons just before the session started.

Four of the presentations given concentrated on national and international issues: Volker *Pirsich*, SC member of MCULTP gave a report on the recently published 3rd revised edition of the "Multicultural Communities: Guidelines for Library Services". Birgit *Lotz*, current chair of the Commission “Intercultural Library Management”, and her colleague Silke *Schumann* from the Frankfort Public Library gave

a presentation about the "ESME/Libraries for All" project *(see article on page 6)*, funded with support from the European Commission and focusing on the integration of migrants for the period 2008 to 2010. ESME's (European Strategy for Multicultural Education [2]) aim is to initiate an EU-wide upgrade of local public libraries into "Libraries for All" with a European perspective. The international partners for the ESME project come from four different European regions (Austria, Sweden, Germany and Czech Republic). Maria Kabo, a librarian born in the former USSR, nowadays employed at the Frankfort Public Library, gave an overview of "Multicultural library services as a factor in the integration of immigrants from the perspective of a librarian with a migration background" based on her final paper published in 2009.

Finally, Petra Meier-Ehlers from Hamburg City Libraries compiled issues on how to deal as librarians with aged persons of a migrant background.

The remaining two presentations that were given focused mainly on best practices and gave an idea of the wide range of topics related to multicultural library management in Germany; this is true as well for the two withdrawn presentations. These four presentations dealt with initiatives in the state of North Rhine-Westphalia, with a new public library with a strong impact on multicultural affairs in Nuremberg, with the -up to now- unique example of a social worker with an Arabic background in Berlin, and, finally, with the libraries of the Spanish Cultural Institute "Istituto Cervantes" in Germany.

The session was a great success. Far more than 100 librarians from all over Germany listened carefully to presentations which were able to give new incentives to multicultural library management in Germany. An intense Q & A completed the session.

1. Kommission Interkulturelle Bibliotheksarbeit im Deutschen Bibliotheksverband e. V.; http://www.bibliotheksverband.de/fachgruppen/kommissionen/interkulturelle-bibliotheksarbeit.html
2. www.librariesforall.eu

MULTICULTURAL COMMUNITIES: GUIDELINES FOR LIBRARY SERVICES 3RD EDITION, 2009

by Robert Pestell

Library services to multicultural communities should be seen as an integral part of any library's full range of library and information services. The revised Guidelines have been provided to assist librarians in the development and provision of effective, equitable library services to their communities.

At the 2009 IFLA Milan Congress, the Section endorsed the new Guidelines, which are now available on the IFLA web site. The Guidelines have already been translated into Chinese, Dutch, French, German and Russian, with Japanese, Norwegian and Spanish translations in progress.

Contents

After defining what is a multicultural library, its role and purpose in the community is highlighted. The range of activities, which the multicultural library can undertake from an administrative or political perspective, is then summarised.

In order to meet the needs of users, a vital part of the planning process for multicultural library services is an analysis of the needs of the community being served. The information provided by a community analysis and needs assessment will provide vital data on which to base service provision. Once community needs are assessed, the means of service delivery and range of services can be considered. The Guidelines indicate the range of services that can be provided, both by individual libraries and cooperative ventures. The Internet, multi-script and multilingual capabilities of computers and Web 2 technologies have opened up great opportunities for multicultural library services, by providing access to a wide range of resources, from online oral history to traditional music, and from social networking to community news sites.

Library collections are still the primary resource used by diverse communities, and the Guidelines describe in some detail the components which determine resource provision, from the development of a collection management policy, through the range of resources that can be provided at the

local level, to the collection's maintenance and bibliographic control. In order to provide some practical guidance in the development of multicultural collections, an indication of minimum acquisition levels of resources, including both audio-visual and electronic, is provided.

With library staff forming the essential component of any library service, guidance is provided on human resources. This section should be read in conjunction with the excellent coverage of human resources contained in 'The Public Library Service: the IFLA/UNESCO Guidelines for Development'. The marketing, promotion and publicity of multicultural library services conclude the practical aspects of the Guidelines.

In order to provide inspiration to others and to acknowledge the significant contributions made by librarians around the world, members from nine different countries have contributed examples of the world's best practices in multicultural library services.

The Guidelines provide two appendices, containing the IFLA Multicultural Library Manifesto: 'The Multicultural Library – a gateway to a cultural diverse society in dialogue', and the Section's 'Ten Reasons', entitled, 'Raison d'être for Multicultural Library Services'.

THE EU LIFELONG LEARNING PROJECT "ESME / Libraries for all"

By Randi Myhre

European Strategy for Multicultural Education – ESME/Libraries for All is a 2-year European pilot project (October 2008-September 2010) focusing on developing multicultural public libraries and models for intercultural library services. A key point in the ESME project is to cooperate with migrants in order to integrate the cultural capital of local migrant residents in the development process.

To this end, local Advisory Boards for Multiculturalism (ABM) have been installed at the pilot libraries in Austria, the Czech Republic, Germany and Sweden. The ABMs consist of librarians and selected members of the local immigrant communities. The advisory boards meet regularly to assist in the assessment of local needs and to discuss and develop the local library offers and activities. At some of the pilot libraries advisory board members are also actively involved in carrying out the activities. The advisory board members play an important role in reaching the target groups, collecting and spreading information in the local community, and thus promoting the libraries and their services to the local population. You could say that they function as local ambassadors of the libraries involved.

The four regional pilot projects also offer a series of seminars for librarians and other intercultural professionals in order to promote EU-wide development of multilingual and multicultural public libraries for all. In the seminars librarians, immigrant and migration organisations are invited to reflect and share ideas on how to develop multicultural public libraries and library services. Examples of seminar topics are "Multicultural Services for Families", "Users' perspective", and "Good Learning Examples".

Local models are now being implemented and evaluated at the pilot libraries in the four different European regions, and a manual on how to create a "Library for all" is prepared based on the learning experiences of the project and other best practice examples. The project outcomes will be published on the project website www.librariesforall.eu

Examples of multicultural services offered at the pilot libraries

Several multicultural services have been developed at the ESME pilot libraries with the overarching aim of promoting intercultural meetings, integration and social cohesion. A common focus for all four pilot projects is support for mother tongue development, second language learning for newcomers, and bridging the digital gap. Below are some examples.

The Austrian pilot library in Götzis has initiated a language learning project called "German for breakfast" targeting women with immigrant backgrounds. It is an informal breakfast organized at the library once a week, where the participants read and talk about different topics each time, and get the opportunity to familiarize themselves with the

local area and some of the customs of their new country.

"German for Breakfast" at the Austrian pilot library in Götsis

At the Czech pilot library, the Municipal Library in Prague, library information materials have been developed in seven languages (Russian, Ukrainian, Mongolian, Vietnamese, Chinese, English and German), and low-threshold Czech language courses for immigrants are offered in cooperation with the Centre for Integration of Foreigners. Computer courses are also offered at the library in order to bridge the digital gap. For children, various special events are organized, e.g. a weekend stay entitled "My home", organized by the NGO Berkat, where children are invited to illustrate and talk about their relationship to their country of origin and the Czech Republic. The resulting children artworks will be part of an exhibition on foreigners living in Prague scheduled in September 2010 at the Municipal Library in Prague.

Czech language course for newcomers at the Municipal Library in Prague

At the German pilot libraries, the Gallus and Sindlingen Branch Libraries of the Public Library of Frankfurt, the overarching aim is to support first and second language development, the primary target group being parents and families. The libraries offer library introductions specifically designed to demonstrate to parents how library materials can be used to support their children's language development. A special "Parents' Library Collection" has been set up with brochures and books for parents and picture books for children in multiple languages. Experts are invited to read aloud in different languages at family gatherings, using special "action boxes" each containing a book in several languages and material to encourage the understanding and creativity of the young listeners.

Bilingual parents and children are in focus at the Branch Library Gallus of the Public Library of Frankfurt

The Swedish pilot library, Biskopsgården Library in Gothenburg, is part of the Gothenburg best practice adult learning project VIDARE/ViL, in which the study librarian at Biskopsgården Library a.o. offers several basic computer courses on a weekly basis and informal Swedish conversational training. Basic computer courses targeting women have now also been developed. The courses are very much in demand, and since half of the population in Biskopsgården has immigrant background, most participants are immigrant women. The drop-in conversational training in the library cafeteria now also includes English and Kurdish conversational groups. The conversational groups sometimes organize excursions for social and cultural purposes, or invite special guests and experts for specific information on demanded subjects such as fire safety. Furthermore, a series of intercultural gatherings have been planned together with the local residents in the multilingual advisory board, including a series of presentations by famous authors with immigrant background, knitting café, family days with dance, music, children's theater, storytelling for children in multiple languages, creative workshops for youngsters during school holidays, and world film screenings, which reflect the diverse cultural interests of the local residents of the Gothenburg city district Biskopsgården.

The study librarian and the deacon of the local Swedish church offer weekly Swedish conversational training for newcomers in the library cafeteria at Biskopsgården Library in Gothenburg.

The ESME project wishes to inspire local public libraries EU-wide to initiate multicultural library services in cooperation with local partners. By encouraging multilingual/multicultural advisory boards, migrants' cultural capital is paired with librarians' professional competence in the local development process, a potential win-win situation for both parties.

We hope to see you in August at the IFLA poster session in Gothenburg and in Copenhagen for further discussions and exchange of experiences and ideas. You are also most welcome to visit our project website www.librariesforall.eu for more information on the project development and results.

MULTICULTURAL ISSUES ON THE WLIC IN GOTHENBURG

By Dr. Volker Pirsich

Multicultural issues have been on the agenda of previous world conferences of IFLA quite often; more or less can be claimed that the issues of cultural diversity and multiculturalism have become more and more important for IFLA as a whole.

This is again reflected in this year's WLIC program, above all in the session of the Section „Library Services to Multicultural Populations" (MCULTP section): The MCULTP Section is going to have two joint sessions during the WLIC in Gothenburg, one in close collaboration with the Section for Literacy and Reading, the other with the Section Libraries for Children and Young Adults as a partner.

The former has got the title "Libraries Promoting Reading in a Multicultural, Multilingual Society" and will present speakers from Canada, India, Switzerland, United Kingdom, the United States -and if applicable- from Sweden. This session will have a keynote speaker, Maija Berndtson, the chief librarian of Helsinki City Libraries.

The latter is entitled "Children's libraries: open access to different cultures?". In this session five speakers from other countries (than in the former session) will get the chance to present achievements of multicultural library management in their countries, namely from China, France, Poland, South Africa and Spain.

So we will have ten different aspects of multicultural library management, presented under the roof of two main subjects – both highly relevant for the MCULTP Section and their partners.

Special thanks to the chairs of the two partner sections Ingrid Bon (for the Section Libraries for Children and Young Adults) and Ivanka Stricevic (for the Literacy and Reading Session) and their organizing committees for the fruitful collaboration.

LIBRARY SERVICES TO MULTICULTURAL POPULATIONS: SATELLITE CONFERENCE IN COPENHAGEN, AUGUST 16th – 18th

Libraries in a Multicultural Society – Possibilities for the Future

By Susy Tastesen

The Public Libraries of Copenhagen, Denmark, in partnership with Danish Library Centre for Integration, are happy to announce an international library conference August 16th – 18th 2010.

The venue will be in Vanloese, Copenhagen, at a new combined library and culture house.

The conference will present a unique opportunity to hear about innovation and new ideas, to be inspired and to discuss with colleagues. We have speakers and participants from all parts of the world.

Some of the topics of the conference will be:

- Newcomers
- Inclusion
- Indigenous matters, and a special focus on Greenland
- Community Centre
- Recruitment

The agenda will also include library visits in Copenhagen and suburbs.

Monday August 16th before the start of the official program you can visit the Royal Library ("The Black Diamond"), Copenhagen Main Library, Beach Library – or you can join a sightseeing walk in Copenhagen guided by an authorized tourist guide.
The conference includes welcome reception in the historic City Hall and conference dinner in Tivoli Gardens.

Full conference agenda with details and abstracts, information about Copenhagen, conference hotels, transport and registration are available at http://www.iflacopenhagen.com/

LIBRARY SERVICES TO MULTICULTURAL POPULATIONS:

30TH ANNIVERSARY CELEBRATION

By Tess Tobin

To celebrate the 30th Anniversary of the IFLA Section on Library Services to Multicultural Populations, the section is hosting a New York City Library Study Tour from Sunday evening, August 21, 2011 through Tuesday, August 23, 2011, following the 2011 IFLA General Conference in Puerto Rico.

The group will visit various libraries in the Metropolitan New York City Area culminating on the last day with a festive evening celebrating the 30 year history of the section.

Come join us for a fun few days and time to explore libraries in NYC and to celebrate the work and spirit of the section.

Invitations will be sent to all past members along with current members. If you wish to be part of the planning committee, please contact Fred Gitner, Yasuko Hirata or Tess Tobin at the following email addresses: Fred.J.Gitner@queenslibrary.org YHirata.yasuko@gmail.com OR ttobin@citytech.cuny.edu.

IFLA SIG ON INDIGENOUS MATTERS

By: *Loriene Roy*

Task forces for the IFLA SIG on Indigenous Matters are making progress with their agendas. Task Force B focuses on outreach, striving to develop concrete ways to reach out to and involve indigenous librarians from around the world.

We welcome input to the following draft Outreach plan. Comments can be posted to the IFLA SIG's FaceBook group at: http://www.facebook.com/topic.php?uid=66990630010&topic=11478#!/group.php?gid=66990630010 You can also find the group by typing in "IFLA Indigenous SIG" in the search box on Facebook.

Outreach Plan, IFLA SIG on Indigenous Matters

Compile a list of known international indigenous groups, with special attention to groups that reach librarians and those that provide information services to indigenous groups.

1.1. Divide the world into regions and create a call for participation from Task Force members and others to assist in researching relevant regions.
1.2. Research sources of lists that may already exist.
1.3. Create a list of relevant electronic discussion groups.
1.4. Create a plan to sustain the list with the following considerations: where is the list to be held, who will maintain the list, and how to update the list.

Create a list of contact information for people in leadership positions (VIPs) poised to help our cause, including name, email contact, address, and title.

2.1. Utilize current Task Force networks to gather a list of names and contacts.
2.2. Utilize contacts within UN Indigenous Rights Group to provide contacts.
2.3. Create a spreadsheet that is stored on this network.
2.4. Task Force members to check and update every time a contact name comes through.

Formulate a plan for making contacts for those identified in steps 1 and 2.

3.1. Compile information from other Task Forces to use in creation of our message: who we are, What is our purpose/goal, call to action, strategies for getting involved.
3.2. Draft an initial message to send to relevant listservs.
3.3. Draft personal messages to send to VIPs.
3.4. Establish a time line for follow up messages

Formulate a process for using the Internet to promote the Indigenous SIG and goals

4.1. Create a plan for the Indigenous SIG website

4.1.1. Determine purpose for the website.

4.1.2. Determine the structural layout and design of the site.

4.1.3. Assign responsibility for the maintenance of the site.

4.1.4. Utilize IFLA administration to help create a homepage for Indigenous SIG

4.2. Create a plan to utilize Web 2.0 and social media technologies to get target audience involved.

4.2.1. Identify relevant 2.0 technologies (Facebook, blog(s), Twitter, Wikis) that would provide the best return on time investment.

4.2.2. Identify goal of use of Web 2.0 (to inform, encourage participation, exchange ideas, etc.).

Identify local/regional delegates who would volunteer to responsible for communicating with indigenous librarians in their region.

5.1. Establish criteria for an ideal/effective delegate (job responsibilities).

5.1.2 Delegates would be our first point of contact.

5.2. Establish a formal means of communicating with delegates (email listserv, snail mail, face-to-face and/or virtural meetings).

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