

Multicultural Plan 2020-24



STATE LIBRARY®
NEW SOUTH WALES

What is the Library, and this plan, all about?

The State Library of NSW has a statutory obligation under the *Library Act 1939* to promote, provide and maintain library services and information services for the people of New South Wales. Considering the high proportion of people in New South Wales who were born overseas¹, it is clear that in order to fulfil our statutory obligations, we must aim to speak with and listen to people who are not familiar with the Library, and understand what we can offer one another.

More than this, the Library's vision is to be 'a library where you don't need to fit in to belong'. It is in keeping with this vision that we are eager to hear the observations of people from multicultural communities about their experiences of the Library and how we can make it ever more welcoming.

The structure of the Library's plan is informed by Multicultural NSW's *Multicultural Policies and Services Program*, adapted to align with our strategic priorities and practices.

John Vallance
State Librarian



¹ ABS 2016 Census, <https://www.abs.gov.au/websitedbs/censushome.nsf/home/2016>

Who are we?

Group	Sector target	State Library of NSW staff
Women	50%	66.9%
Indigenous Australians	3.3%	2.6%
People whose first language spoken as a child was not English	23.2%	24.9%
People with disability	5.6%	5.1%



Portrait of Annie Tong, Library Staff member

Who are our audiences?

The last national census, conducted in 2016, indicated that 2,068,099 (27.6%) of the 7,480,237 people living in New South Wales were born overseas. Further, 37% of the population had both parents born overseas, with less than half the population having both parents born in Australia.

The following map illustrates the location of State Library general access cardholders across the State:



Blue Card NSW readers by regions

Regions	Number of readers
Central & Northern Sydney	33,845
Hunter & Central Coast	6,895
Illawarra & South East NSW	5,658
New England	921
North Coast & Mid North Coast	3,321
Riverina	1,386
Southern & South Western Sydney	24,354
Western NSW	1,806
Western Sydney & Blue Mountains	19,008
Total	97,194

The data are based on June 2020

What would we like to see?

We would like to see more people from multicultural communities:

- visiting the Library physically and online
- represented in our collection
- promoting the Library to their communities
- engaging in our programs.

Family Fun Sunday, Dixson Room, Mitchell Library

What are we going to do?

Collect and preserve

- Collect and preserve published, unpublished and online materials to represent and meet the needs of diverse communities in New South Wales including in a variety of languages.
- Preserve the stories of migrant communities by acquiring oral histories and records of individuals and community organisations.

Access

- Place new titles from the State Library's multicultural collection on rotation in our Children's Library.
- Improve access to, and promotion of, electronic Library resources in community languages including international newspapers and journal articles.
- Develop a new Multicultural Services webpage to provide information about how to access the State Library's multilingual resources.
- Partner with relevant government and community multicultural initiatives to promote the activities of the Library.
- Using visitation and survey data, identify the specific multicultural communities who frequently visit the Library to ensure there is information available in their languages.
- Following this analysis, assess whether language subscription services offered by Multicultural NSW would be beneficial on service points.
- Provide more Library tours in languages other than English.

Engagement

- Invite multicultural communities to become involved with the Library.
- Collaborate with diverse communities to increase their representation in our collections, exhibitions and public communications.
- Support and welcome communities to host their cultural activities at the Library.

Public libraries

- Continue to distribute books and other resources in diverse languages throughout the public library network.

Within our organisation

- Participate in the Multicultural NSW Refugee Referrals program and put forward suitable roles within the Library when they become available.
- Represent the diversity of our workforce in public communications, including in social media, publications and on our website.
- Build capability of executives and people leaders in inclusive leadership and practice.
- Provide training to staff and volunteers in cultural awareness.
- Increase connection with visitors and readers who speak languages other than English by re-establishing a list of employees who are multilingual.

How will we know that we're on track?

The responsibility of each action within this plan has been allocated to one or more staff members who will provide an annual update on progress made. Overall progress will be presented in the Library's Annual Report with reference to the following four focus areas from Multicultural NSW's *Multicultural Policies and Services Program*:

- service delivery
- planning
- leadership
- engagement.

How does this plan fit with the rest of the Library's strategy?

The theme of the Library's Strategic Plan 2019-23 is *Inside Out*. It articulates an overarching aim to face and serve our communities fully. This multicultural plan is in complete alignment with our high-level strategic goals.



Portrait of Rachana Kuruvilla, Library Staff member, in the Critics' Picks section, Governor Marie Bashir Reading Room

Cover image: Learning Services Tour
in the Collectors' Gallery, Mitchell Library

All photos by Joy Lai

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