

Public Libraries SA

Community Languages Strategy

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Reviewed by the Community Languages Operating Committee

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# Introduction

South Australia is home to some 235 different language groups, and 18% of people speak a language other than English at home (2011 Census).

The Public Library Network in South Australia believes that all members of the community should have access to materials which will meet their needs, regardless of their language, cultural background or country of origin, including access to materials in Languages other than English (LOTE), whether this be for the purpose of language and cultural maintenance, language learning or to enrich the cultural and linguistic diversity within South Australia (PLS Community Languages Collection Development Policy, February 2011).

For many years, the *Community Languages* collection has been administered by a group of libraries located in communities with large numbers of residents from non English speaking backgrounds - guided by the Community Languages Steering Committee and the Community Languages Operating Committee. In recent times, migration patterns to South Australia have changed, resulting in many new languages and migrants settling in diverse locations, including rural areas.

Over the past two years, the One Library Management System (1LMS) has been rolling out across South Australia. The 1LMS will allow library patrons to access books from any public library, providing enhanced access to community language collections previously held in a few libraries with large “English as a Second Language” (ESL) populations.

The convergence of new migration patterns at the same time as the introduction of the 1 LMS indicates that it is timely to review how community language collections and programs are offered at public libraries in South Australia. To this end, Dr Kristine Peters of *KPPM Strategy* was engaged to facilitate a workshop of library managers and staff representing both metropolitan and rural libraries to develop a strategy for management of community languages collections and programs. The list of participants is shown in Appendix A.

This report provides an overview of the content and outcomes of that workshop, within the context of the broader State Government multicultural agenda, and presents a Community Languages Strategy that supports continual development of public libraries in South Australia.

The SA Public Library Network recognises the cultural diversity of South Australia's Indigenous communities. As the first Australians they are unique and distinct from other culturally and linguistically diverse communities. Collections and services for Aboriginal and Torres Strait Islander communities will be addressed by the SA Public Library Network under a separate Indigenous Strategy.

# The policy framework

Public Library Services' internal policies are framed by State and Local Government policies.

## State Government

***South Australia's Strategic Plan[[1]](#footnote-1)***addresses multiculturalism.

Target 5 specifies: *Maintain the high rate of South Australians who believe cultural diversity is a positive influence in the community.*

The primary goal in this target relating to multiculturalism is: *We are proud of South Australia and celebrate our diverse culture and people.*

The related goals most specifically applicable to Community Languages are:

* *We have a sense of place, identity, belonging and purpose*
* *Every member of the community can equally participate in learning opportunities*

Multicultural SA is the State Government agency responsible for advising the Government on all matters relating to multicultural and ethnic affairs. The Multicultural SA website[[2]](#footnote-2) sets out three dimensions of multicultural policy:

* cultural identity: the right of all Australians to express and share their cultural heritage, including language and religion
* social justice: the right of all Australians to equality of treatment and opportunity, and the removal of barriers of race, ethnicity, culture, religion, language, gender or place of birth
* productive diversity: the need to maintain, develop and utilise effectively the skills and talents of all Australians.

## Local Government

Local Government multicultural policy is a key influence on library practices. Individual Councils provide a wide range of services to community members from culturally and linguistically diverse backgrounds, and may have their own policies and programs fostering multiculturalism depending on the needs of their particular communities. Libraries are responsive to and contribute to the delivery of each Council’s multiculturalism directions.

## Public Libraries SA

Public Libraries SA (PLSA) supports the provision of material in multiple languages for the benefit of all library customers and specifically those from Culturally and Linguistically Diverse Communities (CALD). The PLSA Executive administers and reviews annual network library levies which fund the purchase of shared resource material and collections. The establishment of the Community Languages Levy indicates the high level of importance that a statewide shared multi language collection is given.

PLSA has endorsed a Community Languages Collection Development Policy and Community Languages Collection Development Procedures for managing the shared language collection.

### Community Languages Collection Development Policy (2011)

The purpose of the Community Languages collection is to:

* Contain materials representing a diverse range of subject areas and interests
* Foster cultural and language maintenance and vitality, and
* Help to meet the information, educational, cultural and recreational needs of people from different backgrounds.
* Assist people to learn a new language other than English.

A detailed overview of the operations of the Community Languages policies and procedures is provided in the next section.

# Current Community Languages Policies and Procedures

Community Languages materials are purchased via a levy set by the Standing Committee and recommended by Public Libraries SA (PLSA) with approval from the Libraries Board of SA. All public libraries contribute a percentage of their materials budget towards the purchase of Community Language materials. The levy is applied on a differential basis dependent on the size of the Culturally and Linguistically Diverse (CALD) community in each council area. (Refer to Appendix D).

The Community Languages levy is split into 2 components. All libraries in the network are levied a flat 2.93% per year. The second portion of the levy is a differential portion calculated using Australian Bureau of Statistics (ABS) Census data.

In 2007 the PLSA Executive reviewed the expenditure of network funds for the purchase of Community Languages materials and resources and in 2010-11 the levy was set at 4.5% of the annual materials grant and was set to increase by 0.3% each year, to meet the growing needs of CALD communities to eventually be 6% of the total materials budget by 2015-16. This figure of 6% was based on ABS survey information which showed that in 2006, 12% of South Australians spoke a language other than English as their “first” or primary language[[3]](#footnote-3). On the basis that approximately 50% of the community are library borrowers, the PLSA Executive agreed to gradually raise this levy to be 6% of the materials funds. In 2011 this percentage had risen to 14% and continues to rise.

In 2013-14 the Community Languages levy was set at 5.4% (refer appendix D) of the materials grant which provided $367,000 with expenditure composed of:

* MyLanguage website - $13,000 (ex GST) – a national website to support library access for people speaking and reading languages other than English (www.mylanguage.gov.au)
* Language materials resources and cataloguing- $354,000

As endorsed by the Libraries Board, PLS has entered into a panel contract (due for renewal in 2014) with five suppliers for the provision of materials in the 20 most frequently reported community languages (based on usage data), with community focus groups assisting in the determination of some of the language materials selected. The Community Languages Collection Development Procedures (February 2011) specified

*The South Australian network is aiming for a core group of approximately 20 languages by 2014. The list of languages included will be flexible, and a less complicated purchasing model will be the practical outcome.*

In addition to centrally purchased materials, individual public libraries are encouraged to purchase materials from their own local purchase funds to meet local needs. Every effort is made to introduce new language collections when appropriate, based on demonstrated demand. Libraries with new arrivals who request languages not currently purchased from central funds, should in the first instance, purchase materials from local funds and monitor usage with the help of Bibliostat. This establishes an initial language collection, the use of which can be measured to demonstrate demand and hence future centralized purchase.

Categories of purchased materials are specified in the individual contract tender documents, and reflect specific language demands. South Australian State Government legal requirements stipulate that all DVDs purchased by PLS must be classified by the Australian Classification Board[[4]](#footnote-4), or be in categories exempt from classification, and purchased in Australia. Local libraries can purchase unclassified DVDs, subject to their legal advice.

Newspapers and magazines are not purchased from the Community Language annual budget.

In addition to providing a physical collection of community language material, the South Australian consortium recognizes that online resources can benefit CALD customers. The statewide subscription to PressDisplay provides access to current newspapers in 39 different languages. Additionally many public libraries choose to use local purchase funds to provide magazines in community languages.

There is a statewide subscription, paid for jointly by Public Libraries SA and StudyAdelaide, to the IELTS (International English Language Testing System) online resource. This resource allows newly arrived students and other migrants to practice and prepare for the compulsory language test which is essential for their visa approval. A statewide subscription to World Book Online gives access to translated encyclopaedia articles.

The South Australian public library network has endorsed a policy to supply full catalogue records for every purchased community language item. This policy assists customers and library staff to source and share Community Language material.

# Community Languages and Population

In the 2011-12 period there were 377,302 non English items borrowed through the Network. Newspapers and magazines are available in a number of languages in many libraries and some libraries run Community Language programs.

As can be seen in the graph below, there have been significant changes in the languages spoken in South Australia since the last Census. In 2006, 12% of South Australians spoke a language other than English as their “first” or primary language. In 2011 this percentage had risen to 14%. For all of Australia in 2011 the percentage of people speaking a language other than English at home was 18%



Migration patterns change in quite short periods of time. New arrivals to South Australia come from different countries and this is linked to world issues and economic conditions. The workshop highlighted opportunities for PLS and libraries at the local level to work more closely with the Australian Bureau of statistics who can assist in providing information about the number of new arrivals and settlement patterns.

|  |
| --- |
| Recent Arrivals to South Australia. The largest growing countries of birth since 2006 |
| India | 13,249 (272.9%) |
| England | 10,268 (11.7%) |
| China | 9,882 (183.5%) |
| Philippines | 3,632 (73.5%) |
| Malaysia | 2,846 (72.5%) |
| South Africa | 2,444 (68.3%) |
| New Zealand | 2,231 (22.5%) |
| Afghanistan | 2,027 (182.0%) |
| South Africa | 1,899 (156.4%) |
| Vietnam | 1,715 (17.9%) |

The above table shows ABS 2011 data which demonstrates some massive percentage increase in recent South Australian arrivals, particularly from India, China, Afghanistan and South Africa.

In 2011-12 the languages with the largest borrowings (more than 10,000 items) were:

1. Vietnamese 122,650
2. Chinese 61,736
3. Hindi 39,090
4. Italian 27,382
5. Greek 14,801
6. Japanese 12,282
7. Polish 10,865
8. Russian 10,643
9. Malayalam 10,488

The correlation between reading and usage compared to the size of CALD Populations is variable and may depend on factors such as age, demographics, education, and the availability and volume of stock.

# What are we doing well?

Workshop participants were asked to discuss what was working well with Community Languages services. The responses fell into two categories: things that are working well across the network; and exemplars from individual libraries.

The 1LMS was the stand-out example of something that is working well across the sector (noting that not all libraries have migrated to the 1LMS at this stage). Library staff also felt that libraries are better at community planning and engagement.

Individual libraries have different intelligence-gathering strategies, responsive programming, and a cohort of ESL users, which reflect a reputation for collections and service, rather than specific local catchments. The *Community Languages Loans by Library* graph shows that Councils with a high proportion of people who speak a language other than English at home have correspondingly high CALD borrowings.

Refer to Appendix C for a summary table of CALD borrowings per library.

The workshop highlighted opportunities for libraries at the local level to work more closely with multicultural groups such as the Migrant Resource Centre and Australian Refugees Association which have good intelligence about new communities and can assist in providing information to new arrivals.

# What do we need to change?

The workshop also investigated the issues that should be addressed in the Strategy (Refer to Appendix E, Issues and Appendix F, Good Practice), summarised here:

1. **Responsiveness** is becoming a key issue, communities are changing rapidly and we're getting new migrants from cultures we know little about - intelligence provided by Census data (at intervals of five years) is insufficient for understanding large numbers of new arrivals.
2. We need to get out there with better **information to new migrant communities**, perhaps FAQs in different languages on our website. Also they may not know that libraries are free, or if they do, they may not be aware of the cost of overdue borrowing - we don't want to contribute to debt.
3. **Library staff need training** in how to manage different cultures. There are two aspects to this: being appropriate in specific situations; and having a set of general principals that will guide us most of the time.
4. There appears to be a need for more **online information in different languages**, perhaps a different language option on the 1LMS, or FAQs in different languages. The covers for CALD books are not always shown and the text is not searchable.
5. Very few libraries are involved in **CALD programs**, but there are some that are doing it very well. We need to be able to share knowledge, resources and personnel. We should have a program that can be rolled out across a number of libraries for early literacy (e.g. Baby Bounce) for the larger new arrival populations.
6. Is the current model where a few libraries receive new materials for specific language groups the right way to go forward under the 1LMS? Should we be thinking of **centralising the collection**? Or will this sort out when we streamline the cataloguing?
7. Should libraries be thinking about **different cohorts of migrants**: students, new arrivals, business/skilled migrants, long standing residents? It seems that they have different needs. Do we have signs in the main languages to help people navigate the library and feel comfortable asking for help?
8. Do we continue to purchase **DVDs** ourselves, or can we arrange a better system re Australian Classification?
9. What community and agency groups can we **affiliate** with to improve services for new migrants and help us with better knowledge of new groups coming into our areas?
10. Can we manage the **Long Tail** with 1LMS? Are we restricted to 20 main languages?
 See long tail graph on p. 10.

# Emerging practice

The workshop looked at four areas of specific interest: non-print materials, management of the CALD collection, selection and evaluation of materials, and non-metropolitan libraries. These were chosen because there has been, and will continue to be, considerable change as a result of the introduction of 1LMS, the population changes evident in the last Census, and the growth of online materials and e-books.

## Non print materials

*Our objectives are to increase uptake and content of non-print materials, to promote widely and increase staff awareness and training.*

* A greater proportion of the Community Language budget could be left unallocated to any specific language, to allow for responsive sourcing and supply in multiple languages.
* Although there is still demand for DVDs and music CDs, this is expected to reduce as downloading becomes more prevalent
* Need to look at CALD e-books, and make sure we promote them in their own language and investigate free e-books in other languages (e.g. Gutenberg Project for MyLanguage)
* Use focus groups to find out what the CALD community want in terms of e-books, audio books, Press Display, World Book and the International English Language Testing System (IELTS)

## Management of the CALD collection

*Use the 1LMS for best practice in delivering stock to appropriate libraries.*

* Monitor customer usage and use the data to make decisions regarding location of collections
* Promote the CALD collections so that people understand what's available even if they can't see it in their own libraries
* Communicate between libraries to rotate stock to where it is required, or to vary the collections

## Selection and evaluation of materials

*Involve selectors from the community so that collections meet their aspirations. Evaluate suppliers on cost and quality and use suppliers that are consistently delivering well-accessed materials.*

* Materials must be relevant to the needs of the community
* Be proactive in seeking community input: focus groups, surveys, feedback on quality
* Check borrowing data to see whether multiple copies are needed
* It's important to include recently-published materials
* Provide intelligence to suppliers to ensure good quality, relevant materials are made available
* Pool information about suppliers to inform library-initiated purchases
* How much of the 'tail' (languages with low population) do we serve? How is the decision made? What about new arrivals who are often refugees? We need current, accurate statistics.
* How do we prioritise, there are not enough resources to achieve everything.

## Non-metropolitan libraries

*1LMS will liberate the CALD collections and make them available to rural libraries. This will bring a new set of information, processes, and knowledge. Non metropolitan libraries require access to knowledge about new migrant communities, CALD diversity requirements, and how the Community Languages collection works. We want to achieve a general understanding of what there is, and how it works (collections, programs, cultural practices, access to information).*

* Collaboration will be necessary, sharing information and resources to assist libraries with low numbers of staff to cover all the issues and procedures
* Provide small libraries with contact details of CALD specialists within larger libraries - where to go to get the information they need
* Remove guess-work, provide accurate information.

# The Strategy

The goal of the new Community Languages Strategy is to provide a more responsive, accessible service to migrant communities.

To achieve this goal, five strategic directions were developed:

1. Understanding cultures
2. Better data, better responsiveness
3. Easier access and entry points
4. Sharing information and resources
5. Governance and measurement

## Strategic direction 1: Understanding cultures

South Australians are accustomed to working with people from non-English speaking migration groups. In recent times, changing migration patterns are leading to an influx of new cultures and languages with some people coming from countries where many people have limited or no previous experience of public libraries.

|  |  |  |
| --- | --- | --- |
| **Actions** | **Responsibility** | **Measurement** |
| 1. Staff cultural awareness training
 | Councils (in line with other staff training for cultural awareness) Lead: Library Managers supported by Public Library Services | The number of staff who have been involved in cultural awareness training |
| 1. Partnerships with key state level migrant and multicultural groups.
 | A working group be established with key migrant groups to investigate sharing information and promoting library servicesLead: Community Language Operating Committee supported by Public Library Services  | All new migrants receive an up-to-date libraries information pack and an introduction to how to use their local library. |
| 1. Partnerships with local CALD community groups
 | Libraries to seek out CALD leaders and library users in their communities and engage them in discussion about services, materials and programs.Lead: Community Language Operating Committee supported by Public Library Services | Each library has a point of contact for the key CALD groups in their community. Connections with the CALD community are reported on and documented at Community Language Operating Committee meetings. |
| 1. Libraries value and welcome the contribution that CALD staff and volunteers can offer
 | The employer (Council, School) to actively promote library vacancies to CALD communities.Lead: Library Managers supported by Public Library Services | Service delivery to the CALD community is reported on and documented at Community Language Operating Committee meetings, including the contribution of CALD staff and volunteers  |
| 1. Key Person Network is established
 | Community Languages Steering Committee identifies Key Persons within the network who are a point of contact for enquiries re cultures, materials, programs.Lead: Community Language Operating Committee supported by Public Library Services | The Key Person Network is operational by March 2015, and is updated annually. |

##

## Strategic direction 2: Better data, better responsiveness

The 1LMS provides a wealth of valuable data that will help to understand borrowing patterns, geographic influence, and demand for specific materials. When overlaid with still-current 2011 Census data, the library network has a valuable tool for creating efficiencies, providing improved responsiveness, and making decisions about high volume and 'long tail' services.

|  |  |  |
| --- | --- | --- |
| **Actions** | **Responsibility** | **Measurement** |
| 1. Identify reports that can inform more efficient and responsive services.
 | A working group involving PLS and the Steering and Operating Committee membership, Migrant Resource Centre SA and ABS is established to support and develop key indicator reports that can be easily produced and provided to the network on an annual basis.Lead: Community Language Operating Committee supported by Public Library Services | The first report is provided to the network by March 2015, and subsequent reports are generated in time for consideration by the Steering Committee at their annual review meeting |
| 1. Investigate 1LMS capacity to address the sharing of stock across the state.
 | A working group involving PLS and the Steering and Operating Committee membership to provide a short report to libraries re options for servicing the CALD community.Lead: Community Language Operating Committee supported by Public Library Services | Recommendations for changes to Policy and Procedures by March 2015 |
| 1. Review policies and procedures, including allocation of levy, collections management and stock allocation, and automated cataloguing
 | A working group involving PLS and the Steering and Operating Committee membership to review Policies and Procedures for immediate implications of the Community Languages review, and support the Steering Committee to consider longer-term changes as part of their annual Strategy Review in November 2014.Lead: Community Language Operating Committee supported by Public Library Services | Adopted by February 2015 |

## Strategic direction 3: Easier Access and Entry Points

There are a number of access points for library users, from knowing about the service, to comfort entering the building and asking for help, to online access, and providing feedback on the CALD collections and programs.

|  |  |  |
| --- | --- | --- |
| **Actions** | **Responsibility** | **Measurement** |
| 1. Libraries to improve signage for CALD communities to better use libraries.
 | A working group involving PLS and the Steering and Operating Committee membership to investigate signage.Lead: Operating Committee to collate findings and work with Public Library Services to arrange for templates for generic signs to be provided to libraries  | Information about signage be distributed to all library managers by December March 2015. |
| 1. Investigation of provision of alternative language options for Enterprise
 | PLS to investigate feasibility, and implement as indicated.Lead: Community Language Operating Committee supported by Public Library Services | PLS to investigate feasibility and implement. |
| 1. A guide for programs that engage specific cohorts of CALD communities (such as Baby Bounce, Dads Read) to be developed and implemented with training
 | PLS to work with experienced individuals identified in the Key Person Network (see Item 5) to develop a guide and distribute with associated training Lead: Community Language Operating Committee supported by Public Library Services  | Guide published March 2015Training completed by April 2015 |

## Strategic direction 4: Sharing information and resources

Despite the wealth of information available to us, one of the perpetual challenges of dispersed services is how to learn from each other and share ideas. Unfortunately for the time poor, the best method is still face-to-face discussion. The challenge is how to make this happen.

|  |  |  |
| --- | --- | --- |
| **Actions** | **Responsibility** | **Measurement** |
| 1. Use technology to facilitate improved communications.
 | PLS to set up/reinvigorate new technologies.Lead: Community Language Operating Committee supported by Public Library Services | Demonstrate use of differing technologies. |
| 1. Open invitations to Operating Committee meetings, with an opportunity for people to ask questions and discuss issues/ideas.
 | Extend broader invitations including using ask/clasa and ask/jula mailing lists.Lead: Public Library Services | Increased numbers at Operating Committee meetings. |

## Strategic direction 5: Governance and measurement

The delivery of the Community Languages Strategy is a shared responsibility between Libraries (with the support of their Councils), the Operating Committee, the Steering Committee and PLS.

The governance roles are as follows:

Public Library Services:

* Convening key meetings (Steering Committee annual review)
* Convening and providing support to the Operating Committee
* Facilitating Working Groups to achieve specific outcomes (e.g. Key Person Network)
* Establishing and maintaining partnerships with external agencies/groups such as the Australian Bureau of Statistics, the Migrant Resource Centre, Multicultural SA, StudyAdelaide and the Australian Refugee Association

Steering Committee:

* Champion the implementation of the Community Language Strategic Plan
* Undertake an annual review of the Community Language Strategic Plan, setting strategy for the coming year
* Delivering key strategies as outlined in the Plan
* Encouraging collaboration and information sharing to improve Community Languages services
* Annual review of the Terms of Reference for Community Language Steering Committee
* Annual review of the Terms of Reference for Community Language Operating Committee
* Annual review of the Community Language Collection Development Policy
* Annual review of the Community Language Collection Development Procedures

Operating Committee:

* Meet quarterly
* Maintaining communication and building capacity across the network
* Managing collections (in the short term)
* Ensuring data is collected, analysed, interpreted and distributed across the network
* Convening and co-opting membership of Working Groups as needed

Specific responsibilities and associated measures have been set out in the Action Tables under each Strategy.

# Appendices

## A: Workshop participants

|  |  |
| --- | --- |
| Nadia Makdadi | Migrant Resource Centre |
| Andrew Stidson | Australian Bureau of Statistics |
| Teresa Brook | PLS |
| Jon Bentick | PLS |
| Tricia Knightly | PLS |
| Chris Kennedy | PLS |
| Caroline Bates | Norwood Payneham & St Peters |
| Chris Holles | Charles Sturt |
| Ola Wleklinski | Marion |
| Mutsuko Harnett | Holdfast Bay |
| Alex Nemeth | Holdfast Bay |
| Lynn Spurling | Copper Coast Library - Kadina |
| Dee O'Loughlin | Adelaide Hills |
| Helen Walkden | City of Onkaparinga |
| Joy Smith | Burnside |
| Catherine Stephens | Unley Libraries |
| Tina Zollo | Campbelltown Public Library |
| Anne Pascoe | West Torrens |
| Janice Curtis | Port Adelaide Enfield  |
| Bill Roche | Port Adelaide Enfield |
| Suzanne Kennedy | City of Norwood Payneham & St Peters |
| Shirley Keeffe | Port Adelaide Enfield Library Services |
| Wendy Stacey | Marion Library Service |
| Pauline Stephens | Marion Library Service |
| Wendy Abraham | Salisbury Library Service |
| Bernice McSwain | Salisbury |
| Joy Clark | NPSP |
| Katherine Hajdu | Salisbury Library Service |

## B: Comparison of languages spoken with borrowings



## C: Total LOTE borrowings per Council, 2011-2012

 Languages other than English (LOTE)

**Council Area LOTE loans 2011-12**

Charles Sturt 181,721

Salisbury 63,790

Port Adelaide Enfield 37,908

Campbelltown 23,426

Burnside 15,118

Adelaide City 14,001

West Torrens 11,720

Norwood, Payneham, St Peters 11,093

Unley 8,622

Marion 3,285

Prospect 3,096

Onkaparinga 790

Adelaide Hills 550

Renmark & Paringa 446

Port Pirie 366

Mount Gambier 301

Alexandrina 268

Victor Harbor 220

Barossa 205

Port Lincoln 118

Barmera 81

Holdfast Bay 44

Light Regional 42

Coober Pedy 30

Tintinara 21

Playford 20

Waikerie 13

Swan Reach 7

The remaining 63 library services registered zero loans.

## D: SA Library Services Contribution to the CL Levy 2013-14

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  |  |  |  |  |  |  |
|  |  |  |   |  |  |  |
|  |  |  |   |  |  |  |
|  |  |  | **COMM LANG LEVY** | **COMM\*[[5]](#footnote-5) LANG OTHER** | **TOTAL** | **% OF TOTAL LEVY** |
| **Metropolitan Council** | **Library Service** | **CODES** | **2.93%** | **\*** | **$** | **%** |
| ADELAIDE CITY COUNCIL | Adelaide | A40 | 9957 | 10400 | 20,358 | 5.54 |
| ADELAIDE HILLS COUNCIL | Adelaide Hills | A37 | 4533 | 1472 | 6,005 | 1.63 |
| CITY OF BURNSIDE | Burnside | A 6 | 5023 | 5718 | 10,741 | 2.92 |
| CAMPBELLTOWN CITY COUNCIL | Campbelltown | A26 | 5710 | 11349 | 17,059 | 4.64 |
| CITY OF CHARLES STURT | Charles Sturt | A29 | 12465 | 20234 | 32,698 | 8.90 |
| TOWN OF GAWLER | Gawler | A43 | 2408 | 589 | 2,997 | 0.82 |
| CITY OF HOLDFAST BAY | Holdfast Bay | A 7 | 4138 | 2274 | 6,412 | 1.74 |
| CITY OF MARION | Marion | A 2 | 9816 | 8934 | 18,750 | 5.10 |
| CITY OF MITCHAM | Mitcham | A15 | 7430 | 6012 | 13,442 | 3.66 |
| DISTRICT COUNCIL OF MOUNT BARKER | Mt Barker | A38 | 3523 | 818 | 4,341 | 1.18 |
| CITY OF NORWOOD PAYNEHAM AND ST PETERS | Norwood,Payneham,St Peters | A39 | 4171 | 6181 | 10,351 | 2.82 |
| CITY OF ONKAPARINGA | Onkaparinga | A19 | 18744 | 6826 | 25,570 | 6.96 |
| CITY OF PLAYFORD | Playford | A 1 | 9440 | 5314 | 14,754 | 4.02 |
| CITY OF PORT ADELAIDE ENFIELD | Port Adelaide Enfield | A13 | 13437 | 22614 | 36,051 | 9.81 |
| CITY OF PROSPECT | Prospect | A36 | 2382 | 3601 | 5,983 | 1.63 |
| CITY OF SALISBURY | Salisbury | A 4 | 15216 | 20213 | 35,428 | 9.64 |
| CITY OF TEA TREE GULLY | Tea Tree Gully | A17 | 11182 | 7389 | 18,570 | 5.05 |
| CITY OF UNLEY | Unley | A16 | 4378 | 4584 | 8,963 | 2.44 |
| CORPORATION OF THE TOWN OF WALKERVILLE | Walkerville | A 9 | 835 | 898 | 1,732 | 0.47 |
| CITY OF WEST TORRENS | West Torrens/Thebarton | A11 | 6529 | 11397 | 17,927 | 4.88 |
| **METROPOLITAN** |  |  | **151317** | **156816** | **308132** | **83.85** |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  | **COMM LANG LEVY** | **COMM LANG OTHER** | **TOTAL** | **% OF TOTAL LEVY** |
| **Country Council** | **Library Service** | **CODES** | **2.93%** | **\*** | **$** | **%** |
| ALEXANDRINA COUNCIL | Alexandrina | C27 | 2787 | 480 | 3,267 | 0.89 |
| BAROSSA COUNCIL | Barossa | C 0 | 2569 | 373 | 2,942 | 0.80 |
| BERRI BARMERA COUNCIL | Berri | C13 | 757 | 454 | 1,211 | 0.33 |
| BERRI BARMERA COUNCIL | Barmera | C 4 | 468 | 278 | 746 | 0.20 |
| CLARE AND GILBERT VALLEYS COUNCIL | Clare  | C17 | 538 | 64 | 602 | 0.16 |
| CLARE AND GILBERT VALLEYS COUNCIL | Saddleworth Auburn | C19 | 314 | 31 | 345 | 0.09 |
| DISTRICT COUNCIL OF COPPER COAST | Kadina and Wallaroo | C25 | 1059 | 125 | 1,184 | 0.32 |
| DISTRICT COUNCIL OF GRANT | Port MacDonnell | C 30 | 909 | 111 | 1,020 | 0.28 |
| KANGAROO ISLAND COUNCIL | Kangaroo Island | C10 | 514 | 110 | 624 | 0.17 |
| LIGHT REGIONAL COUNCIL | Light | C18 | 1612 | 247 | 1,858 | 0.51 |
| DISTRICT COUNCIL OF LOXTON WAIKERIE | Loxton | C23 | 802 | 234 | 1,036 | 0.28 |
| DISTRICT COUNCIL OF LOXTON WAIKERIE | Waikerie | C14 | 496 | 177 | 672 | 0.18 |
| MID MURRAY COUNCIL | Morgan | C14M | 288 | 24 | 312 | 0.09 |
| DISTRICT COUNCIL OF MALLALA | Two Wells | C26 | 971 | 302 | 1,273 | 0.35 |
| CITY OF MOUNT GAMBIER | Mount Gambier | C 8 | 2942 | 927 | 3,869 | 1.05 |
|  |  |  | **COMM LANG LEVY** | **COMM \*LANG OTHER** | **TOTAL** | **% OF TOTAL LEVY** |
| **Country Council** | **Library Service** | **CODES** | **2.93%** | **2.47%** | **$** | **%** |
| RURAL CITY OF MURRAY BRIDGE | Murray Bridge | C 9 | 2325 | 1021 | 3,346 | 0.91 |
| NARACOORTE LUCINDALE COUNCIL | Naracoorte | C12 | 795 | 287 | 1,082 | 0.29 |
| FLINDERS MOBILE LIBRARY SERVICE | Flinders Mobile | C16 | 699 | 217 | 916 | 0.25 |
| OUTBACK AREA COMMUNITY DEVELOPMENT TRUST | Outback Areas |   | 320 | 0 | 320 | 0.09 |
| DISTRICT COUNCIL OF PETERBOROUGH  | Peterborough | C21 | 295 | 18 | 313 | 0.09 |
| PORT AUGUSTA CITY COUNCIL | Pt Augusta | C 7 | 1652 | 428 | 2,080 | 0.57 |
| CITY OF PORT LINCOLN | Pt Lincoln | C11 | 1662 | 351 | 2,013 | 0.55 |
| PORT PIRIE REGIONAL COUNCIL | Pt Pirie | C 2 | 1919 | 399 | 2,318 | 0.63 |
| RENMARK PARINGA COUNCIL | Renmark and Paringa | C24 | 1068 | 958 | 2,026 | 0.55 |
| DISTRICT COUNCIL OF ROBE | Robe | C22 | 279 | 15 | 294 | 0.08 |
| MUNICIPAL COUNCIL OF ROXBY DOWNS | Roxby Downs | C28 | 545 | 278 | 824 | 0.22 |
| TATIARA DISTRICT COUNCIL | Bordertown | C20 | 501 | 186 | 687 | 0.19 |
| CITY OF VICTOR HARBOR | Victor Harbor | C15 | 1625 | 275 | 1,900 | 0.52 |
| WATTLE RANGE COUNCIL | Millicent | C 6 | 1132 | 180 | 1,312 | 0.36 |
| CORPORATION OF THE CITY OF WHYALLA | Whyalla | C 3 | 2583 | 965 | 3,548 | 0.97 |
| WOOMERA | Woomera | C 5 | 122 | 8 | 129 | 0.04 |
| ABORIGINAL LANDS | Aboriginal Lands |   | 345 | 0 | 345 | 0.09 |
| **COUNTRY** |  |  | **34893** | **9524** | **44417** | **12.09** |
|  |  |  |  |  |  |  |
|  |  |  | **COMM LANG LEVY** | **COMM LANG OTHER** | **TOTAL** | **% OF TOTAL LEVY** |
| **Joint Use School / Council** | **Library Service** | **CODES** | **2.93%** | **2.47%** | **$** | **%** |
| ANDAMOOKA  | Andamooka | J10 | 146 | 41 | 187 | 0.05 |
| DISTRICT COUNCIL OF BARUNGA WEST | Pt. Broughton | J30 | 328 | 17 | 346 | 0.09 |
| DISTRICT COUNCIL OF CEDUNA | Ceduna | J21 | 420 | 190 | 610 | 0.17 |
| CLARE AND GILBERT VALLEYS COUNCIL | Riverton | J31 | 327 | 37 | 365 | 0.10 |
| DISTRICT COUNCIL OF CLEVE | Cleve | J 2 | 293 | 19 | 313 | 0.09 |
| DISTRICT COUNCIL OF COOBER PEDY | Coober Pedy | J11 | 341 | 287 | 628 | 0.17 |
| COORONG DISTRICT COUNCIL | Tintinara | J18 | 269 | 28 | 297 | 0.08 |
| COORONG DISTRICT COUNCIL | Meningie | J36 | 292 | 38 | 331 | 0.09 |
| COORONG DISTRICT COUNCIL | Tailem Bend | J40 | 301 | 40 | 341 | 0.09 |
| COORONG DISTRICT COUNCIL |  Coomandook | J25 | 165 | 14 | 180 | 0.05 |
| DISTRICT COUNCIL OF COPPER COAST | Moonta | J 7 | 454 | 54 | 507 | 0.14 |
| DISTRICT COUNCIL OF ELLISTON | Lock | J14 | 256 | 8 | 264 | 0.07 |
| FLINDERS RANGES COUNCIL | Hawker | J45 | 104 | 12 | 116 | 0.03 |
| FLINDERS RANGES COUNCIL | Quorn | J23 | 282 | 36 | 318 | 0.09 |
| DISTRICT COUNCIL OF FRANKLIN HARBOR | Cowell | J27 | 282 | 14 | 295 | 0.08 |
| REGIONAL COUNCIL OF GOYDER | Burra | J 6 | 316 | 35 | 351 | 0.10 |
| REGIONAL COUNCIL OF GOYDER | Eudunda | J13 | 298 | 30 | 328 | 0.09 |
| DISTRICT COUNCIL OF KAROONDA EAST MURRAY | Karoonda | J37 | 178 | 14 | 191 | 0.05 |
| DISTRICT COUNCIL OF KAROONDA EAST MURRAY | East Murray | J 3 | 76 | 6 | 82 | 0.02 |
| DISTRICT COUNCIL OF KIMBA | Kimba | J42 | 265 | 2 | 268 | 0.07 |
| KINGSTON DISTRICT COUNCIL | Kingston | J32 | 316 | 16 | 332 | 0.09 |
| LEIGH CREEK  | Leigh Creek | J 8 | 264 | 14 | 279 | 0.08 |
| DISTRICT COUNCIL OF LOWER EYRE PENINSULA | Cummins | J39 | 655 | 55 | 710 | 0.19 |
| NARACOORTELUCINDALECOUNCIL | Lucindale | J 5 | 276 |  | 330 | 0.09 |
|  MID MURRAY COUNCIL | Mannum | J41 | 457 | 69 | 526 | 0.14 |
| MID MURRAY COUNCIL | Cambrai | J22 | 291 | 31 | 322 | 0.09 |
| MID MURRAY COUNCIL | Swan Reach | J20 | 239 | 17 | 256 | 0.07 |
| NORTHERN AREAS COUNCIL | Jamestown | J24 | 305 | 19 | 324 | 0.09 |
| DISTRICT COUNCIL OF ORROROO CARRIETON  | Orroroo Carrieton | J15 | 216 | 14 | 229 | 0.06 |
| SOUTHERN MALLEE DISTRICT COUNCIL | Lameroo | J35 | 264 | 26 | 290 | 0.08 |
| SOUTHERN MALLEE DISTRICT COUNCIL | Pinnaroo | J 1 | 241 | 23 | 264 | 0.07 |
| DISTRICT COUNCIL OF STREAKY BAY | Streaky Bay | J28 | 296 | 24 | 320 | 0.09 |
| TATIARA DISTRICT COUNCIL | Keith | J29 | 313 | 92 | 405 | 0.11 |
| DISTRICT COUNCIL OF TUMBY BAY | Tumby Bay | J44 | 299 | 19 | 318 | 0.09 |
| WAKEFIELD REGIONAL COUNCIL | Balaklava | J12 | 460 | 79 | 539 | 0.15 |
| WAKEFIELD REGIONAL COUNCIL | Snowtown | J33 | 312 | 41 | 352 | 0.10 |
| WATTLE RANGE COUNCIL | Penola | J16 | 296 | 32 | 327 | 0.09 |
| WUDINNA DISTRICT COUNCIL | Wudinna | J 4 | 236 | 18 | 253 | 0.07 |
| WUDINNA DISTRICT COUNCIL | Karcultaby | J43 | 140 | 9 | 149 | 0.04 |
| DISTRICT COUNCIL OF YANKALILLA | Yankalilla | J46 | 507 | 57 | 564 | 0.15 |
| DISTRICT COUNCIL OF YORKE PENINSULA | Yorketown | J19 | 423 | 56 | 479 | 0.13 |
| DISTRICT COUNCIL OF YORKE PENINSULA | Maitland | J38 | 325 | 19 | 345 | 0.09 |
| DISTRICT COUNCIL OF YORKE PENINSULA | Ardrossan | J47 | 325 | 19 | 345 | 0.09 |
| DISTRICT COUNCIL OF YORKE PENINSULA | Minlaton | J 9 | 323 | 19 | 343 | 0.09 |
| **SCHOOL COMMUNITY PROGRAM** |  | **13174** | **1741** | **14916** | **4.06** |

\*Community Language Other refers to a secondary levy based on the proportion of multicultural population in each individual council (according to ABS census data). The two parts of the levy are combined to determine the overall contribution of each library to the Community Language levy.

## E: Issues to address in the Strategy

Summarizing discussion from the Community Languages Strategic Planning Session

*Audio visual*

* How to manage the lack of Australian Classification of materials in other languages
* What do we do about DVDs?

*Partnerships*

* Who else is working in the CALD space, and how do we work with them?
* How do we know they exist?
* Who has funds?

*New migrants*

* Should libraries treat CALD as two groups, new migrants and well established migrants
* Which groups are to be targeted by the Strategic Plan: students, new arrivals, business/skilled migrants, long standing residents

*Cultural awareness*

* How do we access culturally appropriate information (e.g. who to speak about inappropriate behaviour)

*Collections*

* Should we have a single central LOTE collection?
* Should LOTE magazines be handled centrally?

*Cataloguing*

* Why is the cost of cataloguing taken out of the Languages Materials budget, but this does not apply for English materials?

*Dialects*

* How do we find out which dialects service the largest proportion of a specific language group?

*Programs*

* Programming staff need help with interaction - staff training

*Information*

* We need FAQs about libraries in every language online

*Responsiveness*

* How can we quickly manage the changing needs of CALD communities?
* How can we allocate funds appropriately in a changing environment?
* How can libraries share knowledge better across regions?

*What do we need to change?*

* 1LMS should make it better, with a centralised contribution and centralised funding - but how do we know whether we are buying what customers want?
* Libraries work independently, which means they can be responsive to their communities, but they need to work together better to share ideas and resources
* Need to improve communication, program and information sharing
* What's the best way of spending our money: books or programs?
* Lack of awareness of the Overdrive availability in different languages
* Cultural awareness of different groups
* Staff resources - many libraries don't have a dedicated person to liaise with the community
* Multi-lingual options on 1LMS
* Catalogue performance with book covers (not visible or searchable titles)
* Volunteers can be a bit hit and miss
* Better signage to invite people to tell us what they want
* Bilingual story time and Baby Bounce
* Staff training
* Contact with community groups
* Sharing best practice
* Bilingual early literacy
* Audio visual collections
* Searching for aged stock and rotations are still and issue
* Need a strategic direction for our efforts rather than trying to do it all
* What do new arrivals (and existing residents) want from our services? We always feel we are guessing. Do they want programs and events, collections, or both?
* We need further exploration of the One Card network and how CALD communities access materials.

## F: Good Practice: What are we doing well?

Summarizing discussion from the Community Languages Strategic Planning Session

*Across the network*

* 1LMS enables sharing and maximising of resources, and is cutting down on accessibility barriers, it has made libraries less insular, we have a better understanding of 1LMS and can start leveraging its strengths
* Our intent is good
* Better stock
* Books!
* More engagement with the community than previously
* Cataloguing, resources are now available across the state
* Customer requests are working well - policy, procedure, purchasing
* We have timely material that is discoverable
* Trying to serve the community using statistics to guide decision-making and respond to changes in communities

*Individual libraries*

* Many libraries include CALD communities within the library, focus groups and use language specialist selectors
* Marion has good Chinese, Japanese and Polish collections - and does a survey for core languages
* Port Adelaide Enfield uses ABS statistics, magazine use and programs to assess collections and service demand
* Norwood Payneham & St Peters' programs attract CALD residents
* Salisbury has excellent multi-lingual programs
* Outreach and English as a Second Language (ESL) classes are champions while other programs need encouragement
* Partnering with the Migrant Resource Centre and Australian Refugee Association

## G: Glossary

ABS: Australian Bureau of Statistics

Bibliostat: The Baker & Taylor statistical gathering & analysis tool used by the SA library network

CALD: Culturally and Linguistically Diverse

CL: Community Languages

Enterprise: The public interface to the Statewide One Library Management System

ESL: English as a Second Language

IELTS: The International English Language Testing System – an online resource which allows new arrival students and residents to practice their English skills prior to the compulsory government visa tests.

LMS: The South Australian shared Library Management System (sometimes called 1LMS or One Card)

LOTE: Languages Other Than English

NESB: Non English Speaking Background

PLS: Public Library Services - A business unit of the State Library of South Australia, which is funded from the State's funding to public libraries. PLS provides administrative support to the state’s public library network.

PLSA: Public Libraries South Australia. The peak library body in South Australia

1. <http://saplan.org.au> [↑](#footnote-ref-1)
2. <http://www.multicultural.sa.gov.au/about-us/what-is-multiculturalism> [↑](#footnote-ref-2)
3. The ‘language spoken at home’ question on the 2011 Census form is designed to find out which languages other than English are spoken by people at home. This question only allows for one answer and therefore the number of response shown in the category ‘1201 English’ is not all persons who speak English, but specifically persons who speak only English at home. Persons who report a language other than English to the ‘language spoken at home’ question are then asked in the following question ’How well does the person speak English?’ Responses to this question are coded to the variable Proficiency in Spoken English (ABS 2011). The Community Languages levy was based on earlier ABS data – the most recent Census identified that 14% of South Australians speak a language other than English at home. [↑](#footnote-ref-3)
4. The Crown Solicitors Advice as at 6th September 2013 was:

With respect to the advice provided by this office in 2007 regarding the legal status of foreign language DVDs, … and the relevant sections of the *Classification (Publications, Films and Computer Games) Act 1995* (SA) and *Summary Offences Act 1953* (SA). There have been no changes to these Acts with respect to the issue of selling unclassified videos or DVDs since that advice was provided.

Accordingly, any supplier of foreign language DVDs must comply with the *Classification (Publications, Films and Computer Games) Act 1995* (SA) and *Summary Offences Act 1953* (SA) and cannot sell a film to the Libraries Board of SA if that film is not classified. [↑](#footnote-ref-4)
5. \*Community Language Other refers to a secondary levy based on the proportion of multicultural population in each individual council (according to ABS census data). The two parts of the levy are combined to determine the overall contribution of each library to the Community Language levy. [↑](#footnote-ref-5)