

Multiculturalism in Libraries

LSC 525
Fall, 2007

Dr. Donna L. Gilton
9 Rodman Hall
(401) 874-4630

Course Time: Tuesday 4:00-6:45
Office Hours: Tuesday 2:00-3:30
Wednesday 10:00-11:30
E-Mail: dgilton@uri.edu

Course Description

LSC 525 is designed to introduce students to the theoretical and practical aspects of serving a diverse population through all aspects of librarianship. The following will be stressed:

- Philosophical aspects of multiculturalism in an institutional setting
- Culture shock phenomena in reference, library instruction, and other library programming and how it can be overcome
- Issues in the acquisition, cataloging, and classification of multicultural materials
- Multicultural issues in reference work, library instruction, and other library programs
- Recruiting, hiring, and mentoring a diverse staff
- History of services to specific groups

The information will be covered through class lectures, exercises, and a term project in which students will investigate the information needs of a specific ethnic group in a particular area. After finishing the course, students will be able to create and market library services to a variety of groups.

Any student with a documented disability is welcome to contact me as early in the semester as possible so that we may arrange reasonable accommodations. As part of this process, please be in touch with Disability Services for Students office at 330 Memorial Union. 874-2098.

Relevance of LSC 525 to Other Courses and to the Field

1. This is a subject related to all areas of librarianship. The increased ethnic diversity of the U.S. and other countries and the increase in relations between people of different cultures and countries affect collection development, technical services, reference services, library instruction, library programming, staffing, and all other aspects of library services.
2. It will be an important and useful course, regardless of which aspect of librarianship students concentrate on, or what type of libraries students work in. Public, academic, and school libraries have all developed approaches that can be useful in other settings.
3. This course will complement information conveyed in other LSC courses. It will describe problems and challenges unique to serving diverse populations, and some possible solutions.

Course Mastery Objectives

The student shall be able to learn about and plan services for ethnic groups (s) new to them by:

- Finding out national information about a target group - history, statistics, organizations, resources, etc. GSLIS Educational Outcomes 9, 10, 11, 13, 14, 16, 20
- Finding out local information about this group - history in the area, demographic information, information needs, relevant organizations and resources, etc. GSLIS Educational Outcomes 9, 10, 11, 13, 14, 16, 20
- Finding out about the group by using printed and other information sources, and by conducting surveys. GSLIS Educational Outcomes 9, 10, 11, 13, 14, 16, 20
- Developing relevant collections to serve the targeted group. GSLIS Educational Outcomes 4, 14, 20
- Being aware of cataloging and classification issues for materials relevant to the targeted group. GSLIS Educational Outcomes 4, 14, 20
- Developing a small, but very relevant reference collection for the group. GSLIS Educational Outcomes 4, 14, 20
- Investigating modes of reference service which may be most useful. for this group. GSLIS Educational Outcomes 4, 7, 14, 20
- Developing library programs and programming to serve the literary, cultural, and educational needs of the group. GSLIS Educational Outcomes 1, 7, 14, 16, 20
- Investigating learning theories which may be relevant to the target group and which may be applied in designing direct and indirect library instruction. GSLIS Educational Outcomes 6, 14, 20
- Developing a plan to recruit members of the group, as clerical staff, paraprofessionals, and as professional librarians. GSLIS Educational Outcomes 1, 7, 12, 15, 16, 19, 20

It is hoped that by focusing on one group (per student) for the duration of the course, students can use the same (or similar) techniques to learn about and to serve other ethnic groups new to them in a library setting.

Readings

Required Texts:

Neely, Teresa Y. and Kuang-Hwei (Janet) Lee-Smeltzer. *Diversity Now: People, Collections, and Services in Academic Libraries*. NY:Haworth, 2001

Bennett, Christine. *Comprehensive Multicultural Education: Theory and Practice*. Boston: Allyn and Bacon, 2007

Manning, M. Lee and Leroy G. Baruth. *Multicultural Education of Children and Adolescents*. Needham Heights, MA: Allyn and Bacon, 2004.

In the Library (All on reserve except for Josey and De Loach):

Gilton, Donna L. *Multicultural and Ethnic Children's Literature in the United States*. Lanham, Md. : Scarecrow Press, 2007.

Green, James W. *Cultural Awareness in the Human Services: A Multiethnic Approach*. Boston: Allyn and Bacon, 1999.

Jacobson, Trudi E. and Helene C. Williams. *Teaching the New Library to Today's Users: Reaching International, Minority, Senior, Citizens, Gay/Lesbian, First-Generation, At-Risk, Graduate and Returning Students and Distance Learners*. NY: Neal-Schuman, 2000. Z711.2 .T43 2000

Latrobe, Kathy Howard and Mildred Knight Laughlin. *Multicultural Aspects of Library Media Programs*. Englewood, CO: Libraries Unlimited, 1992. Z 675 .S3 M83 1992.

Reese, Gregory and Ernestine Hawkins. *Stop Talking, Start Doing!: Attracting People of Color to the Library Profession*. Chicago: ALA

Root, Maria P.P. and Matt Hedley, eds. *Multiracial Child Resource Book*. Seattle, WA : MAVIN, 2003.

Scarborough, Katharine T.A. (ed.) *Developing Library Collections For California's Emerging Majority*. Oakland, CA: Bay Area Library and Information System, 1990. Z711.8 .D48 1990.

.Zielinska, Marie F. and Francis T. Kirkwood. *Multicultural Librarianship: An International Handbook*. NY: Saur, 1992. Z711.8.M84 1992

Alire, Camila and Orlando Archibeque. *Serving Latino Communities*. NY: Neal-Schuman, 1998. Z711.8 .A375 1998

Dame, Melvina Azar. *Serving Linguistically and Culturally Diverse Students*. NY: Neale- Schuman, 1993. Z675 .S3 D26 1993

Downing, Karen E., Barbara MacAdam, and Darlene P. Nichols. *Reaching a Multicultural Student Community: A Handbook for Academic Librarians*. Westport, CT: Greenwood, 1993. Z711.2 .D68 1993

Guerena, Salvador. *Latino Librarianship: A Handbook For Professionals*. Jefferson, NC: McFarland, 1990 Z 688.H57 L38 1990.

Josey, E. J. and Marva DeLoach. (eds.) *Handbook of Black Librarianship*. Metuchen, NJ: Scarecrow, 2000. **Ref** Z711.9 .H35 2000

Kuharets, Irina A, Brigid A Cahalan, and Fred J Gitner (eds). *Bridging Cultures: Ethnic Services in the Libraries of New York State*. Albany, NY: New York Library Association. Ethnic Services Round Table, 2001. Z711.8 B75 2001

Readings (Cont.):

In the Library (Cont.)

MacCann, Donnarae. (ed.) *Social Responsibility in Librarianship: Essays on Equality*. Jefferson, NC: McFarland, 1989. Z716.4 .S63 1989

Metoyer-Duran, Cheryl. *Gatekeepers in Ethnolinguistic Communities*. Z711.8.D86 1993

Moller, Sharon Chickering. *Library Services to Spanish Speaking Patrons: A Practical Guide*. Englewood, CO: Libraries Unlimited, 2001 Z711.8.M65 2001

Parrish, Karen and Bill Katz. (eds.) *Multicultural Acquisitions*. NY: Haworth, 1993.

Rossman, Marlene L. *Multicultural Marketing: Selling to a Diverse America*. NY: AMACON, 1994. HF5415.127 .R673 1994

Websites:

Gilton, Donna. *Teaching About Information*. <http://www.uri.edu/artsci/lsc/Faculty/gilton/Index.html>. Go to *Who Do We Teach? – Who People Are –* <http://www.uri.edu/artsci/lsc/Faculty/gilton/TheoryCoverPage.htm>

All of the following websites are in this database, but can also be accessed, separately.

ALA. *Office for Literacy and Outreach Services*. (OLOS) <http://www.ala.org/ala/olos/literacyoutreach.htm>

Chartered Institute of Library and Information Professionals (CILIP). *Community Services Group of CILIP*. <http://www.cilip.org.uk/groups/csg/index.html>

Chu, Clara. *Diversity and Libraries: Providing Information to Empower Multicultural Communities*. <http://polaris.gseis.ucla.edu/cchu/diversity/Index.html>

Gorski, Paul. *Multicultural Supersite*. http://www.mhhe.com/socscience/education/multi_new/

International Federation of Library Associations and Institutions (IFLA). *Library Services to Multicultural Populations Section*. <http://www.ifla.org/VII/s32/index.htm>

Multicultural Pavilion: Resources and Dialogues for Equity in Education. <http://www.edchange.org/multicultural>

MultiCultural Review. <http://www.mcreview.com/>

National Association for Multicultural Education (NAME). <http://www.nameorg.org/>

Queens Borough Public Library. *Web-Based - Multicultural Resources*. <http://www.queenslibrary.org/programs/nap/MulticulturalResources.asp>
http://www.queenslibrary.org/index.aspx?page_nm=NAP_MulticulturalResources

Southern Poverty Law Center. *Teaching Tolerance*. <http://www.tolerance.org/teach/>

Materials in the Resource Room:

General Resources (In 2 Binders):

1. Gilton, Donna L. *Multiculturalism in Libraries: A (Not So Brief) Bibliography*.
2. Gilton, Donna. *Children's Literature Resources (K-3): Some Places to Start*.

Materials on Multicultural and Ethnic Children's Literature (4 Binders)

1. *Multicultural Journal Articles*.
2. *African/Latino Articles*
3. *Asian American Articles*
4. *Asian American
Native American Articles*

Periodicals:

1. *Multicultural Review* (52 issues)
2. *The Journal of Black in Higher Education* (31 issues)
3. *Winds of Change* (Native American – education, 30 issues, including 6 college guides)
4. *Tribal College Journal of American Indian Higher Education* (11 issues)
5. *Review: Latin American Literature and Art*. (3 issues)
6. *Criticas* (8 issues, including a Spanish-language publishing marketplace directory)
7. *Teaching Tolerance* (8 issues)
8. *Bookbird* (20 issues)
9. *Black Issues Book Review* (41 issues)
10. *QBR: The Black Book Review* (11 issues)
11. *American Indian Libraries Newsletter* (15 issues).
12. *AFAS: African American Studies Librarians' Section* (2 issues)
13. *APALA Newsletter* (12 issues)
14. *BCALA Newsletter* (24 issues)
15. *CALA Newsletter* (4 issues)
16. *REFORMA Newsletter* (14 issues)
17. *Journal of Library and Information Science* (from CALA, 5 issues)
18. *EMIE Bulletin* (51)

Periodical readings, as assigned

To find Library Literature on the Internet, type in the following:

URL Address: <http://hwwilsonweb.com/login>
User ID: gslis
Password:

Assignments

Choose an ethnic group in a particular area that you will investigate for this semester. Some examples of ethnic groups in New England include Cape Verdians in New Bedford, MA; French-Canadians in southeastern New Hampshire; Haitians in Cambridge, MA or Narragansett Indians in Charlestown, RI.

MINI-PROJECTS (to ultimately be part of the Term Report) (40% of grade for the course). Use your readings and look up other information in order to compile these reports.

1. Part I - Write a brief overview about your group. What is their history in the US? Where have they settled? What is their history in your area (as far as you can tell at this time)? What kinds of demographic information can you find about your group? (Ages, educational levels, length of time in country, literacy level in English and other languages, etc.) Examples of useful sources for this assignment that you may find in local libraries include:

- (1). *American Immigrant Cultures: Builders of a Nation*.
- (2). Appiah, Kwame Anthony and Henry Louis Gates, Jr. (eds.) *The Dictionary of Global Culture*.
- (3). *Encyclopedia of World Cultures*. GN550.E53 1991
- (4). *Gale Encyclopedia of Multicultural America*. (Ref) E184 .A1 G14 1995
- (5). *Harvard Encyclopedia of American Ethnic Groups*. (Ref) E184.A1 H35
- (6). *The Illustrated Encyclopedia of Mankind*. (Ref) GN 307 .I44 1989.
- (5). *Statistical Abstracts*
- (6). *We the People: an Atlas of America's Ethnic Diversity*.
(Ref) E184 A1A479 1988

DUE: September 18, 2007

b. Part II - What learning and other characteristics that you have read about may apply to your group? What may be some of their information needs? What is the history of library services to your group in this country and in this area? If your group recently migrated from Europe, Asia, Africa, the Middle East, or Latin America, what library traditions exist in their home country that could affect their use of libraries? (Use *The Encyclopedia of Library and Information Science* and the *ALA World Encyclopedia* for some leads. An older book, entitled *World Librarianship* by Richard Kryzs (NY: Dekker) may be available in some libraries and would be good for historical background, but be sure to use more current sources, as well.)

DUE: September 25, 2007

2. National Resource List

Use your assigned readings to compile a list of resources related to your group. Such a list would include the following:

- Bookstores, publishers, distributors, specialized libraries, museums, etc.
- Ethnic media, including newspapers, periodicals, TV and radio stations and programs, etc.
 - Colleges, universities, and ethnic studies programs
 - Organizations, including religious groups
 - Review sources for books and other materials - general, general LIS, ethnic
- Other resources
- Ethnic sources on the Internet, especially links to other pages, search engines, web rings, etc.

DUE: October 9, 2007

3. Collection Development Statement

- How would you acquire ethnic materials to serve your assigned community? Could you work through your usual distributors or jobbers, or would you have to order directly from specialized bookstores or publishers? What possible problems or solutions do you foresee? If your group consists of fairly recent immigrants would you order foreign language books from abroad? What are the pros and cons of any of these approaches?

DUE: October 30, 2007

4. Cataloging and Classifying Ethnic Materials About Your Group

- Do any of the cataloging "isms" described in the literature apply to materials about your group? If so, how would you work around it? (Or would you?). If you collect materials in languages other than English, particularly in non-Roman alphabets, what possible problems and solutions do you foresee? Do you see any cultural problems, either with the design of your catalog, or the way that your users may use it?

DUE: November 6, 2007

5. List of Important Reference Sources

- What are the most important reference sources published about your group? English-language and other materials may be listed, as well as materials from both "mainstream" and alternative publishers. Which of these sources would you recommend for all libraries?

DUE: November 13, 2007

COMMUNITY SURVEY - If you were going to devise a community survey to find out more about the needs of your group, how would you do this? You will be asked to interview at least one librarian serving your area. You will also be encouraged to visit at least one ethnic organization related to your group. The purpose of this will be to find local information on your specific group, including local demographics, relevant local organizations, and general information needs. More information on this will be presented in class. - 10% of the grade for the course.

DUE: November 20, 2007

FINAL TERM PROJECT - 50% of grade for this course

You will draw information for this report from your mini-projects, your survey, and from notes from your later reading. Your final report should include the following:

1. A Group Overview - drawn from your mini-project, and local information gained from your interviews.

2. Information Needs and Resources

You will uncover information needs from doing the survey. You should also use your mini-projects and the survey to list national and local resources related to your group.

3. Acquiring, Collecting, and Cataloging Ethnic and Multicultural Materials

- Pull from your mini-projects.

4. Reference Services and Sources

- a. How do members of your group react to libraries in general and to reference services, in particular?
 - b. How may they react to I & R and other alternatives?
 - c. What relevant reference sources can be used in your library and elsewhere?
5. Programming For the Community
- a. What types of programming would you stress and why?
 - b. List some examples of some specific programs that you would like to try with your particular group.
 - c. How would you market the library and its services to this particular group? Consider both what kinds of programs and services you may plan and how you may plan and how you would promote them.
6. BI for the Community
- a. Did you read about any learning theories that may have applications to your particular group? If so, what were they?
 - b. Would you design specific BI programs for this group (either direct or indirect)? If so, how would you do it?
 - c. How would the information that you have learned here affect your approach to BI for everybody?
7. Recruiting, Hiring, and Mentoring a Diverse Staff
- a. Taking into account what you know about your group's demographics, institutions, and media, how would you recruit members of your group
 - (1). as shelvers, assistants, or paraprofessionals?
 - (2). as library professionals?
 - b. What thoughts do you have on
 - (1). mentoring everyone on a diverse staff?
 - (2). training local staff to work with diverse patrons and co-workers?

DUE: December 4, 2007

Sept. 11, 2007

Multiculturalism in Libraries: History and Issues

Topics: History of Library Multiculturalism in the U.S.
 Philosophical Issues
 Course Organization and Procedures

Do For **September 18**: Group Overview (Part I)

Read For Next Week

LIBRARY SERVICES FOR DIVERSE GROUPS

Stern, Stephen. "Ethnic Libraries and Librarianship in the United States: Models and Prospects." in *Advances in Librarianship*. v. 15 (San Diego: Academic Press, 1991) pp. 77-102.

HISTORY OF LIBRARY MULTICULTURALISM

Metoyer-Duran, Cheryl. "Public Libraries and Cultural Diversity." in *Gatekeepers in Ethnolinguistic Communities*. pp. 1-12.

MacCann, Donnaræ. "Libraries For Immigrants and 'Minorities': A Study in Contrasts." in *Social Responsibility in Librarianship*. (Jefferson, NC: McFarland, 1989) pp. 97-116.

Wynar, Lubomyr. "Library Services to Ethnic Communities." *Catholic Library World*. v. 49 Nov. 1977 pp. 156-161.

Novotny, Eric. "Library Services to Immigrants: the Debate in the Library Literature 1900-1920, and a Chicago Case Study." *Reference and User Services Quarterly*. V. 42 no. 2 Summer, 2003 pp. 342-343.

DuMont, Rosemary Ruhig. "Race in American Librarianship: Attitudes of the Library Profession." *Journal of Library History, Philosophy, and Comparative Librarianship*. v. 21 Summer, 1986 pp. 488-509.

Gorski, Paul. "A Brief History of Multicultural Education."
http://www.edchange.org/multicultural/papers/edchange_history.html

Gilton, Donna. *Multicultural and Ethnic Children's Literature in the United States*. pp. 27-70.

McCook, Kathleen de la Pena (ed.) "Ethnic Diversity in Library and Information Science." *Library Trends*. v. 49 Summer, 2000 pp. 1-219.

PHILOSOPHICAL ASPECTS OF MULTICULTURALISM

Manning and Baruth. "An Increasingly Multicultural Society." in *Multicultural Education of Children and Adolescents*. pp. 28-53.

Gilton, Donna L. *Multicultural and Ethnic Children's Literature in the United States*. Pp. 1-26, 71-96.

Bennett, Christine. "European Americans, Jewish Americans, and African Americans." in *Comprehensive Multicultural Education*. pp. 115-150.

_____. "American Indians, Latinos, Asians, Muslims, and Arabs in the United States." *Comprehensive Multicultural Education*. pp. 151-192.

Josey, E.J. "Diversity: Political and Social Barriers." *Journal of Library Administration*. v. 27 nos. 1-2 (1999) pp. 191-202.

Boyle-Baise, Marilynne. " 'As Good as It Gets?': The Impact of Philosophical Orientations on Community-Based Service Learning For Multicultural Education." *The Educational Forum*. v. 63 no. 4 Summer, 1999 pp. 310-321.

Manning and Baruth. " Multicultural Education." *Multicultural Education of Children and Adolescents*. pp. 1-27.

Green, James. "Race, Ethnicity, and Social Services." in *Cultural Awareness in the Human Services*. pp. 3-47.

Gilton, Donna L. "Multiculturalism in Libraries." pp. 4-8.

Sept. 18, 2007

Culture Clash in the Library

Topics: What Culture Clash is
Aspects of Ethnicity: How and Why Groups Collide
Culture Clash in Libraries
Insights From Comparative Librarianship

Do For **September 25**: Part II of Group Overview

Read For Next Week:

CULTURE SHOCK

Rossmann, Marlene G. "The Importance of Culture in Marketing." in *Multicultural Marketing*. pp. 32-45.

Bennett, Christine. "The Nature of Culture and the Contexts for Multicultural Teaching." in *Comprehensive Multicultural Education*. pp. 41-75.

_____. "Race Relations and the Nature of Prejudice." in *Comprehensive Multicultural Education*. pp. 76-114.

Levine, Robert. "Social Time: The Heartbeat of Culture." *Psychology Today*. Mar. 1983 pp. 28-35.

Liu, Ziming. "Difficulties and Characteristics of Students From Developing Countries in Using American Libraries." *College and Research Libraries*. v. 54 Jan., 1993 pp. 25-31.

Sarkodie-Mensah, Kwasi. "International Students in the U.S.: Trends, Cultural Adjustments, and Solutions For a Better Experience." *Journal of Education for Library and Information Science*. v. 39 no. 3 (Summer, 1998) pp. 214-222.

Natowitz, Allen. "International Students in U.S. Academic Libraries: Recent Concerns and Trends." *Research Strategies*. Winter, 1995 pp. 4-16.

Gilton, Donna L. "Culture Shock in the Library: Implications For Information Literacy Instruction." *Research Strategies*. v. 20, (2007) 424-432. (updated version) (On reserve and in Resource Room).

All of these webpages are also in the *Teaching About Information* database:

Missions Mobilizer. *Understanding Culture Stress*. <http://home.snu.edu/%7Ehculbert.fs/shock.htm>

Thomas, Charlotte. *Take the Shock Out of Culture Shock*.
<http://www.ualr.edu/programsabroad/cultureshock.asp>

Oberg, Lalervo. *Culture Shock*. http://www.worldwide.edu/planning_guide/Culture_Re-entry_Shock/

For more information on culture shock, read books by E(dward) T(witchell) Hall, as well as *Aspects of Ethnicity* by Wilma Longstreet (NY: Teachers' College Press, 1978)

SOME CHARACTERISTICS AND NEEDS OF DIVERSE GROUPS - Read articles that may apply to your group.

Bowie, Melvin M. "Understanding and Appreciating the Unique Needs of African Americans." in *Multicultural Aspects of Library Media Programs*. pp. 26-44.

Manning and Baruth. "Understanding African-American Children and Adolescents." *Multicultural Education of Children and Adolescents*. pp. 57-83.

Gilton, Donna L. *Multicultural and Ethnic Children's Literature in the United States*. Pp. 111-116.

Farmer, Lesley S.J. "Understanding and Appreciating the Unique Needs of Asian-Pacific Americans." in *Multicultural Aspects of Library Media Programs*. pp. 7-25.

Manning and Baruth. "Understanding Asian-American Children and Adolescents." in *Multicultural Education of Children and Adolescents*. pp. 133-156.

Gilton, Donna L. *Multicultural and Ethnic Children's Literature in the United States*. Pp. 127-132.

Richey, Donna S. "Understanding and Appreciating the Unique Needs of European Americans." in *Multicultural Aspects of Library Media Programs*. pp. 61-67.

Manning and Baruth. "Understanding European American Children and Adolescents." in *Multicultural Education of Children and Adolescents*. pp. 157-179.

Gilton, Donna L. *Multicultural and Ethnic Children's Literature in the United States*. Pp. 164-168.

Averette, Katheryne A. "Understanding and Appreciating the Unique Needs of Jewish Americans." *Multicultural Aspects of Library Media Programs*. pp. 68-72.

Alire and Archibeque. *Serving Latino Communities*. pp. 1-33.

Manning and Baruth. "Understanding Hispanic-American Children and Adolescents." in *Multicultural Education of Children and Adolescents*. pp. 180-206.

Gilton, Donna L. *Multicultural and Ethnic Children's Literature in the United States*. Pp. 117-122.

Story, Rose Mary Flores. "Understanding and Appreciating the Unique Needs of Mexican Americans." *Multicultural Aspects of Library Media Programs*. pp. 45-53.

Patterson, Lotsee. "Understanding and Appreciating the Unique Needs of Native Americans." *Multicultural Aspects of Library Media Programs*. pp. 54-60

Manning and Baruth. "Understanding American Indian Children and Adolescents." in *Multicultural Education of Children and Adolescents*. pp. 84-110.

Gilton, Donna L. *Multicultural and Ethnic Children's Literature in the United States*. Pp. 122-127.

_____ and _____. "Understanding Arab American Children and Adolescents." *Multicultural Education of Children and Adolescents*. Pp. 111-132.

Gilton, Donna L. *Multicultural and Ethnic Children's Literature in the United States*. Pp. 158-164.

Also, check readings in the resource room and in *Teaching About Information*.

Gilton, Donna L. *Multicultural and Ethnic Children's Literature in the United States*. Pp. 154-158.

Root, Maria P.P. and Matt Hedley. *Multiracial Child Resource Book: Living Complex Realities*. Seattle, WA : MAVIN Foundation, 2003.

Sept. 25, 2007

Determining Information Needs and Resources

Topics: Questionnaire Design to Determine Information Needs and Resources
Determining Ethnicity in an Area: Where and How to Get Figures
Assessing Information Needs
Finding Community Organizations and Contacts
Who to Talk To, What to Ask

DUE: Group Overview

Do For **October 2**: Use the articles on finding ethnic resources to begin a list of national ethnic resources.
Add any local resources that you already know about.
Start to work on questionnaire.

Read For Next Week:

FINDING INFORMATION NEEDS

Evans, G. Edward. "Needs Analysis and Collection Development Policies for Culturally Diverse Populations." *Collection Building*. v. 11 no. 4 1992 pp. 16-27.

Green, James. "Help-Seeking Behavior." in *Cultural Awareness in the Human Services*. pp. 49-79.

Alire and Archibeque. "Know Your Community" in *Serving Latino Communities*. pp. 65-94

Downing, MacAdam, and Nichols. "Community Analysis." in *Reaching a Multicultural Student Community*. pp. 14-26.

Torres, Rita. "Assessment of Community Needs." in *Developing Library Collections For California's Emerging Majority*. pp. 47-52, 92-95.

Downing, MacAdams, and Nichols. "Program and Service Development." in *Reaching a Multicultural Student Community*. pp. 79-91.

Metoyer-Duran, Cheryl. "Cross-Cultural Research in Ethnolinguistic Communities: Methodological Considerations." *Public Libraries*. v. 32 Jan/Feb., 1993 pp. 18-25.

Gilton, Donna L. *Multiculturalism in Libraries*. p. 26.

Green, James. "Methods in Cross-Cultural Social Work." in *Cultural Awareness in the Human Services*. pp. 81-115.

_____. "Language and Cross-Cultural Social Work." *Cultural Awareness in the Social Services*. pp. 117-155.

Castro, Rafaela. "Assessment of Ethnic Library Collections." in *Developing Library Collections for California's Emerging Majority*

FINDING MULTICULTURAL AND ETHNIC RESOURCES

Fisher, Edith Maureen. "Identification of Multiethnic Resources." in *Developing Library Collections for California's Emerging Majority*. pp. 53-60, 95-100.

"Resources for Ethnic Collection Development." in *Developing Library Collections for California's Emerging Majority*. pp. 102-288 - This section is especially important for your project.

Dame, Melvina Azar. "Directory of Resources." in *Serving Linguistically and Culturally Diverse Students*. pp. 107-146.

_____. "Appendix: Advance Organizers, Publishers, and Vendors." in *Serving Linguistically and Culturally Diverse Students*. pp. 147-158

Gilton, Donna L. *Multiculturalism in Libraries*. pp. 8-11, 13-23.

_____. *Children's Literature Resources*. pp. 19-25, 29-32, 41-44, 51-54, 59-60, 65-66.

Alire and Archibeque. "Resource Directory." *Serving Latino Communities*. p. 235-247.

For more information:

- Check the E184 section of the reference shelves for general information on resources.
- Check any call numbers about individual groups (such as E185 for African Americans).
- Check any bibliographies about your group.
- See the "News Notes" column in the *MultiCultural Review*.
- Look for appropriate ethnic list(s) in *Booklist*.

Oct. 2, 2007

Determining Information Needs and Resources (Cont.)

Topics: Continued from Sept. 25

Do For **October 9**: Finish resource list.
Finish questionnaire.

Read For Next Week:

COLLECTING ETHNIC MATERIALS, IN GENERAL

Scarborough, , Katharine. "Collections For the Emerging Majority: California's Librarians Develop Services For a Changing Population." *LJ* v. 116 June 15, 1991 pp. 44-47.

Herrera, Luis and Alberto J. Milo. "Managing Administrative Change For Ethnic Collection Development." in *Developing Library Collections for California's Emerging Majority*. pp. 14-21.

Poon, Wei Chi. "Collection Development Principles, Guidelines, and Policies." in *Developing Library Collections for California's Emerging Majority*. pp. 22-36,91.

Salabiye, Velma. "Selection of Materials for Culturally Diverse Communities." in *Developing Library Collections...*pp. 61-65.

Sharp, Pat Tipton. "Collection Development in a Multicultural World." in *Multicultural Aspects of Library Media Programs*. pp. 165-177.

Dame, Melvina Azar. "Collecting Multicultural and Foreign Language Materials." in *Serving Linguistically and Culturally Diverse Students*. pp. 67-95.

Flynn, Barbara L. "Developing Media Collections to Serve Multicultural/Multiethnic Communities." in *Multicultural Acquisitions*.

COLLECTING MATERIALS IN LANGUAGES OTHER THAN ENGLISH

Gonsalves, Tosca O. "Collecting Foreign Language Materials: Some Ideas to Get Started." *Collection Building*. v. 12 no. 3-4 1993 pp. 89-91.

ALA. RASD. Adult Library Materials Committee. Multilingual Materials Subcommittee. "Guidelines for Multilingual Materials Collection and Development and Library Services." *RQ*. v. 30 Winter, 1990 pp. 268-271.

COLLECTING FOR SPECIFIC GROUPS

Hoffert, Barbara. " ! Se Lea Espanol Aqui: Spanish is Read Here - and Ten Librarians Tell How to Reach Out and Buy For a Diverse Population." *LJ* v. 117 July, 1992 pp. 34-37. Erratum v. 117 Sept. 1, 1992 p. 102.

Pearson, John C. "Sources of Spanish-Language Materials." *LJ* v. 115 May 15, 1990 pp. 29-33.

Alire and Archibeque. "Starting a Collection For Latinos." in *Serving Latino Communities*. pp. 175-200.

Gilton, Donna L. *Multiculturalism in Libraries* pp. 38-43.

Salazar, Theresa and Maria Segura Hoopes. " U.S./Mexican Borderlands Acquisition: Defining and Pursuing the Materials." in *Multicultural Acquisitions*. pp. 233-246.

Norton, Donna E. and Saundra E. Norton. "Developing the Library Collection for Native American Studies." *Multicultural Acquisitions*. pp. 247-266.

Davis, Mary B. "Developing the Native American Collection." *Wilson Library Bulletin*. v. 67 December, 1992 pp. 33-37.

SPECIFIC COLLECTIONS

Perez, Nelida and Amilcar Tirado Aviles. "The Centro de Estudios Puertorriquenos Library and Archives." *Latino Librarianship*. pp. 111-120.

Quinn, Mary Ellen. "Hispanic Collections in the Public Library: The Chicago Public Library Experience." *Multicultural Acquisitions*. pp. 221-232.

Jackson-Brown, Grace. "Indiana Builds Three African American Special Collections." *College and Research Libraries News*. Feb. 1994 pp. 75-83.

Gilton, Donna L. *Multiculturalism in Libraries*. pp. 44-58.

Oct. 9-16, 2007

Collection Development: General Issues

Topics:

DUE: National resource list
Questionnaires

Do For **Oct. 30**: Collection Development Statement

ACQUISITIONS AND CATALOGING

Manoogian, Sylva Natalie. "Issues and Procedures in the Acquisition of Ethnic Materials." *Developing Library Collections...*p. 66-71, 100.

Holmes, Anne and Derek Whitehead. "Technical Services I: Acquisitions." *Multicultural Librarianship*. pp. 127-171.

Lee, William R. "Collection Development, Interlibrary Loan, and Interlibrary Cooperation." in *Developing Library Collections...*p. 83-90.

Dame, Melvina Azar. "Adapting Collection Development and Cataloging Systems." in *Serving Linguistically and Culturally Diverse Students*. pp. 53-66.

Pisano, Vivian M. "Organizing and Cataloging Ethnic Collections." in *Developing Library Collections ...* pp. 72-82.

Jensen, Bruce. "The Monolingual Cataloging Monolith: A Barrier to Library Access for Readers of Spanish." *MultiCultural Review*. v. 12 no. 1 March, 2003 pp. 49-52.

"ISMS" IN CATALOGING AND CLASSIFICATION

General Readings

Olsrud, Lois and Jennalyn Chapman. "Difficulties of Subject Access for Information About Minority Groups." in *Multicultural Acquisitions* pp. 47-60.

Berman, Sanford. *Prejudices and Antipathies: A Tract on the LC Subject Heads Concerning People*. Metuchen, NJ: Scarecrow Press, 1993 Z 695.U48 B45 1993.
On reserve. - Browse, particularly the introductions and Chapter 1.

Readings on Specific Groups

Clack, Doris. "Collection Access Through Subject Headings." in *Social Responsibility in Libraries*. pp. 53-80.

Mowery, Robert L. "Subject Cataloging of Chicano Literature." *Library Resources and Technical Services*. v. 39 no. 3 pp. 229-237.

Cabello-Argandana, Roberto, et. al. "Subject Access For Hispanic Library Users." *Library Journal*. v. 107 no. 14 Aug., 1982 pp. 1383-1385.

Yeh, T. "The Treatment of the American Indian in the Library of Congress E-F Schedule." *Library Resources and Technical Services*. pp. 122-128.

CATALOGING NON-ENGLISH MATERIALS

General Readings

Joachim, Martin D. "Issues and Problems in Cataloging the Languages of the World." in *Languages of the World: Cataloging Issues and Problems*. NY: Haworth, 1993. Also in *Cataloging and Classification Quarterly*. v. 17 nos. 1-2 1993 pp. 1-14.

Juncker, Birgitte, Benedikte Kragh-Schwarz and Francis T. Kirkwood. "Technical Services II: Cataloging and Collection Management." in *Multicultural Librarianship*. pp. 173-245.

Seely, Edward. "Cataloging Non-English Material at Cleveland Public Library: A On Hundred Twenty-Four Year History." in *Languages of the World...* pp. 257-265 (136)

Allen, B.L. "Bilingual Catalogs: Challenges and Option." *Technicalities*. v. 9 October, 1989 pp. 12-15.

Nichin, S. "Automation and Foreign Language Cataloging." *Illinois Libraries*. v. 71 Mar.-Apr., 1989 pp. 191-192.

Kirkwood, Francis T. "Automation of Multilingual Library Services." in *Multicultural Librarianship*. pp. 247-279.

Readings on Specific Groups

Nichin, S. "CJK (Chinese, Japanese, Korean) Comes to CPL [Chicago Public Library]." *Technical Services Quarterly*. v. 5 no. 3 1988 pp. 43-51.

Liu, Xiaochun. "The Standardization of Chinese Library Classification." *Cataloging and Classification Quarterly*. v. 16 no. 2 1993 pp. 41-54.

Studwell, William E., Rui Wang, Hong Wu. "A Tale of Two Decades: The Controversy over the Choice of a Chinese Language Romanization System in American Cataloging Practice." *Cataloging and Classification Quarterly*. v. 18 no. 1 1993 pp. 117-124.

Cabello-Argandona, Roberto. "Library Services to the Spanish Speaking and Data Base Development." in *Ethnic Collections in Libraries*. pp. 101-108.

Gorodinsky, Victor. "Cataloging of Slavic Materials." *Cataloging and Classification Quarterly*. v. 16 no. 4 1993 pp. 93-101.

For more materials on the cataloging of materials in specific languages read article(s) in *Languages of the World*, which is edited by Martin D. Joachim, published in 1993 by Haworth Press and also published as *Cataloging and Classification Quarterly* v. 17 nos. 1-2 1993.

Oct. 23-30, 2007

Acquiring and Cataloging Multicultural Materials

Topics: General Problems in Acquiring and Cataloging Multicultural Materials
"Isms" in Cataloging and Classification
Cataloging and Classification of Non-English Books, Particularly Those in
Non-Roman Alphabets

DUE: **October 30**, Collection Development Statement

Do For **November 6**: Cataloging and Classification Statement

Read For Next Week:

MULTICULTURAL ISSUES IN REFERENCE SERVICES

Schull, Diantha D. "Innovating to Serve the Global Village: Thoughts About Multilingual and Multicultural Services." *Reference Services Review*. v. 26 no. 2 (Summer, 1998) pp. 59-63.

Mengxiong, Liu. "Ethnicity and Information Seeking." *The Reference Librarian*. no. 49-50 (1995) pp. 123-134.

DeSouza, Yvonne. "Reference Work With International Students: Making the Most Use of the Neutral Question." *Reference Services Review*. v. 24 no. 4 1996 pp. 41-48.

Milo, Albert. "Reference Service to the Spanish-Speaking." *Latino Librarianship*. pp. 24-34.

Marcus, Sandra. "Multilingualism at the Reference Desk: Keeping Students Connected." *College and Research Libraries News*. May, 2003 pp. 322, 323, 336.

MULTICULTURAL REFERENCE SOURCES

General Readings

Wertsman, Vladimir. "Reference Sources and American Ethnic Groups: A Critical Mini-Overview." *Multicultural Acquisitions*. pp. 21-27.

Dickinson, Donald C. "The Reviewing of Foreign Language Books: A Woeful Inadequacy." *RQ* v. 32 no. 3 Spring, 1993 pp. 373-380.

Bowles-Adaarkwa, Linda and LaVonne Jackson. "U.S. Government Publications in Ethnic Studies: An Often Overlooked Source." in *Multicultural Acquisitions*. pp. 183-219.

"Multiculturalism in the Reference Books." *Choice*. Nov., 1993 pp. 401-402.

Blandy, Susan Griswold. "What to Do Until the Expert Comes: Dealing With Demands For Multicultural International Information Now." *The Reference Librarian*. no. 45/46 pp. 119-135.

Readings on Specific Groups

Chandler, Sue P. "A Selected Annotated List of Reference Books Reflecting the Black Experience." in *Handbook of Black Librarianship*. pp. 134-142.

Chabran, Richard. "Latino Reference Sources: A Bibliographic Essay." in *Latino Librarianship*. pp. 35-57.

Rodriguez, Ron. "Latino Databases." in *Latino Librarianship*. pp. 58-67.

Gilton. *Multiculturalism in Libraries*. pp. 13-23.

I & R AND OTHER ACTIVITIES

Metoyer-Duran, Cheryl. "The Information and Referral Process in Culturally Diverse Communities." *RQ* v. 32 Spring, 1993 pp. 359-371.

MacAdam, Barbara and Darlene P. Nichols. "Peer Information Counseling at the University of Michigan Undergraduate Library." *The Journal of Academic Librarianship*. v. 14 May, 1988 pp. 80-81.

Piele, L. J. and B. Yamel. "Reference Assistance Project at the University of Wisconsin - Parkside." *College and Research Libraries News*. no. 3 Mar., 1982 pp. 83-84.

Nov. 6, 2007

Reference Services and Sources

Topics: Communicating Across Cultures: Culture Shock at the Reference Desk
Information Studies
I&R and Other Alternatives to Traditional Reference
Acquiring Reference Sources
The Information Age and the Multicultural Community: A Clash of Values

Due: Cataloging and Classification Statement

Do For **November 13**: List of Important Reference Sources

Read For Next Week:

PLANNING THE OVERALL PROGRAM

Rossmann, Marlene. "Segmenting a Diverse Market." in *Multicultural Marketing*. pp. 19-31.

Walter, Virginia. "Research You Can Use: Marketing to Children." *Journal of Youth Services in Libraries*. v. 7 no. 3 Spring, 1994 pp. 283-288.

Dame, Melvina Azar. "The Emerging Role of the Proactive Librarian." *Serving Linguistically and Culturally Diverse Students*. pp. 9-21.

Berggren, Olaf P. and Lis Byberg. "Organizing a Multilingual and Multicultural Service: Preparing the Political Climate." in *Multicultural Librarianship*. pp. 65-79.

Downing, MacAdam, and Nichols. "The Politics of Program Development." in *Reaching a Multicultural Student Community*. pp. 27-42.

Berggren, Olaf P. and Lis Byberg. "Organizing a Multilingual and Multicultural Service: Budgetary Requirements." in *Multicultural Librarianship*. p. 79-88.

Downing, MacAdam, and Nichols. "Establishing a Program Budget." in *Reaching a Multicultural Student Community*. pp. 43-51.

_____. "Building a Campus Network." in *Reaching a Multicultural Student Community*. pp. 93-100.

Alire and Archibeque. *Serving Latino Communities*. pp. 33-63, 95-140, 159-174

Gilton. *Multiculturalism in Libraries*. pp. 24-25.

PUBLIC RELATIONS AND PROGRAM EVALUATION

Skrzeszewski, Stan. "Marketing, Public Relations and Promotion." in *Multicultural Librarianship*. pp. 305-329.

Sharp, Pat Tipton. "Public Relations in a Multicultural World." in *Public Relations For School Library Media Centers*. (edited by Mildred Knight Laughlin and Kathy Howard Latrobe.) Englewood, CO: Libraries Unlimited, 1990 pp. 45-52.

Downing, MacAdam, and Nichols. "Marketing and Public Relations." in *Reaching a Multicultural Student Community*. pp. 101-112.

_____. "Program Evaluation." in *Reaching a Multicultural Student Community*. pp. 113-128.

Alire and Archibeque. "Outreach and Marketing/Public Relations." in *Serving Latino Communities*. pp. 201-234.

EXAMPLES OF SPECIFIC PROGRAMS

Chadley, Otis. "Addressing Cultural Diversity in Academic and Research Libraries." *College and Research Libraries*. v. 53 May, 1992 pp. 206-214.

Sabol, Laurie and Marilyn Parrish. "Community Awareness Planning in Academic Libraries: the Bowling Green State University Experience." *Library Administration and Management*. Fall, 1991 pp. 217-221.

Dyson, Allan J. "Reaching Out For Outreach." *American Libraries*. v. 20 November, 1989 pp. 952-954.

Fish, James. "Responding to Cultural Diversity: A Library in Transition." *Wilson Library Bulletin*. v. 66 February, 1992 pp. 34-37.

Salo, Annette. "Ethnic Diversity in a Northern Climate." *Multicultural Acquisitions*. pp. 267-274.

Dame, Melvina Azar. "Promoting a Love of Reading and Building Skills." in *Serving Linguistically and Culturally Diverse Students*. pp. 23-26.

Nov. 13, 2007

Marketing Library Programs to a Diverse Community

Topics: Applying Marketing Theory to the Library
Planning the Overall Program: Matching Needs With Approaches
Some Specific Library Programs
Promotion and Public Relations
Program Evaluation

DUE: List of Important Reference Sources

Do For Next Week: Keep track of important ideas for term project.
Finish survey.

Read For Next Week:

INSTRUCTING DIVERSE PATRONS - AN OVERVIEW

Abdullahi, Ismail. "Multicultural Issues for Reader's Advisory Services." *Collection Building*. v. 12 1993 nos. 3-4 pp. 85-88.

Broidy, Ellen. "Celebrating Diversity: Ten Years Later." *Reference Services Review*. v. 27 no. 3 1999 pp. 266-270.

INSTRUCTING DIVERSE PATRONS - THEORETICAL ASPECTS

Rezabeth, Landra L. and Tracy C. Cross. "Employing Educational Theory in the Multicultural Setting." in *Multicultural Aspects of Library Media Programs*. pp. 73-78.

Bracy, Pauletta B. "Ethnic Student Learning: A Review of Research on Styles, Preferences, and Characteristics." *Multicultural Aspects of Library Media Programs*. pp. 79-89.

Bennett, Christine. "Individual Differences and Social Inequities That Affect Teaching and Learning." *Comprehensive Multicultural Education*. pp. 193-318.

INSTRUCTING CHILDREN

Manning and Baruth. "Instructional Practices." in *Multicultural Education of Children and Adolescents*. pp. 237-262.

Skeele, Rosemary W. and Patricia L. Schall. "Multicultural Education: An Action Plan for School Library Media Specialists." *School Library Media Quarterly*. Winter, 1994 pp. 83-86.

Feng, Jian hua. *Asian-American Children: What Teachers Should Know*.
<http://www.eric.org/topics/equity/articles/document.shtm?ippu=ACQ-111356-1356>

INSTRUCTING ADULTS

Davis, Barbara Gross. "Diversity and Complexity in the Classroom: Considerations of Race, Ethnicity, and

Gender." in *Tools For Teaching*. San Francisco: Jossey-Bass, 1993. pp. 28-35.
<http://teaching.berkeley.edu/bgd/diversity.html> (Also on *Teaching About Information* database.

Gilton, Donna L. "A World of Difference: Preparing for Information Literacy Instruction for Diverse Groups." *Multicultural Review*. v. 3 no. 3 Sept. 1994 pp. 54-62.

Holmes, Barbara DeVeaux, Arthur A. Lichtenstein. "Minority Student Success: Librarians as Partners." *College and Research News*. v. 59 no. 7 (July/Aug. 1998) pp. 496-8

Schultz, Marilou and Miriam Kroeger. *Teaching and Learning With Native Americans: A Handbook For Non-Native American Adykt Educators*. <http://literacynet.org/lp/namericans>

Sarkodie-Mensah, Kwasi. "The International Student on Campus: History, Trends, Visa Classification and Adjustment Issues." in *Teaching the New Library to Today's Users*. pp. 3-16.

DiMartino, Diane and Lucinda R. Zoe. "International Students and the Library: New Tools, New Users, and New Instruction." in *Teaching the New Library to Today's Users*. pp. 17-43.

Downing, Karen. "Instruction in a Multicultural Setting: Teaching and Learning With Students of Color." in *Teaching the New Library to Today's Users*. pp. 47-70.

Howze, Philip C. and Dana E. Smith. "Library Instruction as Independent Study: the Summer Enrichment Program at Iowa State University." *Reference Services Review*. v. 23 no. 4 1995 pp. 75-82.

SIGNS AND HANDOUTS

Boyd, Debra. "Creating Signs for Multicultural Patrons." in *Multicultural Acquisitions*. pp. 61-66.

"Habla Usted Espanol?" in *Latino Librarianship*. pp. 145-147.

Library Support Staff.com. *Library Signs and Displays*. <http://www.librarysupportstaff.com/libsigns.html>

Queens Borough Public Library. "Say Si Manual" *Latino Librarianship*. pp. 152-165.

Vernon Library Supplies. *Library Signage*. http://www.vernonlibrarysupplies.com/cgi-bin/vernlbr.cgi/cat_results.html?current_cat=1034

FOR MORE INFORMATION:

Border, Laura L. B. and Nancy Van Note Chism (eds.) *Teaching For Diversity. New Directions For Teaching and Learning*. no. 49 Spr., 1992. San Francisco: Jossey Bass, 1992.

Cones, James H. III, John F. Noonan, and Denise Janha (eds.) *Teaching Minority Students. New Directions For Teaching and Learning*. no. 16 Dec., 1983. San Francisco: Jossey-Bass, 1983.

Shade, Barbara Robinson (ed.). *Culture, Style and the Educative Process*. Springfield, IL: Charles C. Thomas Publisher, 1989.

Nov. 20 2007
Library Instruction For a Diverse Population

Topics: Library Instruction, Defined and Described
Modes of Learning in Different Cultures
Learning Theories for a Diverse Population
Some Practical Approaches

DUE: Survey

Do For Next Week: Term Project.

Read For Next Week:

RECRUITING A DIVERSE STAFF

"People: Recruitment and Retention." (Section) *Diversity Now*. pp. 5-72.

Watkins, Christine. "A Community Mirror: Reflections on the Color of Librarianship." *American Libraries*. v. 30 no. 10 (Nov., 1999) pp. 64-66.

Neeley, Teresa Y. "Diversity Initiatives and Programs: the National Approach." *Journal of Library Administration*. v. 27 no. 1-2 (1999) pp. 123-124.

Li, Haipeng. "Diversity in the Library: What Could Happen at the Institutional Level." *Journal of Library Administration*. v. 27 no. 1-2 (1999) pp. 145-156.

Simmons-Welburn, Janice. "Using Culture as a Construct For Achieving Diversity in Human Resources Management." *Library Administration and Management*. v. 13 no. 4 (Fall, 1999) pp. 205-209.

Robles, Patricia A. "Recruiting the Minority Librarian: the Secret to Increasing the Numbers." *College and Research Libraries News*. v. 59 no. 10 (Nov. 1998) pp. 779-780.

Reese, Gregory and Ernestine Hawkins. *Stop Talking Start Doing*. Chicago: ALA

Alire and Archibeque. "May I Help You? The Important Role of Library Personnel." pp. 141-157.

PROBLEMS AND CHALLENGES FACED BY MINORITY EMPLOYEES

"People: Institutional and Organizational Culture." (Section) *Diversity Now*. pp. 73-164.

St. Lifer, Evan and Corinne O. Nelson. "Unequal Opportunities: Race Does Matter." *Library Journal*. v. 122 (Nov. 1, 1997) pp. 42-46.

Preston, Cynthia. "Perceptions of Discriminatory Practices and Attitudes: A Survey of African American Librarians." *College and Research Libraries*. v. 59 no. 5 Sept. 1998 pp. 434-445.

Howland, Joan. "Beyond Recruitment: Retention and Promotion Strategies to Ensure Diversity and Success." *Library Administration and Management*. v. 13 no. 1 Winter, 1999 pp. 4-14.

Echavarria, Tamai and Andrew B. Wertheimer. "Surveying the Role of Ethnic American Library Associations." *Library Trends*. v. 46 no. 2 (Fall, 1997) pp. 373-391)

For more information on this area, read books by John Fernandez, Floyd and Jacqueline Dickens, and George Davis.

STAGES OF CULTURAL AWARENESS AMONG MAJORITIES AND MINORITIES

Hardiman, Rita and Bailey W. Jackson. "Racial Identity Development: Understanding Racial Dynamics in College Classrooms and on Campus." in *Promoting Diversity in College Classrooms: Innovative Responses For the Curriculum, Faculty and Institutions. New Directions For Teaching and Learning*. no. 52 Winter, 1992 pp. 21-37.

Helms, J.E. "Towards a Theoretical Explanation of the Effects of Race on Counseling: A Black and White Model." *The Counseling Psychologist*. v. 12 no. 4 pp. 153-164.

TRAINING STAFF TO SERVE AND WORK WITH A DIVERSE PUBLIC

Greenfield, Johnson, and Williams. "Educating the World: Training Library Staff to Communicate Effectively with International Students." *The Journal of Academic Librarianship*. v. 12 no. 4 1986 pp. 227-231.

Welburn, William C. "Multicultural Curriculum in Higher Education." *Journal of Library Administration*. v. 27 no. 1-2 1999 pp. 157-169.

Nov. 27, 2007

Recruiting, Hiring, and Mentoring a Diverse Staff

Topics: Recruiting a Diverse Staff: Problems and Approaches
Working With Diverse Staff
A Tale of "O" Problems Faced By Minorities in the Workplace
Development of Racial and Ethnic Consciousness in Members of Majority
and Minority Groups
Training the Whole Staff
- To Serve a Diverse Public
- To Work With a Diverse Public

Do For Next Week:: Term Project

Read For Next Week:

LIBRARY SERVICES FOR IMMIGRANTS

Somerville, Mary R. "Global is Local." *LJ* Feb. 15, 1995. pp. 131-133.

Simsova, Sylva. "Multicultural Populations: Their Nature and Needs." In *Multicultural Librarianship*. Pp. 9-43.

Jones, Enid B. *Preparing for the 21st Century: Immigrants and Education for West Indian Children.*
<http://www.natcom.org/ctronline/98ejones.htm>

Foster, Michael and Marie F. Zielinska. "Information and Outreach Services." In *Multicultural Librarianship*. Pp. 281-303.

Craver, Kathleen J. "Bridging the Gap: Library Services For Immigrant Populations." *Journal of Youth Services in Libraries*. V. 4 Winter, 1991 pp. 123-130.

Chao, Sheau-yueh J. "The New Americans Program: Queens Borough Public Library's Service to Multilingual/Multicultural Communities." *Public Libraries*. V. 32 Nov./Dec., 1993 pp. 319-322.

Queens Borough Public Library. *New Americans Program*.
<http://www.queenslibrary.org/programs/nap/Index.asp>
http://www.queenslibrary.org/?page_nm=New+Americans+Program

San Francisco Public Library. *The Kresge Foundation International Center*.
<http://sfpl4.sfpl.org/librarylocations/main/ic.htm>

Toronto Public Library. *Multicultural Connections*. http://www.tpl.toronto.on.ca/mul_index.jsp

Freiband, Susan J. "Developing Reader's Advisory Service for Library Users Whose Primary Language is Not English." *Collection Building*. V. 12 nos. 3-4 1993 pp. 79-84.

Read For General Knowledge: Multiculturalism in Libraries Outside the U.S.

GENERAL DEVELOPMENTS IN LIBRARY MULTICULTURALISM OUTSIDE THE U.S.

Aguinaga, Jose. "International Perspective – View of the Concept of Diversity in Other Countries." *Journal of Library Administration*. V. 27 nos. 1-2 (1999) pp. 171-190.

"Diasporic Children: Assimilation or Deracination?" *Bookbird* v. 37 no. 2 1999 pp. 1-35.

CANADA, NEW ZEALAND AND GREAT BRITAIN

Mylopoulos, Chryssafi. "Keeping Our Cultural and Linguistic Heritage Alive: A Canadian Library Experience." *Multicultural Review*. v. 1 no. 3 July, 1992 pp. 27-33.

_____. "Trends in Multicultural Programming." *Canadian Library Journal*. V. 42 (Feb. 1985) pp. 23-25.

Carroll, Roy. "Multicultural Library Services: A New Zealand View." *Collection Building*. v. 10 no. 3-4 1991 pp. 42-46.

Talbot, Christine. "What is a Multicultural Library Service?" *Library Association Record*. V. 92 (July, 1990) pp. 501-3+

GERMANY AND SCANDINAVIA

Schulte-Albert, Hans G. "Public Library Services to Cultural Minorities." *Canadian Library Journal*. V. 41 no. 3 June, 1984 pp. 115-120.

Krauh-Schwarz, Benedikte. "The Danish Central Library For Immigrant Literature." *Scandinavian Public Library Quarterly*. Mar. 1994 pp. 16-20.

December 4, 2007

Library Services to Immigrants and to International Students Multiculturalism in Libraries Abroad

Topics: Library Service to Immigrants and to International Students

Library Multiculturalism in Third World Countries: Problems and Challenges

History of Library Services to Immigrants and to International Students

Examples of Programs

Library Multiculturalism in Canada: Comparisons With U.S. Developments

Library Multiculturalism in Other "Developed" Countries

DUE: Term Projects