



CALD Framework

Yarra Plenty Regional Library Framework for our Culturally and Linguistically Diverse communities

2020 - 2023

V2.1

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Version History

Version	Date	Edited by (name)	Role	Modified sections and reasons for change
2.0	January 2020	Rosa Serratore	Manager Collections	Major review of 2015 policy.
2.1	July 2020	Rosa Serratore	Manager Collections	Minor corrections.

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1. Introduction

A culturally and linguistically diverse (CALD) community can be defined as a group of people who are born in a different country; speak a language other than English at home; have a specific level of English language proficiency; or have other characteristics such as the year of arrival in Australia or parents' country of birth and religious affiliation.

This framework confirms Yarra Plenty Regional Library's (YPRL's) commitment to adopting a strategic, consistent and structured enterprise-wide approach to delivering library services to our CALD communities, establishing an inclusive culture and to more fully meet its organisational objectives.

It is informed by guiding documents including the Australian Library and Information Association (ALIA) guidelines for public libraries and is aligned to YPRL's Council funding bodies' strategic documents.

Our language resources form part of [Victoria's state-wide](#) Public Libraries Victoria (PLV) Languages Other Than English (LOTE) collection.

2. Statement of intent

YPRL is committed to providing opportunities for our diverse communities to read, learn, create and connect to collections, programs and technology, inclusive of all cultures.

YPRL recognises the need for a CALD framework as a consideration in strategic and operational planning.

YPRL is committed to implementing a CALD framework and will incorporate the framework into its strategic and operational planning.

YPRL is committed to improving the training and knowledge development of staff in cultural and linguistic diversity.

YPRL is committed to monitoring its performance and review its progress in cultural and linguistic diversity.

3. YPRL Strategic alignment

YPRL's strategic alignment is informed by global and local strategic policies and directives. This includes:

- UNESCO's [Public Library Manifesto](#) (1994), declaring public libraries' mission to "fostering inter-cultural dialogues and favouring cultural diversity"
- the National Library of Australia's (NLA's) [Corporate Plan \(2019-23\)](#) which aims to "Increase and improve the representation of Indigenous and culturally and linguistically diverse

communities in the collection through consultative approaches to acquisition and description”

- the State Library of Victoria’s (SLV’s) [Diversity and social inclusion action plan 2017-20](#) which acknowledges Victoria’s CALD communities and
- ALIA’s guidelines for public libraries¹ which recognises the importance of engaging all community groups in planning, designing and reviewing library activities.

YPRL goes further in recognising the challenges faced by our CALD communities in accessing library services via our physical and virtual spaces.

This Framework acknowledges these challenges and recognises the value and importance in:

- engaging CALD community members to plan, design and review library services
- identifying and analysing the specific needs of our CALD community
- developing our collections and programs for the specific needs of our CALD community
- providing access to our physical and virtual spaces
- recruiting and developing library staff to ensure they have the capability and professional expertise to service our CALD community
- allocating appropriate funding to provide collections, programs and services.

The Framework will align to YPRL’s:

- Collection Development Policy
- Library Plan and Action Plan
- Membership Policy
- Procurement Policy
- Strategic frameworks:
 - Arts and Culture Strategic Framework
 - Collection Asset Plan Strategic Framework
 - ICT Information Technology Strategic Framework
 - Learning Strategic Framework
 - Local History and Genealogy Strategic Framework
 - Older Adults Strategic Framework and
- Volunteer Policy, and

will be considered in the development of all future frameworks and action plans.

3.1 Responsibility for CALD

YPRL’s broad strategic direction resides with the CEO.

The Executive Leadership Team has a lead role in ensuring the CALD framework is considered in all future planning.

The Manager Collections is responsible for the CALD Framework.

¹ Guidelines, standards and outcome measures for Australian public libraries, ALIA (2016)

The Multicultural Services Librarian has a lead role in the CALD collection development. This includes community consultation on needs and outreach with key stakeholders.

4. Council strategic alignment

City of Banyule

The City of Banyule's [Multicultural Plan 2017-2021](#) was developed with the assistance of Council's Multicultural Advisory Committee and outlines Banyule Council's commitment to servicing the needs of its diverse population.

The Multicultural Plan goals are to:

1. Ensure Council facilities, activities and services are accessible, inclusive and equitable
2. Work in partnership with local services to increase inclusion and address service gaps
3. Work in partnership to build the capacity of disadvantaged groups to be involved in community life
4. Education, celebration and awareness raising contribution to building inclusive and equitable communities
5. Advocate on behalf of and with our community to reduce discrimination and disadvantage.

Related Council strategic documents are:

- The [Aboriginal and Torres Strait Islander Plan 2017-2021](#)
- [Services and programs for asylum seekers and refugees in Banyule](#) and
- The [Banyule Statement of Commitment to Indigenous Australians](#).

Nillumbik Shire Council

Nillumbik Shire's [Council Plan 2017-2021](#) strategies include:

- Strategy 1.5: "Strengthen the focus on social inclusion, building social capital and connection within communities"
- Strategy 1.6: "Ensure that community services, programs and facilities are inclusive and respond to current and emerging needs" and
- Strategy 2.2: "Create and activate places and spaces that have good connectivity, provide needed infrastructure and promote social interaction".

Further, Council also has a Policy Commitment to Reconciliation with Indigenous Australians (1998) and the Nillumbik Shire Council Reconciliation Charter (adopted 2008).

City of Whittlesea

The City of Whittlesea's [Multicultural Plan 2020 and Action Plan](#) were developed with community consultation and outlines Whittlesea Council's commitment to valuing cultural diversity.²

² Available internally

The Plan contains Council's key directions and its Multicultural Policy Statement and Multicultural Policy Principles. The principles, which underpin the Action Plan, are:

- **Social Cohesion and Connection:** Council aims to build and maintain a socially cohesive community which is welcoming, safe and participating. Council advocates for and actively fosters a harmonious, connected community that recognises its residents' values and celebrates similarities and differences through mutual respect and understanding.
- **Access, Equity and Inclusion:** Council supports equitable access to programs, services and facilities for people from CALD backgrounds.
- **Collaboration and Partnerships:** Council facilitates relationships and networks to achieve positive outcomes for the community.
- **Respect for Cultural Heritage:** Council recognises and respects the rights of people to maintain their cultural heritage and identify (such as religion, language and customs) within the context of the law.
- **A Place free from Racism:** Council supports the development of strong and healthy communities free from discrimination and racism and will make every effort to reduce racism and its harmful impacts at the individual, organisational and community levels.
- **Council Leadership:** Council demonstrates leadership by advocating on behalf of and with the community to the State and Federal Government to promote our diversity as an asset and valuable resource.

5. Community profiles

5.1 City of Banyule

The community profile data for the City of Banyule from profile.id.com.au states:

"The City of Banyule Estimated Resident Population for 2018 is 130,237, with a population density of 20.84 persons per hectare. The City of Banyule is located in Melbourne's north-eastern suburbs, between 7 and 21 kilometres from the Melbourne CBD."

21.6% of people speak a LOTE at home compared to 32.3% for Greater Melbourne.

Banyule suburbs are Briar Hill, Bundoora, Eaglemont, Greensborough, Heidelberg, Heidelberg Heights, Heidelberg West-Bellfield, Ivanhoe, Ivanhoe East, Lower Plenty, Macleod, Montmorency, Rosanna, St Helena-Eltham North, Viewbank, Watsonia, Watsonia North and Yallambie.

The top 10 "Language spoken at home" figures (2016 Census) are displayed at Table 1. See Appendix A for detailed figures.

The dominant language spoken at home is Mandarin at 3.4%. Between 2011 and 2016, the number of people speaking a LOTE at home increased by 13.6% with Mandarin being the largest change (+1.703 people).

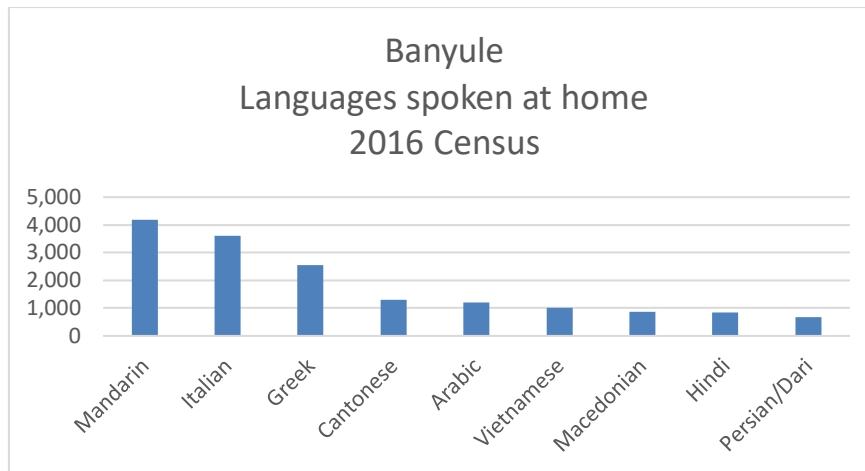


Table 1: Banyule languages spoken at home

5.2 Nillumbik Shire Council

The community profile data for the Nillumbik Shire from profile.id.com.au indicates that the Nillumbik Shire Estimated Resident Population for 2018 is 64,941 with a population density of 1.50 persons per hectare. Nillumbik Shire is located in Melbourne's North-East about 25 kilometres from the Melbourne CBD.

9.1% of people speak a LOTE at home compared to 32.3% for Greater Melbourne.

Nillumbik suburbs are Diamond Creek, Eltham (Central, East, Edendale, South), Eltham North, Greensborough, Hurstbridge, Kangaroo Ground, North Warrandyte, Plenty-Yarrambat, Research and Wattle Glen. Part of Nillumbik is in a Green Wedge Area.

The top 10 "Language spoken at home" figures (2016 Census) are displayed at Table 2. See Appendix A for detailed figures.

The dominant language spoken at home is Italian at 1.7%. Between 2011 and 2016, the number of people speaking a LOTE at home increased by 14.8% (720 people).

The largest changes in languages spoken between 2011 and 2016 in Nillumbik Shire were:

- Mandarin (increase of 310 people)
- Italian (decrease of 142 people)
- Afrikaans (increase of 71 people) and
- Persian/Dari (increase of 66 people).

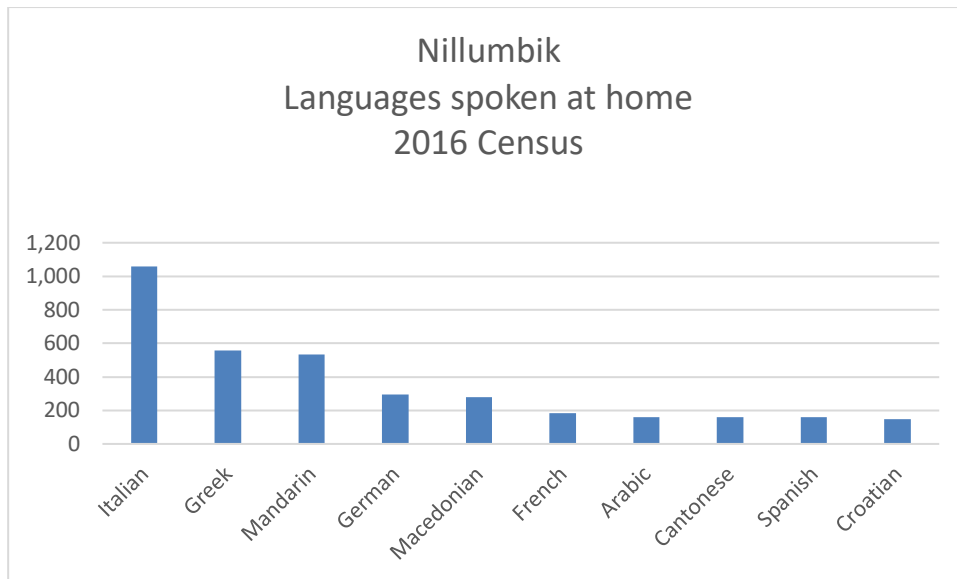


Table 2: Nilumbik languages spoken at home

5.3 City of Whittlesea

The community profile data for the City of Whittlesea from profile.id.com.au states:

“The City of Whittlesea Estimated Resident Population for 2018 is 223,322, with a population density of 4.56 persons per hectare. The City of Whittlesea is located in Melbourne's northern suburbs, about 20 kilometres from the Melbourne GPO.”

44% of people speak a LOTE at home compared to 32.3% for Greater Melbourne.

Whittlesea suburbs are Bundoora, Doreen, Epping, Epping North-Wollert, Lalor, Merna, Mill Park, South Morang, Thomastown and Whittlesea township and surrounds.

The top 10 “Language spoken at home” figures (2016 Census) are displayed at Table 3. See Appendix A for detailed figures.

The dominant language spoken at home is Macedonian at 5.1% followed closely by Arabic (5%) and Italian (5%). Between 2011 and 2016, the number of people speaking a LOTE at home increased by 31.4%.

The largest changes in languages spoken between 2011 and 2016 in Whittlesea were:

- Punjabi (increase of 3427 people or 1.9%)
- Arabic (increase of 2843 people or 4.6%)
- Mandarin (increase of 2420 people or 1.1%) and
- Hindi (increase of 1851 people or 1.1%).

The largest decrease was in Italian (decrease of 548 people or 6.7%).

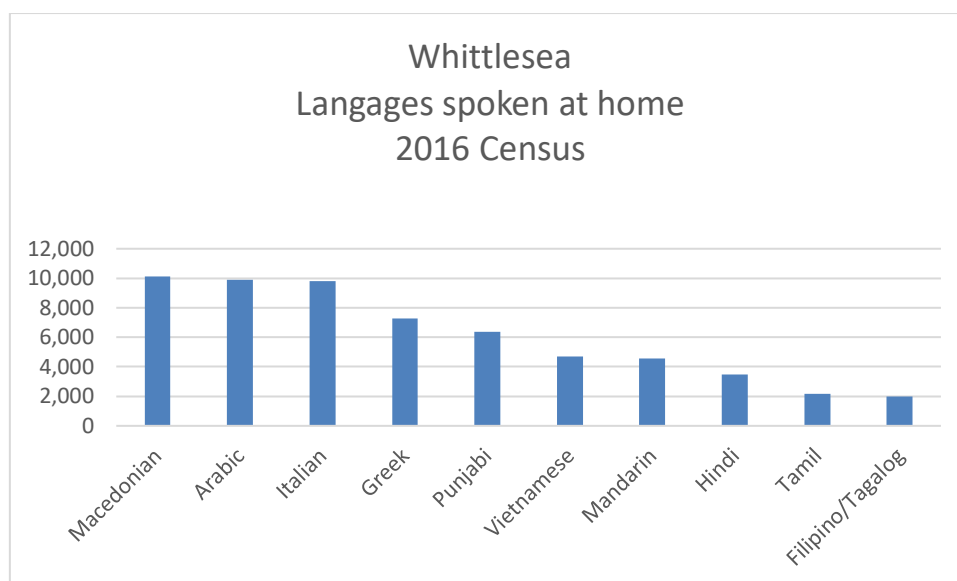


Table 3: Whittlesea languages spoken at home

5.4 YPRL service-wide profile

The total number of residents across the 3 LGAs according to LOTE spoken at home is shown at Table 4.

The top 10 languages are:

1. Italian
2. Arabic
3. Macedonian
4. Greek
5. Mandarin
6. Punjabi
7. Vietnamese
8. Hindi
9. Tamil
10. Filipino-Tagalog.

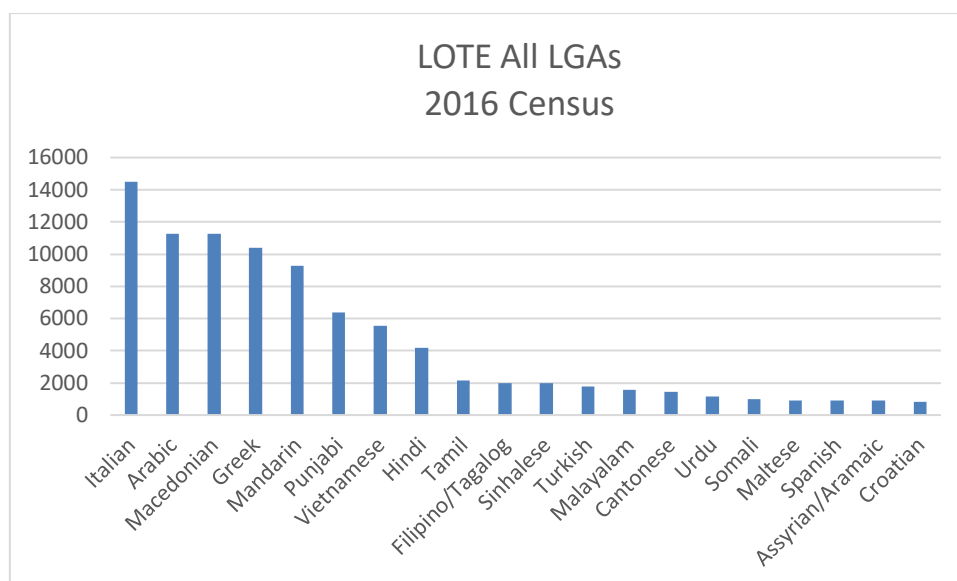


Table 4: Top 20 languages spoken at home across the 3 LGAs

6. Whole of Library CALD approach

In line with the City of Banyule, Nillumbik Shire Council and City of Whittlesea multicultural plan, YPRL will adopt a “whole of library” approach to planning library services for our CALD communities.

This includes LOTE collections, Public Participation events and activities, staff recruitment, procurement, partnerships and physical and virtual spaces.

YPRL collections will support programming and conversely, programming will support collections. It is to be noted that a programming framework is in development and consideration of CALD needs will be incorporated.

6.1 Collections

YPRL provides collections in a range of community languages. The following table compares the top 10 language list across the 3 LGAs with the current, 2019, collection languages in LOTE:

Rating	Language	Supplied
1.	Italian	Yes
2.	Arabic	Yes
3.	Macedonian	Yes
4.	Greek	Yes
5.	Mandarin	Yes
6.	Punjabi	Yes
7.	Vietnamese	Yes
8.	Hindi	Yes
9.	Tamil	No

10.	Filipino-Tagalog	No
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New collections

Consideration will be given to the establishment of a LOTE collection in a specific community language according to the criteria detailed in YPRL's Collection Development Policy. This will be in consultation with key community members or groups to determine needs and preferences.

The selection criteria will consider:

- Language profiles based on demographic and statistical data
- Budget
- Supplier availability and expertise
- Input from library staff including staff with individual language knowledge
- Information from the PLV Multicultural SIG
- Requirements for language learning for non-native LOTE speakers
- Customer feedback, consultation and requests.

Collection formats will include popular, high interest books, magazines, newspapers and audio-visual material. YPRL's online resources, such as film streaming services, e-book, e-audio and e-magazine platforms will also be evaluated to establish LOTE content.

The following determinants are used for establishing new LOTE collections:

- 1,000 residents speaking that language as their major language at home
 - 1,000 – magazines and newspapers will be sourced
 - 5,000 – popular books and AV as well as magazines and newspapers
- availability of funding and library space
- availability of materials to build a viable collection
- literacy needs and demands of an ethnic population
- literacy culture of an ethnic population.

Deselection

YPRL LOTE collections will necessarily change to reflect changing community profiles. As a result, legacy collections such as German, French, Spanish and Polish are not being developed as comprehensively as they had been when the demand from the community was greater.

Notwithstanding, there is still a requirement for language learning from both children and adult populations in these languages and others as evidenced by the language classes offered by YPRL.

Given the challenges and complexities in sourcing appropriate LOTE resources, the Multicultural Librarian should be consulted for guidance and direction when any LOTE collection is deselected or decommissioned.

A LOTE collection will be considered for decommissioning based on the following indicators:

- A significant and documented decrease in the LOTE collection usage over 3 consecutive years
- A significant drop in the number of library borrowers or broader community population numbers for a language group residing within the YPRL LGAs
- A review and change in the type of material purchased is unable to improve usage
- Materials in the language are unavailable in enough quantities to sustain the collection
- Relocating or splitting collections between branches has not improved usage
- Consultation with key stakeholders indicates decreased or changing needs.

6.2 Public Participation

YPRL delivers a significant programs and events stream. In the 2018-2019 financial year, YPRL delivered 7726 programs to an audience of 176,926. In 2020 YPRL is developing a Programming Framework to guide its events programming to ensure it is high-impact and responds to the varied needs of our diverse communities.

Programming Framework

Public Participation's Programming Framework is in development and will ensure our programs:

- Deliver on the YPRL Library Plan and support Council's strategic objectives
- Help our diverse communities to unleash their potential through learning
- Address key public health and social equality issues in our communities
- Are partnership-driven for efficiencies and ensure existing programs are amplified, not duplicated.

YPRL internal collaboration

Collections and Public Participation work closely to ensure that events and programs connect our audience with the collection. A key event is YPRL's Booklovers Festival, where communities are represented at festival events designed to celebrate an interest in books, writing, and creativity.

YPRL's events and programs are supported by Collections via the development of bibliographies, references, book lists and tools that connect our communities with resources to further their learning.

The book lists are available online, in branches and at events, connecting patrons with appropriate books and resources to support their learning, creativity and personal development.

Storytime promotes the use of picture books to develop child literacy and borrowing is encouraged at sessions. YPRL has a significant number of multilingual picture books in 17 languages and does support and encourage Storytime sessions in other languages.

Partnerships

YPRL supports the celebration of our regions' cultural diversity.

Programs scheduled by Public Participation are inclusive and aim to break down cultural barriers, address social issues, build a sense of community and support language diversity where possible.

YPRL works collaboratively with member Councils to support and celebrate our regions linguistic, religious and cultural diversity. We aim to work in partnership with Council and community, co-presenting key events such as cultural celebrations and festivals. Programs will be targeted to children (example bilingual Storytime) and adults.

YPRL's Adult Literacy Program, delivered in 2019, is a one-on-one conversation English language tutoring program led by volunteers to support new migrants, refugees and asylum seekers in our community. This program was delivered via a partnership grant from the State Library of Victoria.

Digital literacy

The Australian Digital Inclusion Index (ADII) measures Australia's online participation. Victoria's 2019 ADII is 67.6%, a 1.9 point increase from 2018. The Outer North East Melbourne, the area covered by YPRL, has a score of 64.9. The CALD community has a relatively high level of digital inclusion of 64.7 points. Although this is lower than the Victorian rating, is higher than the national average of 61.9³.

The report acknowledges, however, that "the aggregate data for CALD migrants may obscure some of the digital inclusion outcomes for distinct groups in that population"⁴ and that "little is known in relation to digital inclusion [for] recently-arrived CALD migrants (those arriving in Australia after 2005)."⁵

Importantly, the ADII report links affordability and literacy as key obstacles for increasing digital inclusion for recently-arrived CALD community members.⁶

YPRL is committed to assisting the community to access online information needed by providing the tools, public access computers and mechanisms to allow this to happen. YPRL is developing an eGov Strategy which will acknowledge the importance of offering digital literacy services to marginalised communities, including CALD communities.

YPRL takes a partnership approach to digital literacy, seeking grants and partnerships that extend the library's ability to deliver training and support. The introduction of volunteer-led programs is being trialled.

YPRL conducts many training sessions and classes to assist community members in improving their digital literacy skills. Community members can participate in basic, intermediate and advanced sessions in learning how to use computers, internet, social media sites and applications, iPads, Androids, web/blog design etc. Free and accessible wi-fi, and public computers are offered; policies and procedures ensure security and privacy of such services. Free and low-cost printing and scanning services are provided.

Targets:

- 1 partner event delivered per LGA per year

³ [Measuring Australia's digital divide: the Australian Digital Inclusion Index 2019](#), p.7

⁴ Ibid, p18

⁵ Ibid, p21

⁶ Ibid

- Delivery of events and programs to recognise key cultural dates and the cultural diversity of the community
- Delivery of at least 1 bilingual Storytime per Council per Quarter
- Apply for digital literacy grants (eg Be Connected) as appropriate

6.3 People and Culture

ALIA's 2019 [Workforce Diversity Trend Report](#) identified that the Library sector workforce cultural diversity is below the national labour force statistics. Specifically, there is a significant under-representation of people born in Asia and Africa in the sector.

PLV's *Who do we think we are?* (2019) report⁷ identified via survey that greater than three-quarters of Victorian public library staff were born in Australia followed by the United Kingdom and New Zealand. The survey revealed that Sri Lanka, the United States and France were the next most common countries of birth.

Australian Census data identified China and India as the most common countries of birth for the general population, besides Australia.

YPRL staffing numbers reflect Australia's general population cultural diversity as they include representation from European and Asian countries.

YPRL has a commitment to ensure a wide diversity of skills that includes cultural diversity within its staffing structure. It is committed to recruiting staff from a CALD background and/or an understanding of working with CALD communities for appropriate roles. This will ensure our collections, programs and customer service remain relevant and used.

YPRL is an equal employment opportunity employer. Its Enterprise Agreement supports employees from cultural and diverse backgrounds to observe days of cultural, ceremonial and/or religious significance. A bilingual allowance is paid to 10 staff for utilising a second language regularly enough to qualify for the allowance.

YPRL will celebrate the knowledge, experience and diversity of employees from all cultural backgrounds. It will promote and provide development opportunities with an emphasis on improving cultural competency by providing education programs for managers on understanding unconscious bias. It will facilitate information sharing amongst all employees to enhance relationships across multiple cultures by undertaking a survey of employees to identify and understand the current diversity of our workforce and identify underrepresented cultures.

Targets:

- 1 cultural diversity training session delivered per year
- Review appropriate staff Position Description relating to cultural competency, language skills and cultural engagement skills.
- Conduct staff survey to identify workforce diversity.

⁷ Not available publicly as at 10 January 2020

6.4 Partnerships

The establishment of partnerships with government, community, non-profit and professional organisations or individuals will enhance YPRL's ability to deliver appropriate services to our CALD communities.

These include:

- YPRL LGA Council officers
 - City of Whittlesea Cultural Heritage program
- YPRL LGA Council services (Neighbourhood houses, local learning centres etc)
- Local CALD community and social groups or individuals
- Public Libraries Victoria special interest groups
 - Multicultural SIG
 - Reader Development SIG
 - Resource Sharing SIG
- GLAM bodies
 - Immigration Museum
 - Ethnic Communities Council
 - Multicultural Arts Victoria

Targets:

- 1 partner event delivered in each LGA per year.
- Attend 3 community and/or industry events per year.

6.5 Physical spaces

YPRL's 9 branches are located across 3 local government areas with an additional Mobile Library and Outreach Vehicle. These facilities house the various LOTE collections which should be visible, discoverable and accessible by CALD community members by:

- Having visible and appropriate signage in English and community languages
- Having dedicated spaces
- Having appropriate shelving and
- Housing relevant LOTE collections in appropriate branches.

YPRL will actively work to investigate outreach options and improve processes to ensure that our LOTE collections have increased visibility, are relevant and are accessible to all communities in other physical locations via our mobile service.

YPRL recognizes that age and affordability are further elements that can lead to digital exclusion for some CALD community members. To address this, YPRL commits to maintaining a suit of public PCs and WiFi infrastructure.

Targets:

- 1 targeted display per quarter in designated branches.
- Investigate use of Volunteers to facilitate access to LOTE collections via outreach and curated lists.
- Install signage for LOTE collections.

6.6 Virtual spaces

YPRL's website should be accessible by its CALD community by providing visible links to information about products and services.

YPRL will improve visibility of its services by marketing LOTE via lists, blogs and posts created by staff and members alike.

Targets:

- 1 curated collection List per language per year.
- Maintain LOTE "welcome" web pages on the catalogue.

7 Owner of the policy

The CEO is the owner of this Framework and may be contacted for any queries or feedback.

APPENDIX 1: YPRL CALD COMMUNITIES

Tables 1, 2 and 3 list languages spoken at home for the 3 YPRL funding Councils.

Table 1: City of Banyule LOTE

Language spoken at home - Ranked by size				
City of Banyule - Total persons (Usual residence)	2016			
	Language (excludes English)	Number	%	Greater Melbourne %
	Mandarin	4,185	3.4	4.1
	Italian	3,612	3.0	2.3
	Greek	2,547	2.1	2.4
	Cantonese	1,304	1.1	1.7
	Arabic	1,207	1.0	1.7
	Somali	1,007	0.8	0.2
	Vietnamese	857	0.7	2.3
	Macedonian	853	0.7	0.6
	Hindi	665	0.5	1.1
	Persian/Dari	613	0.5	0.8

Table 2: Nillumbik Shire LOTE

Language spoken at home - Ranked by size				
Nillumbik Shire - Total persons (Usual residence)	2016			
	Language (excludes English)	Number	%	Greater Melbourne %
	Italian	1,060	1.7	2.3
	Greek	556	0.9	2.4
	Mandarin	533	0.9	4.1
	German	293	0.5	0.4
	Macedonian	278	0.5	0.6
	French	182	0.3	0.4
	Arabic	161	0.3	1.7
	Cantonese	160	0.3	1.7
	Spanish	158	0.3	0.8

Croatian	148	0.2	0.4
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Table 3: City of Whittlesea LOTE

Language spoken at home - Ranked by size			
City of Whittlesea - Total persons (Usual residence)	2016		
Language (excludes English)	Number	%	Greater Melbourne %
Macedonian	10,120	5.1	0.6
Arabic	9,907	5	1.7
Italian	9,824	5	2.3
Greek	7,297	3.7	2.4
Punjabi	6,369	3.2	1.2
Vietnamese	4,689	2.4	2.3
Mandarin	4,574	2.3	4.1
Hindi	3,498	1.8	1.1
Tamil	2,154	1.1	0.6
Filipino-Tagalog	1,975	1.0	0.8