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Diversity

Newsletter of the Diversity Council
Advocating equality

No. 3

March 2002

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Shiraz Durrani: *Libraries and globalisation; QLP*

Plus:

***This “Equal” Britain
IFLA’s Year of Diversity
ALA
Read, Reflect and Act
The way ahead***

Diversity
Newsletter of the Diversity Council
Advocating Equality

Editor: Shiraz Durrani
Merton Civic Centre
London Road, Morden
Surrey SM4 5DX
e-mail: shiraz.durrani@merton.gov.uk
Tel. 020 8545 4061
Fax: 020 8545 3237

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The Editor welcomes contributions in the form of articles, book reviews, news, future events etc. on issues of relevance to the work of the Diversity Council. We particularly welcome items on new ideas and practices. We positively encourage those who have not written before to start with *Diversity* - we will provide all the support and encouragement you need.

“Diversity” covers issues of race, religion, culture, ethnicity, class, gender, sexuality, age, disability – and other factors that result in discrimination and social oppression. The Diversity Council will work towards creating a just and fair society within a framework of equality and inclusivity, on the principles of social justice, human rights and democracy.

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Diversity in large print

Please contact the Editor at the following address if you would like to receive a large print version of

Diversity:

Shiraz Durrani

Library & Heritage Services

Merton Civic Centre, London Road

Morden, Surrey SM4 5DX

e-mail: shiraz.durrani@merton.gov.uk

Tel. 020 8545 4061; Fax: 020 8545 3237

Editorial: The Diversity Council set to “change the world”

One can well imagine back in the cold war days of early sixties the whole Diversity Council (DC) ending up in the basement of Nyayo House in Nairobi for daring to talk about “changing the world”. They would have been locked up in the water torture “facility” before being allowed to dry out in desert of the Manyani detention centre to get some sense into their crazy heads.

But we are not in the cold war days, nor in Nairobi. We live in more tolerant times in an altogether more open society. When the new MCLIPs and FCLIPs read in the March *Library Association Record* that “the Diversity Council is to host a ‘Change the World’ seminar”, they will not reach for the telephone numbers of their favourite CIA officer. No, most likely, they will have a sarcastic

smile on their faces, think of it a nice joke for the lunch pub crawl and get on with whatever weighty matter they happen to be involved in.

So, is the DC really changing the world? Well, the British information world has survived for over 150 years without feeling the need for a “Diversity Council”-type organisation which can start looking seriously at all equality and human rights issues in the information world. Perhaps this was not appropriate in the days of empire where talk of such rights would have led to loss of valuable colonies, labour, markets and raw material. It was easier in those days to ignore the calls of all those asking for “equal rights” – working class, Black people, gays, lesbians, disabled, older people, travellers, refugees... to mention only a few of those now fashionably referred to as “socially excluded”. So why upset the boat which has been sailing smoothly?

But the world moves on and the hand that rocks the cradle soon begins to rock the boat. It is no longer safe to sit quietly in a boat which may capsize any minute. And things begin to move. So does diversity. The start of the process was recorded in *Diversity*:

An historic event took place in London on March 14th, 2001 when, under the guidance of Prof. Ismail Abdullahi, a number of organisations came together to form the Diversity Council. (No. 1, June 2001).

The year since the launch of the Diversity Council has been one of major achievements. The anniversary of the “historic event” is being marked by holding a “Change the World” conference this month. In the past 12 months, much has been achieved by the Diversity Council:

- The Diversity Council has expanded from the original 3 groups to 7 today, the latest one to join being the East Midlands Diversity Group which brings together 9 East Midland library authorities.
- 279 people have asked the Library Association/CILIP to recognise the DC as a Group. This meets one of the requirements for the DC to be recognised as a Group of CILIP.
- With financial support from the LA, Prof. Ismail Abdullahi carried out a successful leadership training course.
- Publication of 3 issues of *Diversity*.
- The establishment of the Diversity Mailing List at <http://www.jiscmail.ac.uk/lists/diversity.html> for all members of the DC and all those who are interested in our activities. It is a forum not just for sharing information, but for discussion as well. To date it has attracted 60 members. This again shows that we now have the “infrastructure” of an organisation.
- The Diversity Council has been behind the continued development of the Quality Leaders Project which has attracted funding from Resource.
- Perhaps one of the most significant development which shows that the Diversity Council has “arrived” is the fact that it organised the “Change the World” conference entirely from its own resources. We could not get funds for the Conference itself or for paying Ismail’s travel costs from any source, the LA having exhausted its funds for such activities, and could

not offer us a meeting place at the LA HQ or funds to hire one outside. An organisation without internal resources and strength would have given up organising the event altogether. But we were totally committed to celebrating our anniversary in style, including the presence of Prof. Ismail. We were also keen to have high profile speakers – such as Mark Mason from DCMS and Hendy McNellie from the CRE. We resolved this serious problem by being creative and found our own solutions from our own resources to make sure that the Conference does take place. The LA then offered to mail our publicity leaflets.

- It is also an indication of our credibility in the professional world, that DC and QLP activities are now regularly being covered in the professional press, such as *Library Association Record*, *Public Library Journal*, *Library Management*.

The achievements of the Diversity Council would not have been possible without support from a large number of individuals and organisations. Credit for our success belongs to the seven organisations which have come together to form the DC. Then there are the 300 people who have given credibility to the organisation by signing the support letters to the Library Association. Organisations which have shown solidarity include the Black Caucus of the American Library Association, the Library Association/CILIP, the Commission for Racial Equality, DCMS, Resource, London Boroughs of Merton and Hounslow as well as other employers who have allowed their staff time and support to be active in the work of the Council.

With this support and its own internal momentum, the Diversity Council is thus taking up a national leadership role in setting a new vision for diversity in Britain in the information world — a role never properly fulfilled in the past. The very fact that *Diversity* continues to be published is itself a testimony to our growing strength. But this is only the beginning. The real tasks begin after March 2002. So keep on working even harder. And keep on reading...

The role of *Diversity*

Diversity, the Newsletter of the Diversity Council, has played a very crucial role in this fast developing scene. The DC must be the first LA/CILIP Group to start a regular Newsletter *before* the Group has been recognised by the LA. This in itself shows that the DC is more than ready to assume its rightful place in the information world.

Diversity has also given credibility to the DC itself and has announced in no uncertain terms that the Council has arrived on the scene and is not about to disappear – something which some have been predicting. But we are not interested in getting a high profile for its own sake. Nor do we want to remain in business merely to impress the “professionals” that we have arrived. *Diversity* will serve the needs of all those who are interested in issues of equality and social justice in the information field. It will highlight areas of discrimination and give exposure to ideas and experiences that help to make us a more equal, just society. It will aim to give voice to those who have been struggling against social oppression in isolation, and bring their struggles to the notice of others

and work in solidarity with all positive, committed people. It will offer a forum to those in power to explain their policies and practices. This aim can be fulfilled only with the co-operation of all. The level of such co-operation and support will indicate our commitment to equality and social justice. But we do not aim to “organise” people who are or who feel excluded. Each group of excluded, marginalized people has to organise itself. The Diversity Council will provide an umbrella under which they can organise in safety and use its organisational and other resources. Over a period of time, we will build up a group of people with experience who can support others who may be just starting their journey towards equality. We will document the struggles of each excluded group and make this vital experience available to all.

Finally, a big thank you to all who have enabled the DC to emerge successfully from a year-long battle for survival. Prof. Ismail Abdullahi has devoted much effort and time in coming to London four times to support DC activities – in addition to spending his weekends ringing us in London to offer advice, support and encouragement. Bob McKee and his team at the LA/CILIP have also played their part in getting us off the ground. Special thanks to Sue Brown, Lyndsay Rees-Jones and Vicky Anibueze for their personal support. The brave team at *Library Association Record* also deserve our thanks for ensuring that the rest of the world gets to hear about the progress of the DC.

Resource, the Council for Museums, Archives and Libraries has played its part by providing funds that enabled issues nos. 3 and 4 of *Diversity* to be published. It is not only the money that counts – although this is important in itself. It is the confidence that Resource – and in particular Caroline Lang and Rebecca Linley - have shown in the Diversity Council and in the Quality Leaders Project that is a significant factor in our success. The Diversity Council takes this opportunity to thank Resource and its team and to welcome Rajiv Anand, the new Development Officer for Cultural Diversity at Resource. We look forward to working even more closely with the whole team in future.

John Pateman, Merton’s Head of Library and Heritage Service, has offered not only his personal but his organisation’s support to the DC. John and Geoff Mills from Birmingham remain our strongest supporters among the rarely seen or heard heads of public libraries. The Heads of Libraries who supported the formation of the East Midlands Diversity Council deserve to be commended. As we celebrate our achievements of this important year, we cannot help wondering what other heads of public and other libraries are doing about diversity and equality. *Diversity* offers them space in future issues to tell us about all the positive and progressive things they are, hopefully, doing. Their silence in this matter will, of course, speak volumes.

At its meeting in March 2002, the Diversity Council elects a new Committee to replace the Interim one. It will also elect a new Editor and an Editorial Team. The future direction of *Diversity* will be decided by this elected body. I wish the new Editor and the Editorial Committee the best of luck in their important task.

Shiraz Durrani
March 11, 2002

Baada ya dhiki, faraja
After the bad times, good times

**International Women's Day – 8
March 2002**

Felicity Williams, Assistant General Secretary of the Wales TUC said "Women throughout the world share a common history of discrimination and exploitation. Here in Wales, trade unionists have achieved much but as the equal pay campaign shows, we have much to do.

On International Womens' Day, we also need to reflect on the misery and degradation that thousands of women are suffering throughout the world, especially in Afghanistan, Zimbabwe and Western Sahara. We will continue to campaign throughout the TUC for fairness and decent rights for all.'

Glenys Kinnock MEP said "International Women's Day is a chance for us to reflect upon the fact that nowhere in the world can women claim to have the same rights and opportunities as men. Our task in Wales is to maintain our efforts to build equality into all our institutions and structures - in industry, in the private and public sector, the Trade Unions, in economic and social developments, education, environment, transport, politics and a lot more. A formidable task, not just for March 8th, but for 365 days of the year" .

Ukitaka cha mwunguni
sharti uiname
*If you want to see the truth under the
bed
you need to bend down*

**Diversity Mailing List
Philip Pothén writes:**

The Diversity mailing list exists for all members of the DC and all those who are interested in our activities. It is a forum not just for sharing information, but for discussion as well. To join please write to me at philip.pothén@kcl.ac.uk or owner-diversity@jiscmail.ac.uk

An archive of all messages sent to the list can be found at: <http://www.jiscmail.ac.uk/lists/DIVERSITY.html>

Please inform colleagues and friends about this list, and encourage them to join!



Part 1 A Diverse world

**Report from Prof. Ismail
Abdullahi's Seminar:
Recruitment & Retention**

Di Reynolds from Merton Library & Heritage Service reports from the Seminar

Planning For Recruitment And Retention Of Black Librarians In Library And Information Services.

A Seminar by Professor Ismail Abdullahi, Clark Atlanta, University, USA. 16 March 2001 Central Library Theatre, Birmingham

Introduction and Welcome - Bob McKee, Chief Executive LA

Bob McKee said he has just been in talks with Ismail Abdullahi and representatives from groups such as the African Caribbean Library Association (ACLA), the Asian Library Advisory Group (ALAG), the Race and Class Group (RCG) and the Chinese Library Support Group (CLSG). This has resulted in the formation of the Interim Diversity Council Committee, promoting Unity in Diversity. Bob McKee announced that he fully endorsed this and hoped that the group will soon become a Group of the Library Association. To accomplish this, signatures are needed, and this is where the delegates could make an immediate contribution after the course.

Seminar Presentation - Professor Ismail Abdullahi

It is essential that recruitment and retention are included in the planning process and that a firm plan is drawn up.

Planning information services

Management has no choice but to anticipate the future, to attempt to mould it and to balance short range and long range goals. The future will not just happen if one wishes hard enough. It requires decisions - now. It imposes risks - now. It demands allocation of resources - now. Above all, it requires human resources - now. It requires work - now.

Planning process

- Looking around. What is available
- Developing Roles and Missions. What roles the library can take after looking around
- Writing goals and objectives. Long term recruitment plans, etc.
- Marketing approach to planning. Market plans to the staff as well as the public. Everyone must support it
- Taking action
- Reviewing results

The Marketing Audit

- A Needs Assessment. What do the clients need. Understand the community environment, what goes into the makeup of the community
- A Community Analysis. The whole community structure, growth patterns etc.
- A Marketing Audit Analysis. Addressing the needs

Questions relating to the identification and understanding of the library's multicultural group

- Who are these people?
- Where do they come from?
- What do they want from the library?

- What do they get from the library?
- Has their usage changed and is it still changing? If so, how?
- People from one area/country are not all the same. Needs can change (refugees, for example, have different needs when they first arrive to those when they are more settled). Do they just want to wander round a library, sit and read, or need advice and information. Ask yourself what you are giving them.

Environments - Clients

- Internal: Needs assessment
- External: Market audit

Statistical information

Taken from the USA 1990 Census

- African Americans, Asians and Hispanics make up 21% of the American population
- Over 28% of New York residents are foreign born
- Miami is 62% Hispanic
- Detroit is 75% African American
- San Francisco is 30% Asian
- English is the second language of the majority of California's population
- By 2020, the majority of California's entry level workers will be Hispanic
- By 2030, the Spanish origin population will be four times its present size
- By 2080, the Hispanic population could number 100 million and the African Americans 60 million
- In the workplace, these figures are best represented among airport staff.

Multicultural organization

- Reflects the contributions and interests of diverse cultural and social groups in its mission, operations and product or service
- Acts on a commitment to the eradication of social oppression in all forms within the organization. It is also sensitive to the possible violation of the interests of all social groups
- Members of diverse culture and social groups are full participants at all levels of the organization, especially in those areas where decisions are made that shape the organization
- Follows through in its broader external social responsibilities, including its support of efforts to eliminate all forms of social oppression. This also involves the support and efforts to expand the multicultural ideology

The various levels to reach a multicultural association:

Level 1: The Monocultural Organization

- Stage 1 - The Exclusionary Organization. Exclusive to those who are already there.
- Stage 2 - The Club. Traditionally held power.

Level 2: The Non-discriminating Organization

- Stage 3 - Compliance Organization. Allows minorities to enter, but does not change the structure. Staff recruited at lower levels only.

Any higher positions are token gestures only. Must be highly exceptional individuals and team-players.

- Stage 4 - The Affirmative Action Organization. Actively recruits all excluded people. Programmes to help them increase their success. Workshops on racial discrimination.

Level 3: The Multicultural Organization

- Stage 5 - The Redefining Organization Equitable distribution of power/influence. Elimination of discrimination.
- Stage 6 - The Multicultural Organization. Fulfilling all elements needed Guarantees inclusion, participation and empowerment.

Recruitment Strategies

To recruit staff, you have to have the correct stage/environment, and know how they should function within the organization. When the environment is ready, then you can look at recruitment.

1. Establish a recruitment programme.

- Establish the programme.
- Discuss the issue of recruiting multicultural librarians with your staff, personnel officer and other decision makers.
- Review current policies and procedures related to staff recruitment and retention.

2. Develop a Recruitment action Plan.

- State goals and objectives of the plan. (What type, how many, short/long term needs).

- Have short range and long range plans. (Watch trends, census figures, projection figures).
- State issues to be addressed by the Recruitment Action Plan.(At what level should staff be recruited managerial as well as lower. How to train them to that level. Salary).
- Determine labour needs for multicultural libraries. (Are other professions taking them away. If so, how are they attracting them - especially qualified staff. How can we compete).

3. Develop an Effective Awareness Programme.

- Develop a promotional brochure about opportunities for minority librarians to work in your library. Show benefits, training available, etc.
- Distribute this literature through professional associations in establishing a nationwide recruitment drive for minorities to your library.
- Make visits to LIS Schools. To attract the right people into your libraries, see who is on what programme and how interested they seem. In America, many people are recruited through visits to Library Schools.
- Provide internship opportunities.

4. Develop staff development programme

- Commit funding for staff development. Set aside a training budget to develop staff in this area.
- Provide financial support to attend professional

- conferences
 - Tap financial resources from Staff Development Programmes
 - Understand the multicultural librarian's needs, especially in relation to the changing world around you both locally and nationally
 - Train your staff in matters related to recruitment and retention
5. Develop support services to aid in staff retention
- Encourage senior staff members of the library to be more sensitive to the needs of the newer staff members. They must be good mentors and role models
 - Re-examine the current management styles. Do people really communicate. Do they relate to one another. Do they share ideas.
 - Re-examine the current staff relationships in your library, as above
 - General support services such as mentoring and guidance should be available to the new staff members. Staff who have been in service for over 5 years should be able to offer guidance. Isolation is the worst thing someone can suffer.

Retention Strategies

- When recruiting, give the multicultural candidate a realistic idea of the environment and culture of the library.
- Make sure that the multicultural librarian

understands the missions and values of the library

- Find an informal mentor for the librarian

Afternoon session - Group discussions

Working in groups, the delegates talked through a list of discussion topics:

- Problem identification: What is the situation for cultural diversity? Users; Staff; Administration Support Programme.
- Situation analysis: General conditions impacting your library and your programme that affect the future of cultural diversity
- Market analysis: Who are your potential users; who are your potential staff; what changes are needed at your library
- Goals and objectives for cultural diversity: Set targets; specify results over three years
- Strategies: What strategies would help you attain your goals and objectives
- Action Agenda: What is to be done; Programme's responsibility; individual responsibility; resources required.
- One member of each group then made a presentation of their findings. Though the present situation was somewhat gloomy, there was a definite feeling of hope for the future which gave encouragement to go on building on the impetus engendered by the seminar.

This was followed by a lively Question and Answer session.

Closing Remarks - Bob McKee

We have awareness, if not total understanding. The first step is to make connections, get to know one another. (e-mail addresses will be circulated to delegates if this information is supplied).

We have to break out of the cycle of low salary, low status, low stereotype.

We have to break away from "ghettoising", such as giving a Chinese librarian the Chinese collection as his/her area of work regardless of his/her wishes. Don't create feelings of isolation.

These things are not yet at the forefront of the agenda for senior management, if at all. The Library Association Council is made up of 14 women and 9 men. Of these, 22 are white. Only one is Black. The USA Spectrum would not really work over here at present. The organizational environment is not ready for it. Some authorities have reached Level 2 of the CRE Race Standards for Local Authorities, but no further.

Management style is crucial for the retention of staff. It can be either liberating or repressive. Public libraries are lagging behind other sectors. Investors in People and Best Value could help to change this. Best Value has reference to racial and sexual discrimination. Investment in staff development this year includes bursaries for members of the profession to attend the IFLA Conference.

Marketing is important. Go where the people are. Respect the cultures and languages of others. Aim for linguistic plurality. Promote role models, even if these have to be outside the workforce to start with. Black achievers in society and from the community can be promoted as role models, especially if they are known to support libraries.

Mentoring and coaching are vital, as are Library School traineeships to target under-represented groups, supporting the involvement of individuals in learning.

All this adds up to a lot of positive ideas which can be translated into a workable programme.

***Prof. Ismail Abdullahi leads
Leadership Training for Diversity
Council***

Prof. Ismail Abdullahi
September 27-28, 2001

Notes on each module available from Prof. Ismail Abdullahi. The DC wishes to acknowledge the financial support given by the Library Association to cover this training course.

Programme:

Thursday: September 27
Part I. Principles of Leadership
Part II. Organizational Leadership
Part III. Discussion

Friday: September 28
Part IV. Mentoring
Part V. Team Work
Part VI. Discussion & Conclusion & follow-up action

John Pateman: *Why Class matters?*

The richest one tenth of the population own half of all the wealth in Britain, while one half of the people own less than 10 per cent

Four million children are still living below the poverty line, while the number of millionaires has more than doubled since 1995

Children from the lowest social class are twice as likely to die by age 15 as are children from the highest class. Low paid workers can expect to die 9.5 years younger than their professional colleagues

There is a demonstrable link between poverty (often used as a more comfortable term for class) and underachievement in schools. While two thirds of pupils in schools in more affluent areas get 5 good GCSEs, only a fifth in schools with the poorest intake achieve the same.

The middle class make up 17% of the population, but 60% of middle class children go on to higher education. The working class account for 62% of the population, but only 25% of working class children go on to higher education. So, of the 280,939 entrants to UK universities, only 25% are from working class backgrounds. Only 9% of Oxford and Cambridge students are working class. Despite the government's pledge to encourage students from poorer families, the proportion of working class students remains stuck at the same level as during the 1960s and for some groups, including Black males, participation levels are falling.

If we look at the intake of the top five universities, 48% come from private schools, 10% are working class and 5% come from poor areas (another euphemism for class). The situation does not improve if we widen our search and look at the intake of the top thirteen universities : 39% come from private schools, 13% are working class and 6% come from poor areas.

79% of medical students and 80% of veterinary students are middle class. Nursing, education and accountancy attract fewer middle class students and more working class people. This is the social reproduction of society at work : professions held in lower esteem, such as nursing and teaching, attract relatively more affluent students from less privileged backgrounds

If university education remains the preserve of the middle classes, expansion will merely entrench privilege. As student numbers have risen the universities have become even more of a middle class haven than ever before. Only half of state school pupils with three grade As at A level were given places at one of the top 13 universities. Less than one in a hundred children from the poorest areas of the country went on to study at one of these universities. Private school pupils with the same A level grades as state school pupils were 25 times more likely to be given a university place. So the problem does not lie with the educational ability of working class students or the quality of state education. The problem lies with the class ridden attitudes of higher education institutions.

These class ridden attitudes are prevalent in all professions, including the library and information profession. The equal opportunity statement of the Library Association makes no reference to class or socio economic status. Attempts to raise class as an issue at LA AGMs have been defeated. Class is not on the professional agenda. It is not talked about at conferences. It is not written about in journals. It is not taught in library schools. It is regarded as an old fashioned and irrelevant issue. When the issue is raised it is ridiculed, trivialised and marginalised. Library people do not feel comfortable talking about class. Everyone is classless today.

In truth, class pervades every aspect of capitalist society. It determines the allocation of power and resources. It decides who will get on in life and who will not. The background you are born into, the school you go to, the job you work in – all of these are class issues. We still have a ruling class, who own the land, the money, the power and the means of production. We also have a working class, who are dependent on their labour for survival. In between we have the middle class, who dominate the professions, including librarianship. The middle class consume public goods out of all proportion to their make up of society. This presents us with a double whammy : a profession run by the middle class for the middle class. Libraries for the elite. Not libraries for all.

Class is then compounded by other issues such as race and gender. If you are working class, and Black and a woman it is possible that you are experiencing triple exclusion and treble discrimination. Capitalism

uses race, gender and sexuality to divide and rule the working class. There is no hierarchy of oppression – being Black is not a greater issue than being Gay. What we need is unity among the oppressed, organised along class lines, so that we can fight back against exclusion, discrimination, racism, homophobia and all the other inevitable symptoms and outcomes of capitalism.

Do not think it cannot be done. For inspiration look to countries like Cuba, where libraries are run by and for the people. Cuban libraries are used equally by all sectors of society. They are socially inclusive in the full sense of the term. So we have models we can aspire to. But first we need unity – including class unity and race unity – and then we need organisation. The Diversity Council, whether it becomes a Group of the Library Association or not, is the best opportunity we have had to date to create that organisation. For the DC to make maximum impact on the profession and to move forward on all fronts, it must be truly diverse in both its composition and approach. While being able to focus on any one aspect of oppression, it must at the same time see how all forms of oppression are linked. The DC must represent the interests of any individual or group within the LA which has, or thinks it has, been subject to prejudice, discrimination, oppression or exclusion. The DC must then develop a coherent strategy for dealing with these issues. We have to get our own professional house in order, we must create a really diverse profession, before we can offer an inclusive library service. We need a profession that is open to all, in

every way, before we can offer a library service that is open to all.

Sandra Jones: *The CLAUDINE Project*

CLAUDINE, a Strand Two HEFCE (Higher Education Funding Council for England) funded project, started in May 2000 and is due for completion in April 2002. The main aim is to improve access to library services for disabled staff and students by developing opportunities for problem sharing and working towards solutions, and is building on the work of the CLAUD consortium.

CLAUD:

Consortium for Librarians in Higher Education networking to improve library access for disabled users in south and southwest England.

Background

In 1996 a group of four librarians from Higher Education establishments in the southwest (Bath, Bristol, Exeter and Southampton Universities) began to meet regularly to share information and experience on library services for disabled users. With the impending changes in the legislative framework on disability, library managers were becoming increasingly aware of the need to evaluate their provision of services and resources to disabled students and staff. This small group soon expanded and currently membership encompasses 16 H.E. establishments reaching from Plymouth across to Guildford and up to Oxford. The consortium meet twice a year to discuss new developments, best practice and share experience.

Summer Conference

Since 1999 a two-day CLAUD summer conference has become a regular part of the CLAUD calendar, as it provides an additional opportunity for library staff to meet and discuss disability issues in greater depth, and to network with other professionals outside the group. Day one is limited to CLAUD members with day two devoted to a programme of external speakers and workshops, and is open to information and disability related professionals. The 2002 summer conference will take place at Plymouth University on 11-12 July. (Further details will be posted on the CLAUD Web Page).

With the continuing expansion of CLAUD a committee has recently been formed to co-ordinate meetings, membership, training and other activities.

In 1999 the CLAUD group successfully bid for HEFCE funding to continue the growth of the network and to expand its objectives.

CLAUDINE Project

The overall Project aim is to discover ways of improving access to library services for disabled staff and students by developing opportunities for problem sharing and working towards solutions. This aim is underpinned by viewing access issues in the context of extending provision for all disabled users, and to avoid focusing on particular impairment groups thus preventing provision from being impairment linked.

The main Project Objectives include:

- Research and disseminate information on resources suitable for disabled library users
- Publish and maintain a CLAUD web page www.bristol.ac.uk/Depts/AccessUnitPRD/CLAUD (case specific)
- Produce a CLAUD newsletter (3 p.a.)
- Conduct a series of focused questionnaires amongst CLAUD members and from the analysis produce recommendations for base line library provision
- Plan and co-ordinate disability/equality training courses for library staff
- Investigate and analyse disability awareness training packages for librarians
- Promote the development of similar networks in other regions

Dissemination

Throughout the Project our research has been disseminated using the CLAUD web page, newsletter and mailbase.

The web page provides a range of information on:

- The library of each CLAUD member
- CLAUD meetings and events
- Training courses
- Links to other useful sites
- Disability organisations
- Disability and education
- Assertive technology
- Legislation
- Library organisations

The *Newsletter* aims to be informative whilst promoting the CLAUD network and its ethos to H.E. establishments and related organisations. It is currently mailed to all universities in England and

Wales and is also available on the web page.

The mailbase, set up for CLAUD members only, provides a forum for the exchange of information, promotes discussion and provides advice on library/disability related issues.

Staff Training

As the Project progressed one issue regularly cropped up in the various CLAUD meetings - **disability awareness training for library staff**. It became increasingly obvious that the need exists for good quality, reasonably priced, wide ranging and regionally based, staff training. With the help of Claire Wickham (Director: Access Unit - Short Courses and Outreach, University of Bristol) and the Access Unit staff we have successfully provided courses on:

Disability awareness
Mental health awareness
Dyslexia

All the courses were oversubscribed thus indicating the requirement for this level of training. We have also been approached from a number of H.E. establishments around the country to provide similar training courses on an in-house basis.

Although physical access and installing the right technology is vitally important for disabled users, from discussions with library staff and users, it is evident the biggest impact to improving accessibility is to have well trained staff in disability awareness. Investment in staff training is essential to underpin the investments made in other areas.

Base-line provision

A survey was conducted amongst CLAUD members of existing library policies and provision affecting disabled students. Four questionnaires were distributed to all CLAUD members focussing on

Library services
Equipment
Physical access
Staff training

From this analysis we intend to provide recommendations for base-line library provision for disabled users. These will be available in the first instance to all CLAUD members, and thereafter to a wider audience on a national scale.

Developing CLAUD networks.

We are actively encouraging H.E. establishments in other regions to set up similar groups and become part of a wider CLAUD network. So far interest has been aroused in Wales, the North East, London and Lancashire and the momentum continues.

Sandra Jones
Project Manager for **CLAUDINE**
Access Unit, University of Bristol
E-mail: S.A.Jones@bristol.ac.uk
Tel: 0117 954 5717.

Naila Durrani: *Celebrating Nazim Hikmet*

2002 is the 100th anniversary of the birth of the Turkish poet, Nazim Hikmet. A centenary celebration was held on 8th January 2002 at the Queen Elizabeth Hall in Southbank, London. Harold Pinter, Julie Christie and Vanessa Redgrave

began the celebrations with a recital of Hikmet's poems.

In an interesting article in 'Morning Star' of the same date, Philip Bounds outlined Hikmet's life pointing out the strong interaction between his poetry and his politics and the recognition of his greatness by even those who are hostile to communism.

Philip Bounds says, "If many of Hikmet's poems still seem remarkably fresh, it is perhaps because they explore ideas about technology, national identity and human resilience, providing a powerful contrast to the world weary pessimism of the early 21st century."

Referring to his great poem "Sheikh Bededdrin" (1935), an epic account of the peasant uprisings which had swept Turkey in the 15th century, Philip Bounds says "At a time when Muslim people are too often dismissed as the docile victims of unscrupulous powermongers, his poems remind us that the sinews of popular radicalism are as strong in the East as anywhere else." This poem was inspired by Nazim Hikmet's need to connect 'yesterday to today/today to tomorrow.'

The writer refers to another main theme of Hikmet's prison writings, "his determination to maintain his inner world as a haven of personal freedom in an authoritarian age...Although he was often locked up for hours on end, in the most insanitary conditions, Hikmet had a sort of Gandhian ability to blot out the squalor of his surroundings and project his mind into the world of rich possibilities beyond the prison walls," as shown below in his poem "That's How It Goes":

*A sunny pathway stretches beyond
the mulberries,
I stand beneath the window in the
prison hospital,
Cannot smell the smell of medicine:
Somewhere carnations must be in
bloom.
That's how it goes, my friend.
The problem is not in falling a
captive,
It's how to avoid surrender.*

The poem is also inspirational of his
"most powerful theme – FOUR
WALLS DO NOT A PRISON
MAKE."

Louis Mitler in 'Contemporary
Turkish Writers – A Critical Bio-
Bibliography' (1988) says:

"Nazim Hikmet's use of Turkish lyric,
almost musical compositions,
rescues his verse, even at its most
didactic, from the level of
propaganda," citing an example
from the poem 'The Japanese
Fisherman':

*The Japanese fisherman, who was
killed in the sea
By a cloud, was a young man.
From his friends, I heard this song
It was a bright yellow evening on the
Pacific.*

*Forget me my almond-eyed one.
Putrid, from a putrid egg
Would be the child you'd bear from
me.
This ship is a black coffin.
This sea, a dead sea.
Oh mankind, where are you?
Where are you?*

(Japon Balıkcısı [The Japanese
Fisherman]. Secme Siirler, 1968)

Hikmet's love of his country ('I Love
My Country') and 'sense of place' is

beautifully expressed in 'The Walnut
Tree':

*My leaves are my hands, I have one
hundred thousand
I touch you with one hundred
thousand hands, I touch Istanbul
My leaves are my eyes, I look in
amazement
I watch you with one hundred
thousand eyes, I watch Istanbul
Like one hundred thousand hearts,
beat my leaves*

*I am a walnut tree in Gulhane Park
Neither you are aware of this, nor
the police.*

(Translated from Turkish by Gun
Gencer).

In an Introduction to 'Selected
Poetry of Nazim Hikmet',
Translations by Randy Blasing and
Mutlu Konuk (1993), Mutlu Konuk
writes:

"His human presence or the
controlling figure of his personality –
playful, optimistic, and capable of
childlike joy – keeps his poems
open, public and committed to social
and artistic change. And in the
perfect oneness of his life and art,
Hikmet emerges as a heroic figure.
His early poems proclaim this unity
as a faith: art is an event, he
maintains, in social as well as
literary history, and a poet's bearing
in art is inseparable from his bearing
in life."

Nazim Hikmet in his poem 'The
Strangest Creature on Earth,' (1947)
laments man's cruelty to man:

*And the oppression in this world
Is thanks to you.
And if we're hungry, tired, covered
with blood,*

*And still being crushed like grapes
for our wine,
The fault is yours –
I can hardly bring myself to say it,
But most of the fault, my dear
brother, is yours.*

(Translated by Randy Blasing and
Mutlu Konuk, 1993.)

In conclusion, it is important to remember that Nazim Hikmet was awarded the World Peace Prize in 1950. In the current environment of war and nuclear threat, it is relevant to quote once again from some of his Peace poems:

*It has been ten years since I died in
Hiroshima
I am seven now, when children die,
they do not grow...*

And lastly, his appeal in one of his peace poems:

*If we put the hunter aeroplanes on
the table
If we turn them into bread , meat,
wine, salad
Forty million would be fed...*

Mutlu Konuk quotes Jean-Paul Sartre on Hikmet who “conceived of a human being as something to be created,” and goes on to say “In his life no less than in his art, Hikmet forged this new kind of person, who was heroic by virtue of being a creator. This conception of the artist as a hero and the hero as a creator saves art from becoming a frivolous activity in the modern world; as Hikmet’s career dramatizes, poetry is a matter of life and death.”

Mutlu Konuk also quotes Hikmet’s friend, Pablo Neruda, who relates the poet’s account of how he was treated after his arrest:

“Accused of attempting to incite the Turkish navy into rebellion, Nazim was condemned to the punishments of hell. The trial was held on a warship. He told me he was forced to walk on the ship’s bridge until he was too weak to stay on his feet, then they stuck him into a section of the latrines where the excrement rose half a metre above the floor. My brother poet felt his strength failing him: my tormentors are keeping an eye on me, they want to watch me suffer. His strength came back with pride. He began to sing, low at first, then louder, and finally at the top of his lungs. He sang all the songs, all the love poems he could remember, his own poems, the ballads of the peasants, the people’s battle hymns. He sang everything he knew. And so he vanquished the filth and his torturers.” (Memoirs, trans. Hardie St. Martin [New York; Penguin, 1978] pp. 195-196).

Born in 1902 in Salonika, of bourgeois family, (his father was in the foreign service, his mother was an artist, his pasha grandfather wrote poetry), Hikmet grew up in Istanbul and was “introduced to poetry early, publishing his first poems at seventeen.” He was imprisoned for working on a leftist magazine and then for allegedly inciting the Turkish armed forces to revolt through his poems. He wrote some of his greatest lyrical poems in prison, ‘The Human Landscapes’ being one of them. He escaped to Soviet Russia to avoid persecution (even murder), and military service at fifty. He spent eleven years in self exile there before he died of a heart attack in June 1963.

Nazim Hikmet, as Konuk says, “is popularly known and critically

acclaimed in Turkey as the first and foremost modern poet, is known around the world as one of the greatest international poets of the twentieth century, and his poetry has been translated into more than fifty languages.”

Faiz Ahmed Faiz

Meridian Masterpiece, BBC World Service: Monday 11th March.

Meridian Masterpiece explored the life and work of one of Pakistan's greatest poets, Faiz Ahmed Faiz this week. (His poetry, written in Urdu), gained world-wide acclaim for the way in which it bridged the divide between high art and the politics of the street - and it has inspired political activists, writers, and musicians.

But most importantly, the poetry of Faiz continues to hold a special place in the hearts and minds of ordinary people around the world. Harriett Gilbert explores the vibrant legacy of Faiz Ahmed Faiz (1911-1984).

WHEN AUTUMN CAME

*This is the way that autumn
came to the trees:
it stripped them down to the
skin,
left their ebony bodies
naked.
It shook out their hearts, the
yellow leaves,
scattered them over the
ground.
Anyone could trample them
out of shape
undisturbed by a single
moan of protest.*

*The birds that herald dreams
were exiled from their song,
each voice torn out of its
throat.
They dropped into the dust
even before the hunter
strung his bow.*

*Oh, God of May, have
mercy.
Bless these withered bodies
with the passion of your
resurrection;
make their dead veins flow
with blood again.*

*Give some tree the gift of
green again.
Let one bird sing.*

*(translated by Naomi
Lazard)*

Elizabeth Smallwood: Communities developing communities

Merton Library and Heritage Service has 3 strategic objectives: community development, economic regeneration, lifelong learning. Much discussion has taken place to understand what these terms mean in the context of the changing role of public libraries in Britain today. The following is Liz Smallwood's presentation as part of a joint presentation to the Library & Heritage Management Forum. Liz can be contacted at liz.smallwood@merton.co.uk.

Merton Library & Heritage Service
Community Development Strategy

Presentation given to Library and Heritage Management Forum

19th February 2002

Shiraz Durrani

Di Reynolds

Elizabeth Smallwood



Merton Library & Heritage Service Community Development Strategy

Community Development Model

Mainstreaming Outreach

Inclusion Policy for Merton Library & Heritage Service

The Community Development Strategy comprises three strands: the Community Development Chart/Model detailed here; mainstreaming outreach, on which work has already started and on which a paper will be circulated shortly; Inclusion Policy on which work will begin very shortly. However, before we begin work on an Inclusion Policy, it is necessary to consider the overall strategy. We need to consider where we want to go, before considering how to get there.

Merton Library & Heritage Service Community Development

“Communities Developing Communities”

Can libraries develop communities? The answer to this question is no. Libraries cannot, nor indeed should they, develop communities. Libraries cannot address

all the social ills of society and make them good. So, if libraries cannot develop communities, is there a role for libraries in community development? The answer to this question is yes. Because of their unique position in the local community, libraries are ideally placed to provide opportunities for individuals to develop themselves. Libraries can offer opportunities for empowerment. Thus the overarching theme of our Community Development strategy is not “Libraries developing communities” but “Communities developing communities”. That is, communities, taking advantage of the opportunities that libraries can offer, to develop themselves.

What is a “community”?

A group of people bound by locality, common interests or needs.

A library's community is anybody who lives, works or studies in the locality of the library.

But what is a community? In its broadest sense, we feel that a community is “a group of people bound by locality, common interests or needs.” However, this is a model for Community Development and *libraries* and we must, of course, keep libraries in the forefront of our minds. Therefore, we need to consider what a library's community is. We feel that a library's community are those who live, work or study in the locality of the library. This may seem like quite a broad definition but all of these groups exist in the local community so must form part of the library's community. Of course, there may be people using our services who neither live, work nor study in the vicinity of the library. Whilst these people are welcome to use our services, our services cannot be aimed at them. As libraries are a community resource, we must consider the community in planning our services. Resource's document, *Building on Success – an action plan for public libraries*, urges us to put libraries at the heart of people's lives. If we are to make libraries at the heart of Merton's communities, we must consider those communities first and foremost in our service delivery.

Community Development is ...

The process by which we provide opportunities for empowerment by enabling communities to access the information, knowledge and skills necessary to satisfy their needs

Having defined community, we need to consider what we mean by community development. We feel that community development is “the process by which we provide opportunities for empowerment by enabling communities to access the information, knowledge and skills necessary to satisfy their needs.” There are several key words here - empowerment, enabling, access and needs. People must feel empowered to take up the services that libraries offer, if development is to take place. Libraries can provide opportunities for **empowerment**, by **enabling access**. Simply providing the services is not enough. Libraries must be proactive in enabling access, if they are to truly provide opportunities for empowerment. It has been estimated that around only 30% of the population uses public libraries. Whilst not all of the remaining 70% may need to use a public library (other ways to get info etc), there are likely to be a significant number who could benefit from the opportunities that libraries can offer. However, we must consider the issue of enabling access if we are to reach such people. *Building on Success* urges us to keep in mind the needs of actual and potential users. Therefore we need to consider different ways of delivering our services if we are to make potential users actual users. Finally, **needs** is very important. If libraries are to be at the heart of communities, they must be relevant to the local community. We feel that the best way to be relevant is to respond to the current and changing needs of the community.

Pollards Hill

Donald Hope

Mitcham

Morden



West Barnes

Raynes Park

Wimbledon

Equal Access

Heritage

So, at the centre of all library activity in Merton, must be community needs. We have, therefore, put community needs at the centre of our Community Development chart and not Community Development itself as we feel that the key role for libraries in providing opportunities for communities to develop themselves is in addressing the issue of **community needs** in a library and information context.

Pollards Hill

Donald Hope

Mitcham

Morden



West Barnes

Raynes Park

Wimbledon

Equal Access

Heritage

Although particular needs may vary from community to community, we have identified several key needs that we think are common to all communities, particularly communities that need/could benefit from development. These are: information and knowledge; skills; empowerment and capacity building.

Information and knowledge – we are all familiar with the old adage “knowledge is power” and this is certainly true in terms of community development. With knowledge and information, communities are empowered to develop themselves. However, libraries need, perhaps, to broaden out their skills and focus in this area. Traditionally, libraries “do” information and knowledge extremely well. Libraries’ skills in this area can, therefore, be put to good effect to include business information, benefits information, health information and so on. By building on traditional information skills, libraries can help to ensure that they are at the heart of people’s lives by providing them with the information and knowledge necessary for changing/improving the quality of their lives.

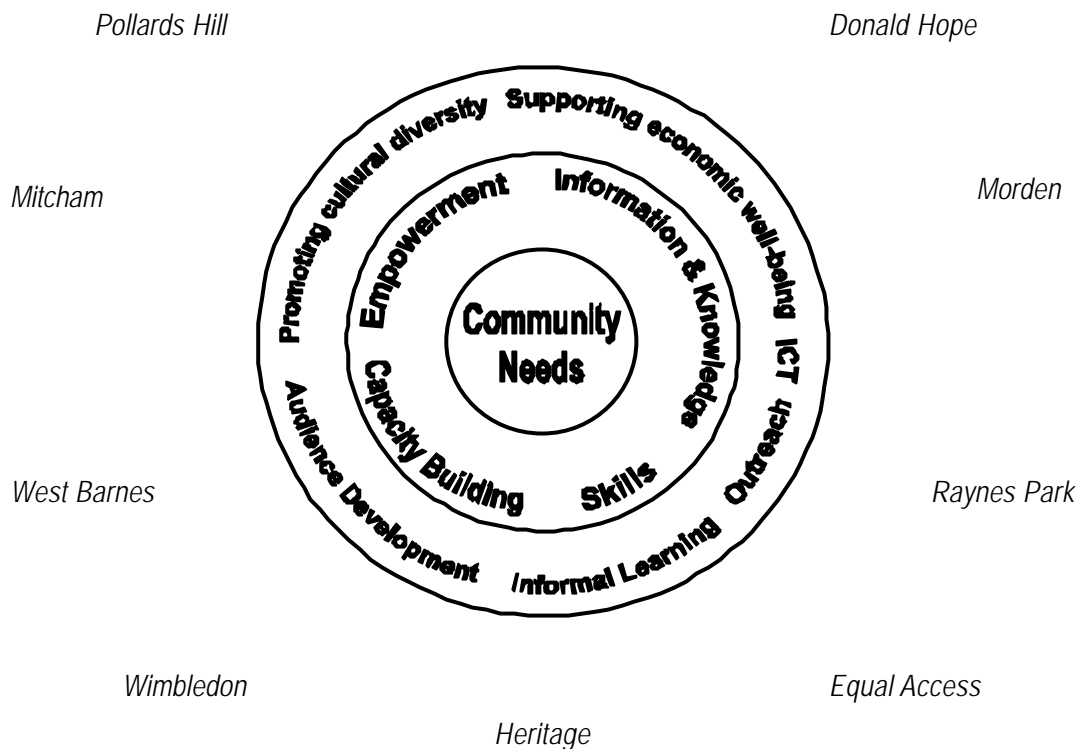
Skills – if one looks at communities needing development, one can identify certain key characteristics. These include low educational attainment, low skills levels, lack of employability, high unemployment. By focusing on skills development, libraries can respond to the community need for development in this area. However, this is not to say that libraries should be focusing solely on skills development as a means to furthering employment opportunities. We need to be aware that some people may never be economically active. This does not

mean that they cannot contribute to their community, or that there is no point in aiming skills development at them. Skills development can exist on a number of levels e.g. to enable parents to help children with their homework; the importance of listening to your children read; skills development for citizenship echoing National Curriculum changes but also developing this to be relevant to adults – “education for active citizenship.” Libraries are well placed to offer a wide range of skills development activities.

Empowerment – one of the key characteristics of disadvantaged communities is a certain fragmentation i.e. a feeling of mistrust, of one having no power over one’s future, a feeling that what happens in one’s community is nothing to do with the community. This is directly linked to feelings of disempowerment – a feeling that there is nothing one can do to change things. Empowerment, therefore, is a key community need. Libraries can respond to this need through information and knowledge provision and through skills development, enabling individuals within communities actively to shape their own lives and futures, but communities need to feel empowered to take up these opportunities. Libraries, therefore, have an important dual role to play both in providing opportunities for empowerment and empowering communities to take up these opportunities.

Capacity building – This is a major need because in order to thrive a community needs to improve and develop its own capacity for growth and evolution. Also, libraries, as part of the local community, need to build their own capacity to work in partnership and to offer a service that responds to community needs.

So this, in a sense, is our “what” circle. What are the key community needs? Now however, we must consider how we can deliver these needs.



The next part of the model, therefore, is the “how” circle – how might we respond to community needs in a library service delivery context. We have identified six key areas in how we might respond to need.

Outreach – this is a crucial part of how we meet need. It is through outreach that we can connect with local communities and with those people who don’t use libraries. Through outreach we can help to connect local people with the opportunities that libraries can offer and can help to put libraries at the heart of the community.

Promoting cultural diversity – initially we had “reflecting cultural diversity” in this part of the circle. However, we felt that a more proactive term was required if libraries are to be truly at the heart of people’s lives and are to respond to need. Further, *Building on Success* urges us to promote cultural diversity. If libraries are to be truly relevant, promoting cultural diversity is very important. This is also closely linked to the issue of empowerment. How disempowering must it be to go into one’s local library and find nothing in there to reflect one’s own culture?

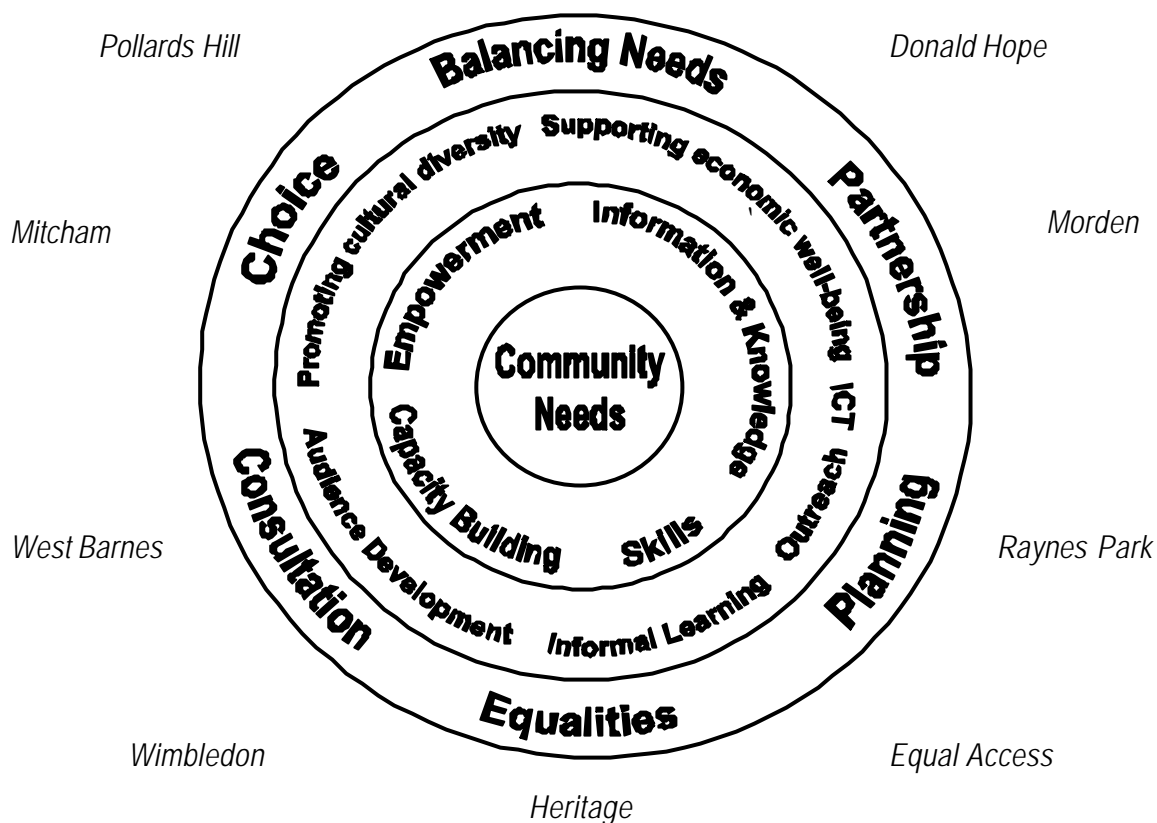
Eventually, we would like to see cultural diversity broadened out to include promotion of diversity on a number of levels e.g. gender, sexuality, disability etc. to ensure that libraries are relevant to a wide cross section of the community. **ICT** – information and communications technology is an increasingly important force in people’s lives. With the arrival of the People’s Network computers libraries can connect the community with its need for information and knowledge, with skills development in ICT and also with e-government. “More

and more jobs require ICT skills – 60% of existing jobs and 90% of new jobs. The Internet provides access to cheaper goods and services and to more and more of the essential information we need to be active citizens.” (Public Library Journal, Winter 2001). Thus ICT is very linked to building social capital.

Audience development – we have used the term “Audience Development” and not “Reader Development” as we feel that it is a more inclusive term. Not all people are readers in the traditional sense e.g. some people may, through physical impairments, need to use Braille or talking books. Some may not be able to read and may feel that the term “Reader Development” is somewhat excluding. Some people may never be readers but they can still enjoy story, which is a powerful force in people’s lives. But, of course, audience development is not just about reading and story. It is also about arts events in libraries. Whilst arts events are an important part of promoting cultural diversity, they are also important in building confidence. In this way, therefore, audience development is linked to empowerment. Thus the work of the Ethnic Arts and Community Development Officer will be very much part of Audience Development work.

Supporting economic well-being – we have deliberately used the term “supporting economic well being” as opposed to “economic regeneration”, one of Merton Library and Heritage Service’s strategic objectives, as we feel that it is a more realistic term and ties in with *Building on Success* terminology. Whilst libraries cannot, in our opinion, regenerate communities in an economic sense, they can help to support economic well being in a number of ways e.g. business information; ICT classes for lone parents with crèche facilities; a range of learning opportunities for parents at home with children, enabling them to build the skills and confidence necessary to return to work; benefits advice for those seeking work/unable to work and so on.

Informal learning – we have deliberately used the term “informal learning” not lifelong learning because this is a model for Merton and in Merton we are fortunate enough to have two very good colleges – Merton College and Merton Adult College. Together these provide ample formal learning opportunities for Merton’s communities. Many people are more comfortable with informal learning and find that it fits in much better with their lifestyle. Libraries are well placed to respond to this need. Informal learning opportunities can be wide ranging – from ICT classes to literacy classes to how to connect with your local MP. They can include sessions on health information, healthy eating on a budget, getting a resident’s group together and so on. They can range from learning opportunities connected with employment to learning opportunities connected with citizenship. Informal learning does not preclude learning throughout one’s life but does refer to a certain kind of learning opportunity which libraries are well placed to deliver.



There are certain guiding principles, which must underpin all aspects of service delivery.

Partnership – this is essential if libraries are to be relevant to the community. By working in partnership with other agencies, libraries can identify particular needs and work together to address them. By working in partnership, libraries can ensure that the services they offer are varied enough to respond to the varied and changing needs of the local communities.

Choice – closely linked to the issue of partnership is the issue of choice. We need to offer both a wide choice of services and a wide choice of how those services are accessed. Working in partnership will enable us to offer a wider choice, which is likely to mean greater relevance of services.

Consultation – consultation is vital if we are to know what the communities' needs are. Libraries cannot be relevant if they do not know what the needs of the community are. Thus consultation is a vital first step in ensuring relevant services.

Planning – closely linked to the issue of consultation is that of planning. Services must be planned in line with consultation findings to ensure that they meet community needs.

Balancing needs – this is likely to be one of our hardest tasks, as we must balance the needs of potential users with those of actual users. We are urged to do this by *Building on Success* and we must do this if we are to be relevant to the whole community.

Equalities – this relates to balancing needs. We must take into account the needs of actual and potential users if we are to be truly relevant and this means considering equalities issues. It also encompasses issues of transparency and democracy. We need to be clear about the decisions we take and to impart this information to the community. Painful decisions may need to be taken but addressing any inequality in service provision is something we cannot, nor should not, shy away from.

Summary

Libraries can be a dynamic force for social change



All strategic objectives must come together if we are to give communities opportunities to develop



Community needs must be our focus

Community needs must be our focus if we are to respond to challenges to put libraries at the heart of communities. If we fail to focus on community needs, we will not be relevant and this will signal the death knell of the public library. Libraries must change to remain relevant. This is not to say that all “traditional” services must be lost but that libraries can build on their traditional skills, can work in partnership with other agencies to ensure that libraries are at the heart of the community. In order to be there, however, libraries must respond to community needs.

In responding to community needs, our strategic objectives of Lifelong Learning, Community Development and Economic Regeneration must come together. In the past our strategic objectives have been viewed somewhat separately, with different people responsible for different areas. The danger of this is that one focuses on one’s “own” area and not on all areas. This may create a lack of clarity in how the objectives impact upon one another. The model presented here does, for the first time, address this issue and brings all the strategic objectives together. Recognising that they all impact upon one another, this model focuses on how all strategic objectives can be used in all service areas to

address the issue of community needs. In bringing the objectives together in one model, we feel that we have devised a model for all libraries in Merton to follow.

In bringing the strategic objectives together in this model, we feel that we have devised the beginning of a strategy that can help to put Merton's libraries at the heart of its communities. By focusing on community needs and by being at the heart of the community, libraries can be a dynamic force for social change.

David Owen: *What's New?*

I made the fundamental mistake of e-mailing the Editor to check he was aware of the latest edition of the IFLA "Multicultural Communities: Guidelines for Library Services" which were posted on IFLANET on 7th February 2002. Of course he was, thank you, and why not contribute an article to Diversity? What do you want me to write about I asked? Anything you fancy was the response, so here are the ramblings of one of the "boring old farts" of the library world.

Last June I had the pleasure of attending the "Libraries Change Lives" Award Ceremony at the Library and Information Show which was a really heart-warming occasion for all present. John Hegley was an excellent Master of Ceremonies and the presentations from the short-listed project organisers were truly excellent and inspiring. As we all know, Merton were the eventual winners for their services to refugees and I could not help asking Bob McKee, whom I was sitting next to, "What's new?"

My question was not intended to disparage Merton as I have great respect for what John Pateman and his staff have achieved. My question reflected my age and experience working for Manchester

City Council from 1980 to 1998. And lo, Diversity No. 2 arrives in October 2001 to confirm that I had not been hallucinating. Thank you, Hoi Dong, for your timely article, "Manchester Library Meets Needs of Refugees", and for reminding me that we won the CRE award in 1995.

My purpose is not to boast but to remind people that "social inclusion" is a not a new concept but a new term for what some public library authorities have long striven to achieve; addressing the needs of all the groups of citizens who make up the population of the public library authority's area [and beyond in Manchester's case]. Some of us used the term "community librarianship" to reflect our emphasis on addressing the needs of the community we served rather than concentrating our attention on "our buildings and their contents" and what we provided from them for a grateful public. For "community" read local communities and groups including:

- ethnic minority groups
- disabled people
- older people
- children
- gay men and lesbians
- poor people

Ultimately, it was and still is a fundamental class issue. We consciously chose to address the

needs of the less wealthy, oppressed groups by ensuring that they got a fair share of our resources and attention. And now it is official DCMS policy but we don't use terms such as "class". For all too long public libraries have claimed to be the "most inclusive of the public services" but as Bob McKee says in *Diversity* (No. 2, p.5), "If libraries are so including, why does the library profession appear to be so excluding?" Because we haven't proven that we are inclusive enough to embrace the needs and aspirations of oppressed minorities over a sufficiently long period of time to achieve the requisite cultural and psychological changes which help remove the barriers which we inflicted on the oppressed groups and which have diminished our potential contribution to the creation of a more inclusive, equal, fair society and library profession.

And that is why this "boring old library fart" welcomes the creation of the Diversity Council and the use of the word "Diversity". As the editorial of *Diversity* No. 2 states, "In the final analysis, the real issue is one of social justice and human rights". Well, where's the social justice and where are your human rights if you are one of the 20,000 blind children in the UK who has to rely on charities to provide for your educational and leisure reading needs by supplying materials in alternative formats which are accessible to you? What's the chance of social justice when only 15% of public library authorities have a policy statement on services to disabled people?

My concentration on the needs and rights of disabled people is deliberate and reflects my current

objective to enhance access to library and information services for visually impaired people. To do so is not to ignore the rights of other oppressed groups as visually impaired people are as diverse as the rest of the community including visually impaired children, older people, gay men, lesbians, ethnic minority people, poor people, multi-disabled people etc.... The "visually impaired community" is no more homogeneous than any other group and the single common factor, visual impairment, should not be the label which enables us to classify their needs and interests in a simplistic fashion which makes life easier for librarians. Believe me, visually impaired people resent the assumptions they believe our profession makes about their reading interests. They want as wide as possible choice in reading materials in formats they can access and if they are Income Tax and Council Tax payers like the rest of us is that an unreasonable expectation? Does your Council provide a rebate on Council Tax because your library does not provide relevant and accessible reading materials for them or their children?

Yes, I know it is not easy and that budgets are stretched. What's new? Budgets have been stretched for ever and particularly since the late 1970's. We can't go on blaming our Victorian predecessors for ignoring the needs and rights of blind people and handing over responsibility to the charities. This is the age of social inclusion but, with many notable exceptions, it seems to me that the majority pay lip service without making the sometimes difficult but correct managerial and professional decisions to reallocate

the necessary resources to address the needs of those we have failed previously. Social inclusion is dependent on the reallocation of mainstream budgets, not short-term funding programmes which heighten expectations and increase the disappointment when services cannot be sustained. It is also dependent on our dedicating the same level of professional skills and attention to oppressed groups as to other groups of library users. For example, when I witness the extensive use of volunteers in business information services I will accept their involvement in the provision of services to the "deserving poor". I will also then accept that the public library service ethos, which I value, has ended. That will be new but it will not be social inclusion within a public service but an extension of charity.

David Owen
Executive Director
Share The Vision , National Library
For The Blind
Far Cromwell Road, Bredbury.
Stockport, SK 6 2SG
Tel: 0161-355-2079 ; Fax: 0161-
355-2098.
email: sharethevision@nlbuk.org
28.02.02.

***Haiyan Kang: Chinese Library
Subscription Service***

Chinese Library Subscription Service (CLSS) was first launched in 1992 at Charing Cross Library, City of Westminster. CLSS is an innovative framework designed to serve the widely dispersed Chinese community in the UK with fragmented collections of Chinese materials. This is a book loan and

support service provided for other local authorities with reasonable charges. It has been very first of such a service in Chinese language materials in this country.

Since its launch six years ago, the service has grown both in size and stature. We have built up a strong team with professional knowledge, modern technology, dedication and hard work. Our aim is high quality and speedy service with better value for money. So far twenty-five local authorities across the country have joined our service. We, as the service provider, are continuing to improve the service to meet the information needs of the Chinese community across the country.

Its advantages include:

- Meeting the library needs of a wider Chinese community;
- Sharing of experienced staff expertise and Chinese Library services;
- Sharing of Chinese collection
- Cost-effective service
- Generating income for Charing Cross Library

To sum up, for those authorities who can only afford small Chinese collection, the CLSS is a trouble free and cost effective service. Compared with the typical price of new Chinese fiction at about £8 each and the unit cost of a CLSS loan at £1.60, CLSS is certainly an attractive deal.

For more information about CLSS, please contact: CLSS, Charing Cross Library, 4 Charing Cross Road, London WC2H 0HG or telephone: 207 6414623.

The History of Chinese People in London

BBC www.london/yourlondon
Accessed: 16th February 2002

The Chinese community is one of London's most dynamic ethnic minorities and though Chinese people live across London most people regard '**Chinatown**' in London's Soho as the social and symbolic centre of the community.

Chinese people first came to Britain in the 1880s. The first arrivals were mostly seamen who worked on steamships. Barracks provided by shipping companies were so cramped and basic, many took up lodgings elsewhere – particularly the East End's Limehouse District.

By 1913 this area was home to around 400 Chinese people and over 30 Chinese shops, restaurants, laundries and hostels. In the 1930s a slump in shipping led to the decline of East End Chinatown. The Blitz destroyed much of the remaining area during World War II. Today only a few Chinese restaurants and a Chinese Sunday School stand as reminders of the earlier Chinese presence.

During the 1950s, thousands of agricultural workers from Hong Kong were forced out of work by changes in the world rice markets. Many came to Britain in search of a new livelihood and found work in the booming Chinese restaurant trade. By this time British soldiers from the war in the Far East had created a new customer base for Chinese cuisine.

During this period, property prices in the Soho area were low. Many

Chinese people settled in the area and launched restaurants locally. As the restaurants enjoyed success, the area grew to be known as Chinatown. Most of the Chinese who live in Britain today came from Hong Kong. However, they also come from the Caribbean, Taiwan, mainland China, Malaysia, Singapore and other countries in South East Asia.

15,000 Chinese students currently live in the UK. They've brought professional and technical skills to their 200, 000 strong community. Chinatown today has many excellent Chinese restaurants as well as shops selling food and cultural goods. Its main pedestrianised thoroughfare, Gerrard Street, serves as the focal point for the Chinese community in London.

Africa must have a place on the UN security council

Colonel Gaddafi used the summit to demand that Africa be compensated by its former colonial powers. "They should officially apologise for their wrongdoing," he said. He said the colonial powers should pay for the "casualties and material damage they have inflicted."

He also insisted that they should "return the antiquities they have stolen from Africa". And he said Africa should have a place on the United Nations Security Council. "We cannot continue to be useless and powerless at the UN General Assembly when Africa represents nearly a third of UN member countries. "The African is greater than the Russian, the French or the

British who hold vote powers at the Security Council."

BBC World Service
10 September, 1999

John Vincent: *Creating real diversity*

[This is an edited version of Umbrella talk, July 2001]

I am very pleased to be invited here to speak, partly because I think that it's important to recognise the significance of this pre-Conference Conference, and partly because the last time I spoke to an Umbrella meetings was exactly 10 years ago! There I gave a paper called "1992 and beyond", and I think that it is worth contrasting then and now.

Then, I raised a number of concerns, including the role of the BNP and the far right, and the role of Black and other groups of library staff - today, I think both these concerns are still valid.

Then, I also raised the question of my right to speak about these issues: I think that I am drawing on my experience, both as a library worker and as someone who is involved in a parallel struggle, as a gay man.

It seems to me that diversity is at the core of what we are about, and we need to take every opportunity of taking forward this agenda, of valuing and accepting difference, of challenging behaviour and views people hold.

There is a lot of debate about the terms "social exclusion" and "social inclusion": I think that it is important to recognise that social exclusion

focuses on the needs of those who are excluded, those who do not/cannot access power and resources in society, whilst social inclusion is often used to relate to the social cost to those of us who consider ourselves included of those who do not - through benefit payments, vandalism, for example - and is also used by the Government to focus on spatial exclusion ("poor" housing estates) and moral exclusion (teenage pregnancy, rough-sleeping). We do need to think about the terms used - but, more importantly, we need to do something about these problems.

There is one big difference between 1991 and now: now we have a Government which has placed libraries in the centre of its national agenda. We are critical to the delivery of a number of priorities, e.g. the People's Network, Lifelong Learning, tackling social exclusion: DCMS, Resource and the LA all have us centre-stage. Contrary to popular belief, social exclusion was not invented by a few "loony lefties": it is a central plank of Government policy, and is here to stay.

So, are we up to delivering all this? The answer has to be yes and no! To start with the "nos":

- in *Open to All?*, we show that only 54% of the authorities which responded to our survey have Black and ethnic minorities as a service priority. Even allowing for those who responded from authorities where there are very few BEM communities, this is disgraceful! 20 years ago, the LA published Clough and Quarmby which suggested that we were getting on top of this area of service delivery - well, we aren't;

- from the training work we have been involved in, it is clear that senior managers may be on top of the social exclusion developments at national level, but middle managers and frontline staff certainly are not. Whilst I would not expect frontline staff to be “au fait” with all the reports and other documents, I do think that they need to be aware of the key issues;
 - there is a major difference between having an equal opportunity policy and tackling social exclusion - the latter involves targeting and mainstreaming provision, not just making services available to everybody;
 - labelled ‘politically correct’;
 - we are generally a conforming profession (look at some of our attitudes, to clothes for example!), and many library workers seem to shy away from any conflict, whereas this is where many a policy gets forged and practice developed.
- and to help with the development of new ways of tackling exclusion;
 - the Quality Leaders Project [about which others have spoken] has shown that it is possible to develop services and staff in tandem;
 - the LA has established a central Policy Advisory Group to look at social inclusion across all types of library and information service;
 - last, but not least, are those services that are developing and delivering services for socially excluded groups (and my apologies to those of you that I haven’t mentioned): Enfield and its services to children; Merton and Kent and their services for refugees and asylum-seekers; Norfolk and its services to rural areas, delivered in conjunction with Education; Knowsley and its services for adults with learning disabilities; Birmingham and its reader development work; Manchester and its ICT provision.

On the other hand, on the “yes” side:

- *Open to All?* is being used by many library authorities as part of their process for putting policies and practices into place, which will tackle social exclusion and remove barriers;
 - the launch of the Diversity Council is a real way forward in terms of tackling social exclusion;
 - the Social Exclusion Action Planning Network provides information via its Newsletter, training courses and conferences to assist in keeping library and other sector workers up-to-date,
- we are in danger of being ‘talked up’ to fail: therefore, we must make all this delivery of service our reality;
 - we must make sure that our services are sustainable, we must engage in long-term planning;
 - Empowerment - how can we break into the ‘charmed circle’?
 - We need to be able to deal with the conflicts and issues that creating real diversity will bring.

We must take this opportunity, now.

Shiraz Durrani: *Libraries and globalisation*

A recent conference¹ in Sweden looked at what libraries around the world were doing during a period of rapid social change in the 1960s and 70s. In years to come, perhaps a similar conference will seek to understand the stand that library workers took during the current period of “globalisation” which is likely to see the whole information field, and public libraries in particular, change beyond all recognition. The key question will perhaps be if we, as information workers, were active in this period in influencing the direction of change in libraries or were we content to be driven by forces too powerful for us to understand, let alone influence. Indications are that as a profession, information workers have sealed themselves in a time capsule, and prefer to appear “neutral” and “non-political” in a world where it is no longer possible to claim that one is outside major class struggles taking place on a global scale. There are of course exceptions. The current issue of *Information for Social Change*, for example, focuses on “Globalisation and Information”.

First, let us see what is happening all around us. Several recent news items provide an insight into the real contradictions of our time:

¹ *Libraries in times of utopian thoughts and social protests – the libraries of the late 1960s and 1970s*. A conference organised by the Round Table on Library History and the section Library Theory and Research within IFLA. 27-29 May 2001. Swedish School of Library and Information Studies, University College of Borås, BORAS, Sweden.

Global poverty...

Against the backdrop of anti-globalisation protests at the G8 summit in Genoa, BBC News Online² examines the facts about the world economy and the gap between rich and poor:

- Global poverty is concentrated in South Asia, where half of the world's poor live. Another quarter live in sub-Saharan Africa, while one quarter live in East Asia, mainly China.
- But as a proportion of the population, there are more people in poverty in Africa than anywhere else.
- In the past decade poverty has been rising in Africa, in South Asia, and most dramatically in Eastern Europe, where the transition from communism has caused poverty rates to skyrocket.
- There is a huge gap between rich and poor countries across a range of health measures.
- Looking at infant mortality, the number of children who die around the time of childbirth is twenty times higher in sub-Saharan Africa and South Asia than in the rich industrial countries.
- Investment in education is seen as the key to improving human capital and building the capacity for future economic development. But in many poor countries, only half of the children of secondary school age are enrolled in education, and many have functional illiteracy rates of nearly one-third.
- The internet has the power to spread information rapidly between continents and between

² Wednesday, 18 July, 2001, 13:57 GMT - World inequality.

rich and poor countries. But so far, there is a wide digital divide - with 163 internet host sites per 1000 people in the United States, compared to only 0.31 internet host sites in Africa.

- Computer ownership and internet use are also skewed towards the rich industrial countries - although Latin America and East Asia are catching up.

...global protests

Fatima Jaffer publicises a few facts that shows how the world reacts to damage that corporate globalisation is doing. In a news posting entitled *What CNN does not tell us*,³ she documents "Anti-war demos" by looking at "demonstrators [who] took to the streets in many countries on Saturday of last week".

- ROME: 50,000-70,000 people marched through the Italian capital. Earlier last week over 20,000 people marched in Naples despite the planned NATO meeting being cancelled.
- WASHINGTON: over 15,000 people protested in Washington against the war over the weekend. Saturday saw a 2,000-strong march called by the Anti-Capitalist Convergence group. It defied police intimidation and a miserable "counter-demonstration" by a couple of hundred rabid supporters of Bush's war. At midday the march joined the start of 10,000-strong demonstration called by the

ANSWER anti-war coalition. The following day 2,000-3,000 attended a peace rally.

- ATHENS: over 10,000 people marched through the Greek capital on Thursday evening last week. Maria Styllou from the Socialist Workers Party in Greece said, "We stopped outside the parliament building, but many people wanted to go on to protest outside the US embassy. We did that, despite the police."
- AMSTERDAM: over 10,000 people marched in the biggest peace demonstration in Holland since the 1980s. It brought together veteran anti-nuclear protesters with new people. Over 150 organisations supported it, including Afghan refugees and Filipino migrant workers.
- BARCELONA: around 7,000 marched against the war.
- BERLIN: Some 5,000 joined a march originally called to defend refugee rights. It took up anti-war slogans. Over 1,000 marched in Frankfurt. There were protests in Stuttgart, Cologne and other German cities. On Friday school students struck and marched in Hanover.
- SYDNEY: 1,500 people marched, including members of the construction workers' union, which is now holding site meetings to endorse a motion against the war.
- TORONTO: about 1,200 people demonstrated. There were also protests in other Canadian cities like Vancouver, Montreal and Halifax. The night before over 700 people attended a meeting in Toronto to mark the first anniversary of the intifada.

³ Fatima Jaffer <fatima@web.ca> *What CNN does not tell us*. Posted on Namaskar [<http://home.ease.lsoft.com/archives/namaskar-africana-1.html>]. Tue, 9 Oct 2001 12:33:43 - 0700.

There were also protests in Prague in the Czech Republic, and Turkey's capital, Istanbul, where police waded in three times to stop a rally taking place.

youngrebels.com (3:21am Sat Jul 21 2001) explains the motivation that drives millions of people around the world to take part in this international protest movement.

There are many of us who are determined to live a life of peace. We're not supposed to recognize each other. We're not supposed to hear about each other. We're not supposed to think for ourselves. It's simply not in the best interests of the dominators. But we are here.

For the first time in human history, our technology allows us to witness the condition of life on Earth. We can choose to proceed along a destructive path, or we can reach out to each other and exist in peace. There's no reason why we should be anything other than a community of friends. It is our choice to make.

...and libraries

While there have been many important positive achievements made by public libraries in Britain over the last 150 years, it remains generally true that they are a service run by middle classes for middle classes. There is an urgent need to change this and to develop a true people's library that provides for the needs of all, but especially those whose needs are the greatest. It is only when these excluded communities and people themselves are in a position to influence policies that there can be a relevant service. It is only then that we can have a

service based on social justice and human rights without which there can be no real democracy.

Libraries are at crossroads in today's technologically advanced and socially divided world. They can refuse to change from a traditional mould and die a slow but certain death by becoming irrelevant to the needs of people. Or they can become people's champions and satisfy, in a relevant way, their need for information, knowledge, skills and culture. Libraries can become a dynamic force of social change. But they need to change themselves first. This requires information workers to have qualities of effective leadership with a clear vision and true commitment to people – and a readiness to change and work within a clear policy and planning framework and within specified quality guidelines. They will need to work to a clear, well-defined set of principles.

Once this is done, they can then join hands with all positive forces and provide a joined-up service needed by people. We need to build on the success of the past, and at the same time to meet the challenges of new times. Only through such a cultural shift will libraries survive and indeed thrive.

Resource: *Building on success; an action plan for public libraries*

From: Resource's draft document, *Building on success; an action plan for public libraries*. 2001, London. Accessed 11 March 02. <http://www.resource.gov.uk/>

Executive summary

This Action Plan draws together the various commitments and tasks of importance to libraries already set out in Resource's Annual Workplan for 2001/ 02, and identifies a number of additional activities that could form the basis for our future public libraries work.

While it is clear there are substantial areas of common interest across Resource's three domains, it is also essential to recognise and celebrate the differences between them. One of the principal features that distinguish public libraries from museums and archives is that provision of public library services is a statutory duty on local authorities. Resource has an advocacy role, both in demonstrating to Government the value of the outcomes public libraries deliver, and in advising on funding needs to ensure that those outcomes can be sustained. (1: Introduction.)

Two of the most significant drivers of change within public libraries are the increasing impact of information and communications technology on our lives and the emerging role of learning as a catalyst for individual development at every stage of life. The vital role of museums, archives and libraries in responding to the challenges they present is set out in Resource's ICT and Learning and Access strategic plans for action. Resource is well aware of the effort that public library managers are making to ensure the success of the People's Network project and will represent their concerns about sustainable funding to policy makers as forcefully as possible. The public library service will also need to develop other roles that underpin the growth of formal and informal learning competencies, for which a

key catalyst will be *Empowering the Learning Community*. We will also need to commission longitudinal research into the impact of libraries on learning. Finally, 2005 is also the target date by which all Government services should be capable of being delivered online. Insufficient attention has been paid so far to utilising the existing information handling and advice skills of public library staff for this purpose. There is an advocacy role for Resource here as well. (2: *Developing and sustaining new services.*)

Social inclusion is a cornerstone of Government policy and its recognition and promotion is one of Resource's core values. Public libraries are especially powerful agents for inclusiveness, and are frequently the only point of access to information and learning that is available to the deprived, the excluded or the disaffected. Concerns about the accessibility of services should not be limited to issues of physical access such as the provision of ramps and lifts for people with special mobility requirements. Resource promotes a far wider definition that embraces the presentation of services for people with sensory impairment or learning difficulties, the provision of specialist services and the use of adaptive technologies, and the development of a much broader understanding of the needs of the majority of users. Simply to make a large investment in existing buildings without assessment of need, identification of alternative solutions or changed methods of provision would lack the strategic view that service managers must apply and that Resource will need to co-ordinate. Resource plans to provide the information that will be needed

to argue the case for increased capital investment, possibly through changes in the rules for Lottery funding. (3: *Access to services.*)

In recent years, the public sector generally and local authorities in particular have become more involved in the processes of planning, impact evaluation and quality assurance. A battery of statistical series is intended to provide comprehensive pictures of the service and the effect it is having on communities served. However it cannot be said that this Babel of measures and activity has as yet produced any significant improvement. Resource is therefore working to find the means of producing more convergence in the information that is gathered. (4: *Service planning, development and quality assurance.*)

Public libraries have a long tradition of co-operation at both regional and national level. These activities fit well with Resource's commitment to invest in the development of regional organisations in England. Resource will substantially increase the level of its investment in regional agencies in order to establish a single cross-domain strategic regional agency in each English region by April 2004. In financial year 2002/ 03 it is expected further funding will be provided to assist with learning and funding needs. Other models for co-operation are becoming increasingly available to public libraries, including arm's length arrangements with other organisations, and increased capacity to raise and share resources between organisations will bring new opportunities. Finally, the attraction and retention of a

talented workforce to the public library service, and the quality of training that public library staff receive, are of paramount importance. We will need to work closely with professional bodies, including the Library Association and the Society of Chief Librarians, on leadership and training issues. (5: *Capacity building and co-operation.*)

On the 10th day...

*Mgeni Siku ya Kumi
mpe jembe akalime
akirudi muagane*

*On the tenth day
give the guest a hoe to go to the
farm
when they come back, they will say
good-bye!*

"This Kiswahili saying was part of the oral resistance of the people of Kenya against British colonialism. The reference is to getting rid of the foreigners who are seen as temporary visitors who have to be pushed out and sent home. The real meaning of the saying was not clear to the colonial administration and so could be used openly. The form used to pass on this message was also new. Such messages were written on women's *khangas* and so reached a wide audience right in their homes. It also shows that women played a very active part in the anti-colonial struggle. This is an example of the liberation movement providing socially relevant message, in a relevant form, and in an accessible language - Kiswahili".

- From: Durrani, S. *Never be silent; publishing and imperialism in Kenya, 1886-1963*. To be published

in 2002 by Vita Books/Mau Mau Research Centre (London/New York).

Part 2 Understanding the world

This "Equal" Britain

Racism at Work

Racism is still a major problem in Britain's workplaces as unemployment remains up to three times higher among black and Asian workers than it is among white workers in some parts of the country. Responding to this problem, the TUC launched a new advice leaflet *Racism at Work* (February 02), to help workers tackle the problem.

Figures revealed by the TUC show that unemployment among black and Asian workers stands at 11 per cent nationally compared to five per cent for their white counterparts. In the West Midlands black and Asian unemployment is as high as 15 per cent compared to five per cent among white workers in the region.

The new leaflet asks: 'Is there racial bullying or discrimination in your workplace?' And it suggests that workers suffering discrimination to contact their union workplace representative, or go to their union equality officer at head office, or ring the TUC's Know your rights line on 0870 600 4 882 for help. The leaflet contains 10 different languages through which readers are invited to join a union. The languages are: Arabic, Bengali, Chinese, Greek, Gujarati, Hindi, Punjabi, Turkish, Urdu, and Welsh. The leaflets will be

distributed by trades union councils, who are the trade unions' campaigning arm in the community.

TUC Organising Officer, Raj Jethwa, said: 'Unions are stepping up their campaigning against this appalling workplace racism. We are aiming to help black and Asian workers take action against exclusion from job opportunities, being passed over for promotion, and bullying.'

Number of Black people stopped by police rises

Alan Travis, home affairs editor.
Monday March 11, 2002
[The Guardian](#)

The number of black people who have been stopped and searched by the police has increased according to official figures to be released by the home secretary, David Blunkett, today.

The latest figures show that the police use of their stop and search powers fell by a further 17% in the year to April 2001 but the number of black people stopped went up by 4%. Black people are still seven times more likely to be stopped by police.

Equal Pay Campaign Launched in Wales

Despite 30 years of equal pay legislation the pay gap between women and men in Wales refuses to close completely, Felicity Williams, Assistant General Secretary of the Wales TUC said on 7th March 2002 at the launch of "Close the Gap" - a year long equal pay campaign.

“Even now women working full-time only earn around 87 pence for every pound earned by male full-time workers. For part-timers the figure drops to around 60 pence. Felicity Williams, Assistant General Secretary of the Wales TUC and a member of the National Assembly's joint Equal Pay Panel said: “Women in Wales continue to earn on average 13% less than men. Inequality can be compounded because employers are unaware that their pay agreements and bonus or benefits systems are inherently discriminatory, if indeed they exist at all for many women. Wherever pay discrimination exists, trade unions have done a great job challenging the bad employers who think they can get away with paying their female staff less. That is why we are so pleased to be jointly launching 'Close the Gap'”.

'Close the Gap' aims to:

- Close the 13% pay gap between men and women in Wales;
- Promote co-operation between key partners such as employers, trade unions and enterprise bodies to achieve the campaign's objectives;
- Encourage employers to conduct pay reviews to identify and correct any pay inequalities that exist.

“Close the Gap” is a joint campaign between the Wales TUC, The National Assembly for Wales and the Equal Opportunities Commission.

<http://www.tuc.org.uk/equality/tuc-4525-f0.cfm> Visit the addresses above to view the documents in full, in print format or in text-only format.

Source: TUC Email Alerts - Press Releases, 5 March 2002.

Northern TUC calls for better deal for women

A new report published by the Northern TUC reveals that North East women feel that they are getting a raw deal at work. 37% of the women who took part in a survey revealed that they felt they had been discriminated against at work.

“The Women at Work” report is based on extensive research into the working lives of North East women, including interviews and focus groups with women in the region, 889 survey responses to a Northern TUC questionnaire, reports from union officials and government statistics.

Findings in the report include:

- 37% of women responding to the survey questionnaire felt that they had been discriminated against at work;
- On average, female manual workers working full-time take home a weekly wage worth 62% of men's earnings in the North East;
- The lowest paid employees in the North East are part time workers. There are more than four times as many women in part time work than there are men;
- Women still have much greater family responsibilities than men - making it harder for them to work full time;
- Flexible working is a two edged sword. Sometimes flexibility can help women to combine work and family life. But flexibility can

also be used by managers as an excuse to impose sudden changes in working hours that make things very difficult for women with family responsibilities;

- Women enter the workforce with better average qualifications than men, and are keen to undertake education and training that will widen their career opportunities. However, despite this the 'gender pay-gap' remains a real problem.
- Only 20% of women who responded to the survey questionnaire said that they returned to the same kind of job after taking a career break. Twice as many women returned to a job with less responsibility and less money than returned to one with more; and
- Only 5% of women in the North East work in higher managerial or professional occupations, compare to 13% of men.

The report also reveals the positive work being carried out by unions to ensure that women get a fair deal at work.

Toshie Habu , Northern TUC Equalities project worker, who compiled the report, commented: "Equality means equal access to education and training, and it means giving proper benefits and fair wages for part-time workers, who are often women. Equality also means taking the work-life balance seriously. Employers need to be sensitive to the fact that many of their workers will have family responsibilities. Women are trying hard to combine work with raising a family, but when you are on a low income, perhaps working part-time,

this is not easy, especially when the employer suddenly changes your shift times.

Unions are generally doing a great job supporting women workers, but more can, and should be done, to make sure the issues that affect women are higher up the bargaining agenda. The report clearly shows that a woman's place is in her union!"

To request a copy of this report: complete the online order form at www.tuc.org.uk/equality/women_at_work_form.cfm or contact Melanie Lowden on 0191 232 3175 or email: mlowden@tuc.org.uk 22 Feb 2002 04:10

Contains details of how to order your copy of this report.

<http://www.tuc.org.uk/equality/tuc>

Injustice

INJUSTICE - the feature length documentary about deaths of black people in police custody - will have a special screening on the 13th March at the Prince Charles Cinema, London. This special screening will be hosted by Index on Censorship who monitor censorship issues across the world.

Injustice has been described as the most politically controversial film of recent years. This breathtaking piece of cinema has reduced audiences to tears with its moving portrayal of the struggles for justice by the families of people who have died at the hands of police officers. The attempts by police officers to censor the film have also made Injustice the subject of national and international attention.

The film makers of Injustice have also been nominated for the Annual Index On Censorship Awards for the "Best Circumvention of Censorship" in 2001.

Information Line: 0901 2727 007
Booking Line: 020 7494 3654.
For details of other screenings, articles, stills and press log onto:
www.injusticefilm.co.uk

Sexism in the City attacked by Hewitt

Patrick Wintour
Thursday February 28, 2002,
The Guardian

Patricia Hewitt, the industry secretary, yesterday used her annual address to British businesses at the Mansion House in London to tell them to end sexism in the City by removing the barriers that stop women flourishing. Ms Hewitt wrote last week to the top 100 rated firms to ask what policies they were introducing to encourage flexible working practices for women.

Urging a cultural shift across business, she said yesterday that her diary showed that in the past 20 days she had met 100 businessmen and only 10 businesswomen, although she insisted "I'm not going to patronise the women here or lecture the men". She said: "We need to take a hard look at our record in promoting women to senior positions in business."

Ms Hewitt's letter to businesses followed surveys revealing that the number of women in top business jobs has been declining. A Cranfield Institute survey in November

showed that almost half of the UK's top 100 FTSE companies had no female non-executive directors, let alone executives. In January, Lady Hogg became the first chairwoman of a FTSE-100 firm when she took the helm of venture capital group 3i.

In her letter Ms Hewitt has asked businesses to show how flexible working practices, as well as shorter hours, had helped them retain and promote talented women. She told last night's audience: "I see the gap in men's and women's representation in business every day. This isn't about some silly political correctness. If we're only recruiting from half the human talent pool, it is not surprising we've got skills shortages. So smart companies recognise that diversity and family-friendly working are good for the bottom line.

"When women are one in three of our business owner-managers, nearly half the workforce, and make the majority of decisions as consumers, equal opportunities and economic success go hand-in-hand."

Guardian Unlimited © Guardian Newspapers Limited
2002

Too many were old, white and male

Learn from history, but don't let it stay in the office
<http://www.lgcnet.com/> Accessed: 6
March 2002

Yet again, the results of a census of councillors has proved a disgrace.

A 1997 census of councillors in England and Wales showed too

many were old, white and male. A 2001 census published today shows the situation is, if anything, even worse. Last year, councillors were likely to be slightly older and more likely to be white, than in 1997. Fewer than half were working and almost 40% were retired. Over 70% were men.

The bundle of issues contained in these simple-sounding statistics are fundamental to local government's future. Elected politicians need to be representative to stay in touch with the needs of their constituents. The more out of touch with their communities councils become, the more election turnouts will fall and the more central government will view local government as irrelevant.

Local government will not pick up its community leadership role if there is a dislocation between communities and their supposed representatives. The cost of such a dislocation is great, as the troubles experienced by Bradford MBC, Burnley BC and Oldham MBC bear witness.

The problem lies in two places. One is the conditions which make it so difficult for people with other responsibilities such as families and jobs to stand for election. The other problem is party politics. Local branches are too often dull, impenetrable, unwelcoming fiefdoms run for the benefit of individual political careers rather than for the public at large. Unless you are prepared to enter this world, play by the old guard's rules and cultivate the network you need to get a nomination, there is a serious danger you will be kept out.

The Improvement & Development Agency is launching a scheme to

fast track promising young councillors to leadership positions. But this will amount to nothing if attitudes do not alter when it comes to attracting new members to local parties and selecting them as candidates in winnable seats.

Change will require strenuous, unprecedented effort from parties and existing councillors to ensure a different kind of candidate is interested and gets nominated. It will mean elderly, white, male councillors standing down to make way for new blood.

Is this a bullet members and local branches are prepared to bite?

The way ahead

Equality Standard receives Best Value approval

21 February 2002

http://www.lg-employers.gov.uk/documents/news/news_02/equalitybvpr.txt

Accessed: 6 March 2002

The Equality Standard for local government, launched in October 2001, has been approved as a Best Value Corporate Health Performance Indicator. With effect from April 2002, it will replace the former CRE Race Equality Standard (Racial Equality Means Quality).

CRE chairman Gurbux Singh said: "This signals a pressing change in the way local government talks and responds to diverse communities. Becoming a Best Value indicator means that the Equality Standard will be put at the heart of the work of

all local authorities - wherever they are and whatever their size. It will help authorities to integrate diversity fully through their policies, ethos and services. I hope the changes this brings will be felt in communities across Britain."

The Standard is the product of the first partnership activity between the Employers' Organisation for local government (EO), the Commission for Racial Equality, the Equal Opportunities Commission and the Disability Rights Commission. The Standard framework was developed by Stuart Speeden and Dr Julian Clarke from the Centre for Local Policy Studies at Edge Hill College, in consultation with interest groups and local authorities.

More than 250 authorities have purchased copies of the Standard. The EO is producing additional guidance to assist authorities in implementation of the Standard, and has begun to recruit associate consultants to offer direct assistance where required.

For further information please contact Dawn Chapman, Press and PR Officer on 020 7296 6575 or email: dawn.chapman@lg-employers.gov.uk

Copies of the Equality Standard are available from Steven Batcup on 020 7296 6737 or at steven.batcup@lg-employers.gov.uk

Based on five levels covering four performance areas (leadership and corporate commitment; consultation, community development and scrutiny; service delivery and customer care; employment and training), the Standard enables local authorities to build on sound

management principles to mainstream their equality practice. The flexible framework allows authorities of different sizes and different communities to determine local priorities and structures, supported by evidence-based auditing. The Standard focuses on the main equality issues regarding race, gender and disability, and can be adapted to accommodate legislation on other anti-discrimination measures.

The Equality Standard recognises the importance of fair and equal treatment in local government services and employment and has been developed as a tool to enable authorities to mainstream gender, race and disability into council policy and practice at all levels.

Towards equality and diversity

Implementing the Employment and Race Directives

<http://www.dti.gov.uk/er/equality/>

Accessed: 6 March 2002

The UK took an active part in the negotiation of the EC Employment and Race Directives, and welcomes the outcome. Together, the Directives provide a common framework of protection against unfair discrimination across Europe. Their implementation in Great Britain will involve introducing new legislation to outlaw discrimination on grounds of age, sexual orientation and religion in employment and training. The Government also proposes to implement some changes to the Disability Discrimination and Race Relations Acts.

Towards Equality and Diversity contains the Government's proposals for taking forward this work. It consults on general issues which include the definition of indirect discrimination, tackling harassment, and effective ways of providing advice, guidance and support both to business and individuals. Your responses to these issues, and on specific points on race, sexual orientation, religion, disability and age, will help us frame workable legislation and prepare supporting guidance which meets your needs. The consultation closes at the end of March 2002.

To order a copy of the 'Towards Equality and Diversity' document, please phone 0845 60 222 60 quoting ref code: URN 01/1466. Available in Arabic, Chinese, Gujarat, Hindi, English, Welsh, Learning disabled versions.

Shiraz Durrani: The Quality Leaders Project rolls out

Resource was one of the four organisations approached by QLP to fund a roll-out programme following the successful conclusion of the pilot project in which Birmingham and Merton libraries took part. We are pleased to announce that they have generously agreed to fund the programme so that at least 10 library authorities will be able to participate in the roll out programme when it starts later this year.

Taken as a whole, the proposal seeks funding from four organisations enable about 40 authorities to be included in the roll out project if all organisations agree to fund the

project. The four agencies being approached are:

1. Resource – have now agreed
2. The Library Association/CILIP – to reconsider after the formation of CILIP
3. Laser Foundation – to apply once their bidding process starts in June.
4. Hamlyn Foundation – after preliminary discussions, it was agreed to submit a “youth QLP” component proposal in May 2002. Anyone with bright ideas on this should contact a member of QLP Advisory Group.

Look out for the next issue of *QLP News* in May 2002 for further details – or contact the Editor of *Diversity*.

Some background

The Quality Leaders Project (QLP) aims to address a number of recent policy areas surrounding social exclusion and the provision of public services to black and minority ethnic groups which have arisen following publication of the Roach and Morrison report and the Stephen Lawrence enquiry. The context of the modernisation and reform of public services through legislative frameworks such as Best Value represents an opportunity and, in some cases, a major obligation upon public service providers to include measures targeted specifically at the Black communities in Best Value performance plans. Specifically, the QLP seeks to address this agenda through an innovative management development approach towards service development which has become known as “management development through service development”. Two previous phases of QLP development have already

taken place – a feasibility study completed in April 2000 (MRC, 2000) and a pilot study completed in July 2001 (MRC, 2001). This funding application relates to an extension and rolling out of the QLP into a third development phase.

Co-ordination of the project would be taken on by the Management Research Centre of the University of North London and would involve attendance and facilitation at 6-9 action learning workshops as well as the production of materials and dealing with the day to day issues and problems which arise, including all aspects of communications.

For a full history of QLP see:
Shiraz Durrani: *Combating racial discrimination in British public libraries: the role of the Quality Leaders Project.* Library Management 2002: Vol. 23 (1,2) 23-52.

A Question of Trust – 2002 Reith Lectures

This year's Reith lectures present a philosopher's view of trust and deception, and ask whether and how trust can be restored in a modern democracy

We say we no longer trust our public services, institutions or the people who run them. Politicians, accountants, doctors, scientists, businessmen, auditors and many others are treated with suspicion. Their word is doubted, their motives are questioned. Whether real or perceived, this crisis of trust has a debilitating impact on society and democracy.

Onora O'Neill challenges current approaches to accountability, investigates sources of deception in our society and re-examines questions of press freedom. The Reith Lectures will be broadcast on Radio 4 in April on Wednesdays and Saturdays.

Details from:

<http://www.bbc.co.uk/radio4/reith2002/schedule.shtml>

IFLA's year of Democracy, Diversity, Delivery

The theme of the International Federation of Library Associations and Institutions (IFLA)'s 68th General Conference and Council in Glasgow (August 18th to 24th) is *Libraries for Life: Democracy, Diversity, Delivery*. The following section focuses on some work done by IFLA on issues that readers of *Diversity* may find informative. Further details are available at: <http://www.ifla.org/index.html>

Libraries for the Blind Section

The Section of Libraries for the Blind concerns itself with library services for the blind and other print handicapped readers. The main purposes of the Section are to promote national and international cooperation in this field, and to encourage research and development in all aspects of this area, thus improving the access of information for the blind and other print handicapped persons.

The Section is thus concerned with the implementation of service goals, standardization of material,

problems of copyright, bibliographic control, technical standards, free transmission of postal and telecommunications or any means of distribution of material, and the identification of the locations of special format collections and activities for the blind and other print handicapped readers.

**Multicultural Communities;
Guidelines for Library
Services**

2nd edition, revised (1998).
Latest Revision: February 6, 2002.

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International Federation of Library Associations and Institutions
www.ifla.org

These guidelines are based on Standards for multicultural public library service compiled by the Working Group on Multicultural Library Services (Victoria) and published in August 1982 by the Working Group and the Library Council of Victoria, Australia.

Multicultural communities

Guidelines for Library Service

These guidelines have been compiled and published in order to promote standards of fairness and equity in library service to ethnic, linguistic and cultural minorities. The guidelines provide criteria against which the adequacy of existing services may be assessed; provide a basis for the planning of library services to all groups in the community; provide an equitable basis for the purchase of materials and the provision of services; and we believe that their implementation will also encourage mutual understanding and tolerance among

the ethnic, linguistic and cultural groups represented in all societies.

It is not intended that these guidelines should be taken in isolation from other standards and guidelines. In particular, they are meant to be used in conjunction with standards and guidelines for particular types of libraries in each country and with international standards. It is intended that the central principle of these guidelines, that of equity, should be used in applying existing standards and guidelines for public, school, academic and other libraries.

It is also important that library services to ethnic, linguistic and cultural minorities should not be seen in isolation or as additional to "normal" services. They must be seen as integral to any library service.

Ethnic, Linguistic and Cultural Diversity

Guidelines

Library service should be provided to all ethnic, linguistic and cultural groups in society equitably and without discrimination. The Guidelines give details under the following headings:

1. — Responsibility for Provision
2. — Library Materials
3. — Cross-Cultural Materials and Services
4. — Information and Reference Services
5. — Technical Services
6. — Extension Services
7. — Staffing
8. — Special Groups

Get full details at:
International Federation of Library Associations and Institutions (IFLA)

<http://www.ifla.org/index.html>

Round Table for Women's Issues

Scope

The Round Table on Women's Issues concerns itself extensively with questions and issues that have special relevance for women in the library profession and in the user community. Further it develops programmes designed to enhance the opportunities and the image of these two groups of women. The Round Table on Women's Issues promotes the collection, research, publication and dissemination of information on the status of women in librarianship. Another concern is to identify discrimination in all forms, and disparities in resources, programmes, and opportunities relating to women in librarianship. The Round Table on Women's Issues will collaborate with and support Sections, Round Tables and groups within IFLA interested in these issues.

Goals, 1998-2001

- Provide a forum for discussion of issues concerning women in librarianship.
- Provide opportunities for research into the role of women in librarianship and insure its dissemination.
- Communicate with groups within librarianship and other information professions who have similar concerns.
- Promote the inclusion of women's issues in library and information education.
- Promote awareness of the Round Table on Women's Issues within IFLA membership.

- Encourage collection development and establishment of information services on women's issues worldwide.
- Promote literacy and life-long and distance learning for women.

The role of Public Libraries in lifelong learning

A Project under the section of Public Libraries, IFLA

During the 20th century education has become recognised as an individual right; for the individual, education and learning is a road to personal development and a richer life. Furthermore, a higher general level of education is a necessary prerequisite for economic growth and employment.

During the last decades, and especially during the last decade, the necessity of lifelong learning has been on the top of the political agenda.

1996 Jaques Delors in his introduction of the report to UNESCO of the International Commission on Education for the Twenty-first Century, *Learning: the treasure within*, wrote: "Our century has been as much one of sound and fury as of economic and social progress - progress that in any case has not been equally shared. At the dawn of a new century the prospect of which evokes both anguish and hope, it is essential that all people with a sense of responsibility turn their attention to both the aims and the means of education. It is the view of the Commission that, while education is an ongoing process of improving knowledge and skills, it is also - perhaps primarily - an

exceptional means of bringing about personal development and building relationships among individuals, groups and nations." This view was explicitly adopted by the members of the Commission when they accepted their mandate.

Life long learning contains various forms of education and training, formal and informal, e.g. the school system from primary to tertiary level, the free adult education, informal search and training, individually, in a group setting or within the framework of social movements.

Within all these forms of education and training, there is a necessity of working methods developing the ability to search for information and develop knowledge actively and independently. The classroom and the traditional textbook must therefore be supplemented by archives, libraries and museums, institutions offering a broad choice of different media and professional guidance in information search.

Public libraries and lifelong learning

In a society of lifelong learning - whether of a formal or informal nature - public libraries will be nodes connecting the local learning setting with the global resources of information and knowledge. Public libraries must therefore be allowed to play a role of fundamental importance in the development of future systems of lifelong learning. The development of the information and communication technology has already laid the basis for the creation of information networks, giving users even of small local public libraries access to the world wide sources of information. The public libraries also offer guidance and training in information search

and quality rating of information sources. Thus, public libraries are necessary if not sufficient prerequisites for a democratic knowledge society.

In this new situation public libraries and professional librarians will though have to change and adapt to new demands, professional tasks and working conditions. At the present though, we need more knowledge about how libraries and the professional profiles of librarians should be designed in order to improve their preconditions to meet the new needs and demands directed towards them.

Libraries have developed in concert with their local and national history. Political, economic and social circumstances create, shape and develop libraries. Among libraries we can find diversity and difference. The most modern and well-equipped library is not necessarily the most developed in the art of stimulating popular participation and democracy. In order to develop tomorrow's library and librarian, we will have to build on the experiences gained in radically different settings.

A first step in this process - in the process of shaping the libraries and librarians of tomorrow - will be to gather information and good examples from contemporary experiences, whether they come from north, south, east or west.

The aim of the project

The aim of the proposed project is therefore to explore the possibilities for public libraries to play a more strategic role in lifelong learning establish tools for libraries and

librarians to become active partners in educational systems.

This will be done by information gathering and analysis of best practice examples with the aim to identify needs of change regarding e.g. library design, collection management and professional profiles as well as models for network building within the library community, between the library community and the educational community and between public libraries and the local society.

Libraries Serving Disadvantaged Persons

The Section for Libraries Serving Disadvantaged Persons is concerned with library and information services to all those groups within the community who for whatever reason are unable to make use of conventional library services. These groups include people in hospitals and prisons, the elderly in nursing homes and care facilities, the house-bound, the deaf and the physically and developmentally disabled.

This Section provides an international forum for the discussion of ideas, sharing of experiences and development of projects designed to promote and improve the effectiveness of library and information services to such groups, and the promotion of national and international cooperation at all levels.

IFLA Position on The World Trade Organization

Introduction

The World Trade Organization (WTO), with a growing membership of over 140 countries, oversees a variety of treaties governing international trade. The WTO treaties with the most significant implications for libraries and the information sector are the General Agreement on Trade in Services (GATS) and the Agreement on Trade-Related Aspects of Intellectual Property Rights (TRIPS). Libraries are a public good. They are unique social organizations dedicated to providing the broadest range of information and ideas to the public, regardless of age, religion, physical and mental health, social status, race, gender or language. The long-established library traditions of intellectual freedom and equitable access to information and cultural expression form the basis for ensuring that library goals are achieved.

Libraries of all types form an interrelated network, which serves the citizenry, from the great national, state and research institutions to public and school libraries. The well being of libraries is essential in ensuring access to the full range of human expression and providing individuals with the skills necessary to access and use this content.

There is growing evidence that WTO decisions, directly or indirectly, may adversely affect the operations and future development of library services, especially in not-for-profit institutions.

Background

It is important to recognize that the WTO, and the international trade authorities of its members, are engaged in shaping policy and applications of this policy on an ongoing basis. While the infrequent Ministerial Conferences with their attendant protests are the most visible manifestation of the negotiations, the process is continuous, with decisions often reached without public scrutiny. What makes the WTO unique is that it has a binding dispute mechanism as part of its operations with the strongest enforcement procedures of any international agreement. IFLA urges its members to inform themselves on the WTO and their national trade policy deliberations and to promote the library and related issues when possible. Awareness of international trade issues is a necessary component of effective advocacy in shaping national policy, programmes and law as they relate to library service.

Specific Concerns

Not- for- profit libraries

The GATS Agreement has the potential to open up all aspects of a national economy to foreign competition including public sector services such as libraries. Corporations can be set up in any Member State and compete against public services. In such instances, the foreign corporation can challenge government support for public sector service and could claim national treatment; i.e. the same level of subsidy received from the government by the public sector agency. Sub-Central governments (state/provincial, regional and municipal governments and their management boards) are included

in any agreements, which cover the Member State.

The GATS Agreement does not apply to "*services supplied in the exercise of government authority*". Critics have argued that the WTO will interpret this clause very narrowly. The GATS agreement itself states "*a service supplied in the exercise of government authority means any service, which is supplied neither on a commercial basis, nor in competition with one or more service providers*". With the advent of for profit on-line content providers targeting individual users of education services and public libraries, the potential for GATS challenges to traditional library service is increasing. While the concept of allowing "*competition*" appears benign, the eventual outcome of such challenges will be the undermining of the tax-supported status of public sector libraries at the national, regional and local levels. Without tax support, the library's role as a democratic institution, making available the widest range of material reflecting the diversity of society, will be compromised.

In their submissions to the GATS negotiations, individual countries make commitments on service sectors which would then be subject to GATS requirements. At the commencement of the second round of GATS negotiations in 2001, thirteen members had made a commitment to open negotiations on "*libraries, archives, museums and other cultural services*."⁽¹⁾ Given that specific library services will fall under other GATS categories such as communications ("*on-line information and data retrieval; electronic data interchange*"), even if

they have not listed library service, it is probable that many more countries will be entering into GATS negotiations, which will directly affect libraries.

IFLA encourages its members to promote awareness of library values and concerns in the context of GATS to the trade negotiators in their country. The potentially far-reaching implications of trade liberalization in services for not-for-profit libraries should be openly debated. Negotiators should be strongly encouraged to ensure that government support for traditional library service is not exposed to a GATS challenge.

American Library Association and social responsibility

"Diversity" is a relatively new term in British information field. The American Library Association has been addressing issues of diversity for a very long time. The following section looks at some aspects of how the ALA addresses Social Responsibility.

Why Diversity?

Diversity is one of five key action areas adopted by the American Library Association to fulfil its mission of providing the highest quality library and information services for all people. The association actively promotes equal access to information for all people through libraries and encourages development of library services for diverse populations.

The strength of our nation is the diversity of its people. How we deal

with this diversity continues to be a challenge.

As we begin a new century, the ethnic balance of our population is shifting dramatically. Demographers predict that by the year 2050, African-Americans, Asian Pacific Islanders, Latino/Hispanics, and Native Americans will constitute the majority of Americans.

But diversity applies to more than race and ethnicity. It applies to physical disabilities, sexual orientation, age, language and social class.

Democracy is rooted in respect for all people. Respect is based on understanding. Librarians believe that education is key to building communities and a nation based on understanding and respect.

From: ALAAction No. 4 in a series.
<http://www.ala.org/work/diversitybrochure.html>

Accessed: 06 March 02

America's Libraries and the Homeless

Promoting equal access to information for all people, including homeless and low-income people, is the number-one priority of the American Library Association (ALA). Many librarians play a leadership role in addressing the problem of homelessness in their communities by working in cooperation with other agencies and by providing direct services such as special reading collections in shelters for the homeless, literacy programs and information and referral services.

Examples of how libraries serve the homeless:

- A "Street Card" listing services such as food, health, shelters, winter services, legal aide, welfare and employment was created by the Baltimore (Md.) County Public Library in cooperation with the Baltimore County Coalition for the Homeless.
- The Multnomah County Public Library in Portland, Ore., and Milwaukee (Wis.) Public Library received federal grants to create reading rooms in centers for the homeless.
- A public library in Haverhill, Mass., includes a "community room" specifically designed for an estimated 150 of the town's homeless. Newspapers, magazines and paperbacks are provided, along with information on community social services.
- The San Francisco Public Library provides library cards to the homeless as well as those with permanent addresses. The library provides extensive programming for children, including storyhours and films, at city shelters for the homeless. The Free Library of Philadelphia operates a similar program.
- The Special Services and Manhattan branch offices of The New York Public Library operate projects for the homeless in welfare hotels, motels and day-care shelters. Services include special reading collections, educational and cultural programs, parenting workshops and volunteer readers who read stories to children.
- The Cumberland County Public Library in Fayetteville, N.C., operates an information and

referral service, ACCESS, recognized as the central information and referral agency for the county. Many other libraries, including the San Diego Public Libraries and Memphis/Shelby County (Tenn.) Public Library and Information Center, operate referral services that aid the homeless.

- Many libraries, including the San Francisco and Milwaukee Public Libraries, sponsor or participate in literacy programs that benefit the homeless.

Check out:

<http://www.ala.org/pio/factsheets/homeless.html>

Accessed: 28 February 2002

Social Responsibilities and the American Library Association

Do libraries and librarians have social responsibilities? They SRRTainly do!

Social Responsibilities Round Table of the American Library Association (SRRT)

SRRT is a unit within the American Library Association. It works to make ALA more democratic and to establish progressive priorities not only for the Association, but also for the entire profession. Concern for human and economic rights was an important element in the founding of SRRT and remains an urgent concern today. SRRT believes that libraries and librarians must recognize and help solve social problems and inequities in order to carry out their mandate to work for the common good and bolster democracy.

Current SRRT Task Forces
Alternatives in Publication:

Advocates local selection and cataloging of materials from small and alternative presses and independent producers by sponsoring programs and Internet discussions; linking grassroots groups; and producing reviews, articles, exhibits, on-line resources, the biennial Alternative Publishers of Books in North America, etc. Gives annual Jackie Eubanks Memorial Award of \$500 to an individual for outstanding achievement in promoting acquisition and use of alternative materials in libraries.

Coretta Scott King: Presents annual awards to Black authors and illustrators of children's books who have promoted "better understanding and appreciation of the culture and contribution of all peoples to the realization of the American dream."

Environment: Promotes awareness of environmental issues within ALA; addresses information exchange on the world environment; and provides services, programs and publications that assist librarians with environmental issues in the workplace and in local communities.

Feminist: Brings active feminism to ALA. Focuses on women's issues and experiences and on the exchange of information and resources on women's issues. Serves as a vehicle for feminist activism within the profession through coalition building, programs and activities such as mentoring and promotion of women's presses. Publishes quarterly newsletter, Women in Libraries.

Hunger, Homelessness & Poverty

Fosters--through programs, lobbying, and publications--a greater awareness of the dimensions, causes, and ways to end hunger, homelessness, and poverty, as well as a better recognition of the library/poverty nexus. Also monitors and encourages implementation of ALA's Policy on Library Services to Poor People.

International Responsibilities : Provides a forum for discussion of and work on the international dimension of SRRT issues, especially matters concerning human rights and freedom of expression. Particular emphasis is given to current situations in which U.S. policy is likely to have a major impact.

ACTION COUNCIL

The Action Council governs SRRT. Composed of task force and state affiliate representatives and ten persons elected by SRRT membership, Action Council holds open meetings at annual and midwinter ALA conferences. SRRT's Action Council passes resolutions that can affect the direction the profession takes on issues of social justice and plans programs for ALA conferences that can raise awareness, change minds, and improve the quality of information on social issues in libraries everywhere. SRRT members are encouraged to run for Action Council positions.

SRRT Newsletters 136 (September 2001) and 137 (December 2001) are on the web. <http://libr.org/SRRT/>
Accessed: 28 February 2002.

Part 3 Read, reflect and act

Diversity, wrath and QLP

Title: **Why diversity in American libraries**

Author(s): **E.J. Josey; Ismail Abdullahi**

Journal: Library Management

Year: 2002 Volume: 23 Number: 1,2

Page: 10 – 16

Abstract: Provides an historical perspective for the fight for diversity in US libraries, defining diversity, describing the changing demographics and discussing problems of implementing diversity. The lack of diversity in middle management posts in the US Government is noted. Work within the American Library Association, including recruiting initiatives and the Spectrum Initiative, a Diversity Fair, the establishment of a Presidential Committee on Library Service to Minorities are described. Concludes with examples of services provided by public libraries and considers prospects for the future.

Keywords: *Equal Opportunities; Public Libraries; USA; Library Users; Employees; Minorities*

Title: **Reasons to be wrathful**

Author(s): **John Pateman**

Journal: Library Management

Year: 2002 Volume: 23 Number: 1,2

Page: 17 -- 22

Abstract: Sets down a powerful and passionate argument about social exclusion and ways to combat class, race and discrimination in a paper prepared for a conference presentation to the Library Association Public Libraries Group. Suggests that if librarians have not

experienced exclusion or worked with excluded people then the next best action is to read. Gives examples of relevant titles.

Keywords: *Equal Opportunities; Public Libraries; Social Responsibility; Library Users*

Title: **Combating racial discrimination in British public libraries: the role of the Quality Leaders Project**

Author(s): **Shiraz Durrani**

Journal: Library Management

Year: 2002 Volume: 23 Number: 1,2

Page: 23 – 52

Abstract: Addresses a number of issues concerning racial discrimination in UK public libraries. It examines Black librarianship in the UK in 2001; records the development of the Quality Leaders Project which focuses on policy development, management and leadership issues in the context of Black workers and community needs; and discusses the potential contribution of this approach.

Keywords: *Racial Discrimination; Public Libraries; Leadership; Action Research*

Library Management, ISSN: 0143-5124. Editor: Patricia Layzell Ward. Vol. 23 Nos. 1&2 2002 with the above articles (and many other interesting ones) available on free trial from www.emerald-insight.com

Africa's 100 best books of the 20th century

Acknowledgement: ZIBF London Office international@zibf.org
Zimbabwe International Book Fair
London Office, P O Box 21303
London WC2E 8PH Telephone &

Fax: +44 (0)20 7836 8501
www.zibf.org

Announcement By The Chairman Of
The Jury Africa's 100 Best Books Of
The 20th Century Professor Njabulo
Ndebele. Tuesday 18 February
2002, Golden Tulip Hotel, Accra

The Jury to select Africa's 100 best books of the twentieth century met in Accra, Ghana and have completed their task. They considered over five hundred nominations from the original one thousand five hundred and twenty one nominations proposed from many sources all round the world. Prior to the meeting in Accra, members of the Jury had already reduced this list, via electronic discussion, to a more manageable number. An initial meeting to set the guidelines for the process of selection was held in Harare Zimbabwe in August 2001.

The idea of a list of Africa's 100 best books of the twentieth century came from the celebrated author Ali Mazrui at the Zimbabwe International Book Fair in 1998. His vision was to find a way to direct the spotlight of the world on the achievements of African writers who have had their works published in the twentieth century. The Jury comes from thirteen countries representing all the regions of Africa as well as other continents. Each member has expertise in African writing and publishing generally and specifically in the areas of the different categories demanded of this project.

The books considered were in three categories: children's writing, non-fiction/scholarship and creative writing, which further divides into

short stories, novels, poetry and drama. Books were considered in Afrikaans, Arabic, English, French, Gikuyu, Portuguese, Sesotho, Shona, Swahili, IsiXhosa, Yoruba and IsiZulu. All the nominated books were subjected to rigorous criteria and had to meet some, if not all, of these. Criteria included assessment of quality, ability of a book to provide new information or new insight, continuing contribution to debate, extent to which a book breaks boundaries, and impact through such matters as popularity, sales and public influence. The Jury was particularly concerned to ensure in the final list a balance of regional representation, gender, historical spread and genres of writing. For all the 15 members of the jury, their arguments, their exchange of information and their final decisions have been exhilarating as well as a learning process. Decisions of the jury were largely arrived at through unanimity after rigorous debate.

The process that produced this list has not been an easy one and the difficult options that the jury had to face cannot be demonstrated in a short press statement as this. It was a slow considered and demanding process that finally led to the jury's choice of the best 100 titles of African writing in the twentieth century. From this list, the jury also decided on the best twelve African books of the twentieth century. We believe it is time to celebrate a century of superb achievement in African creative writing, scholarship and children's literature. We believe that this list will provoke debate and lead to republication, translations and curriculum inclusion. We can look forward to the next 100 years of

an Africa brimming with creative energy across the entire continent.

Voice of Eastern Action Club for Africa

Voice of EAC is the Newsletter of the Eastern Action Club for Africa. Issue no. 2 (2001) includes: Conference against racism (Durban, August 2001); Joseph Murumbi – the Asian African; Scenes from Palestine; Aids and Human Rights in Kenya. Details from EACA, P.O. Box 63429, Nairobi, Kenya. E-mail: eaca@swiftkenya.com

Poda Poda, the AFRAS Magazine

This is the magazine of the University of Sussex School of African and Asian Studies. "Poda Poda is the name of a traditional form of transport in Sierra Leone". Issue no. 15 (Spring 2002) includes:

- Taimur Rahman: The great game for Central Asian Oil: the imperialist ring from Yugoslavia to Afghanistan;
- Phyllida Cox: A people under siege; the oppression of Palestine
- Jo Newth: Burma's Bloody history
- Dan Glazebrook: Festival against imperialism: Algeria 2001
- Ellie Nichole: Residual horror: landmines in Afghanistan
- Julian Saurin: Obituary: The School of African & Asian Studies, University of Sussex, 1964-2003
- Marie Meslin: Injustice: A reaction [Review of the film,

Injustice which exposes the fact that "since 1969 around 1000 people have died in police custody. No police officer has ever been convicted of involvement in any of the deaths".

Write for copies to the Editors of *Poda Poda* at

poda_poda@hotmail.com

The three faces of British racism

The Institute of Race Relations has published a wide-ranging report exposing racism in government policy, institutions and popular culture. The report, entitled 'The three faces of British racism', shows how racism has worsened under a government which claims to be leading the fight against it. The report focuses on asylum policy and reform of the criminal justice system as the main areas in which the promise held out by the Macpherson Report has been squandered.

Rather than tackle institutional racism, government asylum policy has fuelled a new variant of racism directed at the world's displaced and dispossessed, while

Labour's new crime plan will tend to reinforce existing patterns of racial discrimination. The report also highlights the ways in which black over-representation in the criminal justice system will be exacerbated by current 'reforms' of the right to trial by jury and stop and search powers, and examines ongoing problems in the legal provisions to tackle racial violence.

The report argues that the current asylum legislation, which has deterrence instead of human rights as its guiding principle, should be scrapped, and that government ministers should be required to make 'racial impact statements' in which criminal justice reforms are tested against their anticipated effect on black communities.

Report contributors: Professor Lee Bridges (Director of the Legal Research Institute and Chair of the School of Law, University of Warwick), Gareth Peirce (leading civil rights lawyer), Frances Webber (leading immigration barrister and writer on immigration law), Dr. A. Sivanandan (Director, Institute of Race Relations), Harmit Athwal, Jenny Bourne, Liz Fekete, Arun Kundnani (researchers, Institute of Race Relations)

The three faces of British racism is available from the Institute of Race Relations, 2-6 Leeke Street, London WC1X 9HS, UK. Telephone: +44 (0)20 7837 0041. Price 6 pounds.
<http://www.irr.org.uk>

Gary Younge: *Britain is white again*

The Guardian Monday February 18, 2002

On the third anniversary of the Macpherson's report into the death of black teenager Stephen Lawrence, the government's understanding of race and racism is regressing towards the pitiful level it was before Stephen's birth in the 1970s.

Like the Yarl's Wood detention centre, current race policy is a response to the most base and discriminatory instincts of populists rather than the potential for equality of opportunity and humanism enacted by progressives. And like Yarl's Wood it is destined to fall in a smouldering heap - a pyre created by the desperate as an epitaph for those who have little or nothing to lose.

Three years ago Britain started to engage in a national conversation about how it could tackle the racism afflicting its institutions and infecting its private, public and popular culture. Today the pendulum of racial discourse is swinging back to an altogether more complacent and less challenging era.

We are returning to the crude and flawed mythology of a mono-racial, culturally uniform British identity in which non-white people's presence is tolerated - and even then only conditionally.

The journey has not been straightforward and its destination is by no means inevitable. The past year in particular has seen changes, both stark and subtle, of emphasis in the race debate. In tone, tenor and content, the focus has shifted from race to religion, colour to creed and ethnicity to economics.

But for all the complications and nuances a general trend is none the less clear. Three years ago racism was regarded as the problem. Now, once again, the very existence of Britain's ethnic minorities is becoming the problem. The right of Muslims to live in this country has been openly questioned and is regularly qualified.

Towards Equality and Diversity

Department of Trade and Industry,
Diversity and Equality Branch

There are laws to make sure people are treated well at work and by people who give them training. It is important that people are treated well by their boss and by the people that train them.

Some people are not always treated well because:

- of their race;
- they are disabled.
- of how old they are;
- of their religion;
- they are gay or lesbian.

The government wants to make sure that all these people are treated well. The government wants to make sure that everyone is treated fairly. We would like to know what you think about these ideas.

The government wants to help
The government wants to make sure that no-one is treated unfairly at work or during training because of their race, or disability, or age, or religion, or because they are gay or lesbian.

There is already a law to stop people being treated unfairly because of their race. We are going to make this law better by 2003.

There is already a law to make sure disabled people are treated fairly by their bosses or by the people who train them.

A short guide to the proposals

We are going to make this law better by 2004.

We do not have a law to stop people being treated unfairly because of their age by bosses or by the people who train them.

We are going to make a new law to do this by 2006.

We do not have a law to stop people being treated unfairly because of their religion by bosses or by people who train them.

We are going to make a new law to do this by 2003.

We do not have a law stopping gay and lesbian people from being treated unfairly by bosses or by people who train them.

We are going to make a new law to do this by 2003.

We are going to make sure that any of these people who think they have been treated unfairly can get advice and support.

We are going to make sure that any of these people can go to court to complain if they think they have been treated unfairly at work.

quality important?

Discrimination usually amounts to exclusion in some form. We believe, quite simply, that it is wrong for people to be singled out for different treatment, merely because of personal characteristics.

We want to ensure that everyone is encouraged to realise their potential.

Discrimination is bad for individuals. But it has a negative impact on productivity and profits,

too. It denies employers access to valuable knowledge, experience and skills. It causes stress-related illnesses, poor quality work and long-term absences. And formal complaints tie up the time of staff, their managers and trade union representatives. No-one benefits from this cycle of events – particularly if it ends in employees leaving to find a new job or career.

Practical action on equality and diversity can help to avoid these costs. It also brings wider benefits for business. Good recruitment practices often lead to a more diverse workforce. Diversity, in turn, can help access new markets. It can also help improve a company's image as an employer.

We believe that equality and diversity is good for individuals and good for business alike.

The Race & Employment Directives

The Employment and Race Directives were agreed at the end of last year. We took an active part in their negotiation and welcome them. The Directives require EU member states to introduce legislation to outlaw unfair discrimination on the grounds of race, sexual orientation, religion or belief, disability and age in the fields of employment and training. The Race Directive also applies to areas such as education and goods and services.

World inequality

BBC News Online
Wednesday, 18 July, 2001, 13:57
GMT 14:57 UK

Against the backdrop of anti-globalisation protests at the G8 summit in Genoa, BBC News Online examines the facts about the world economy and the gap between rich and poor.

- Global poverty is concentrated in South Asia, where half of the world's poor live. Another quarter live in sub-Saharan Africa, while one quarter live in East Asia, mainly China.
- But as a proportion of the population, there are more people in poverty in Africa than anywhere else.
- Poverty has declined dramatically in East Asia, particularly in China, where an open economy has boosted living standards.
- But in the past decade poverty has been rising in Africa, in South Asia, and most dramatically in Eastern Europe, where the transition from communism has caused poverty rates to sky-rocket.
- There is a huge gap between rich and poor countries across a range of health measures.
- Looking at infant mortality, the number of children who die around the time of childbirth is twenty times higher in sub-Saharan Africa and South Asia than in the rich industrial countries.
- Investment in education is seen as the key to improving human capital and building the capacity for future economic development.
- But in many poor countries, only half of the children of secondary school age are enrolled in education, and many have functional illiteracy rates of nearly one-third.

- The internet has the power to spread information rapidly between continents and between rich and poor countries.
- But so far, there is a wide digital divide - with 163 internet host sites per 1000 people in the United States, compared to only 0.31 internet host sites in Africa.
- Computer ownership and internet use are also skewed towards the rich industrial countries - although Latin America and East Asia are catching up.

India's bank of ideas

BBC News Online. Sunday, 13 May, 2001, 13:09 GMT 14:09 UK
India is gaining a reputation for computer expertise

By Peter Day in Ahmedabad

Graduation Days are the same all over the world: proud parents snapping away, students self-conscious in gowns and hoods as they examine their diplomas while walking down from the platform - the first steps in the rest of their lives.

Convocation - as they call it at the Indian Institute of Management - takes place out of doors in an evening scented by the fragrance of the Neem tree, the ubiquitous and bountiful tree that lines the roads of so many Indian villages.

Birds wheel overhead; as the light dies so does the full heat of the relentless sun, and faculty and newly qualified students - the cream of Indian managers - listen to the address from one of the best known

non-resident Indian entrepreneurs, a computer network billionaire from the USA.

The Institute is housed on an impressive campus in Ahmedabad, the capital of the state of Gujarat, where thousands died in a devastating earthquake in January; everywhere you can see cracks in the walls opened up by the quake, and dislodged brickwork. But the Indian Institute of Management is not merely for potential Internet billionaires, and the students in their new blue gowns are not the reason for my journey.

I go to Ahmedabad to have lunch with a tableful of some of the most ingenious people I have ever met - inventors and gadgeteers from the fields and villages of rural India where 700 million of its one billion people still live. Over rice and dhal and vegetables eaten with the hand, they talk excitedly about their inventions and ideas.

Innovations

Thakershibhai is a farmer who had only a primary school education. A small man, his body tenses as he tells the story of how after one of the region's frequent droughts, his son spotted a rogue variety of groundnut flourishing while other breeds failed. Thakershibhai nursed the seed - and bred a new variety of tastier, hardier nut which he now sells to his fellow farmers, who have honoured him by naming it Thakershi.

From another village in Gujarat has come Amrutbhai Agrewat, a stocky serial inventor who has taken the traditional bullock cart and rebuilt it with a tilting device so that composting need no longer be done

by hand - arduous work traditionally reserved for women.

Another boon for village women is the simple device Mr Agrewat devised for the well. By adding a locking mechanism to the rope and pulley mechanism used for centuries, women can rest their load while hauling up the bucket, making the job much less strenuous than it has ever been before.

A bespectacled retired schoolteacher Khimjibhai Kanadia has come up with a stream of inventions in recent years. Simplest of all is the device for filling plastic bags with soil in which to plant seedlings. Mr Kanadia took a plastic drainpipe seven or eight inches long, and cut it off at an angle at the bottom. Placed in the plastic bag, the women on piecework can fill one sack in one scoop, increasing their productivity - and their pay - fourfold. This is pure joy, a simple invention of genius.

And there are hundreds, if not thousands more of them, all gathered together under the auspices of an organisation called the Society for Research and Initiatives for Sustainable Technologies and Innovation; "Sristi" for short, the Sanskrit for "creation".

Ideas database

Sristi is the brainchild of the man who brought together all these village inventors to meet me. Anil Gupta is a professor from the Institute of Management with an engaging manner and a bushy beard who 10 years ago was troubled by the fact that the people he wrote about in his published

papers could not read them because they were only in English.

To communicate the excellence of the ideas he was encountering in village India, he started something called the Honey Bee Network, based around a magazine describing these sort of innovations in eight different languages.

The organisation now has 10,000 ideas on a computer database - local lore and the inventions of dozens of village boffins available to inquirers, and to companies who want to licence the ideas and pay for them.

"Why should intellectual property merely benefit big corporations?" asks Professor Gupta, as he encourages businesses to pay the equivalent of hundreds of pounds to make things such as the tilting bullock cart. There is a new venture capital fund to back good ideas. The Sristi organisation also has a laboratory to test thousands of village remedies culled from plants such as the fragrant neem tree. Three phials hold herbal extracts used by villagers to treat foot-and-mouth disease.

"We don't slaughter our animals, we treat them," observes the professor, referring to the mass culling of cattle in the UK. Unlike the rest of the Indian Institute of Management, the Honey Bee Network will create few billionaires. But its flood of ideas (and the money they generate) have the potential to help millions of people all over the globe who remain little touched by what we call the modern world.

Trade Union Equality Officers Newsletter

Issue No. 5 includes information on disability access, migrant workers have rights, disability in the workplace, report of 2001 TUC Disability Conference, equal pay pilot project, London Pride and Mardi Gras, lesbian/gay pride events, age discrimination consultation, ensuring equality: do we need protocol 12, refugee safe haven campaign
<http://www.tuc.org.uk/equality/tuc-4500-f0.cfm>

Visit the addresses above to view the documents in full, in print format or in text-only format.

"Agenda" explores equality

Saturday 23rd February

AGENDA explores equality. What is meant by the ideal of equality in human society? Is it desirable, or attainable? And is equality hostile to freedom?

<http://www.bbc.co.uk/worldservice/programmes/agenda.shtml>

Globalisation & knowledge economy

Global Business

http://www.bbc.co.uk/worldservice/business/review_globbus.shtml

Sunday 24th February

This week's Global Business presents some global thoughts from three influential business people.

Peter Day will be discussing some of the new issues of the working world, in particular, globalisation and the new knowledge economy, with

three interesting people - one British, one Japanese and one American.

Sir Martin Sorrell is chief executive of the marketing giant WPP, Japanese economist, Noriko Hama - research director of the centre for policy and economy at the Mitsubishi Research Institute in Tokyo and Thomas Stewart - author of a recent book, *The Wealth of Knowledge*, which tells companies how to nurture and manage their intellectual capital.

TUC rights leaflets

A series of TUC rights leaflets are available on TUC website and from the know your rights line 0870 600 4 882. Lines are open every day from 8am-10pm. Calls are charged at the national rate. Visit www.tuc.org.uk/pressextranet

Winning lesbian and gay equality

New laws on equality must not stop at the workplace door says TUC

In a new report 'Winning lesbian and gay equality' published on 13 February 2001, the TUC calls on the Government to extend its plans for greater equality for lesbians and gay men to beyond the workplace door.

The Government has to incorporate the European Framework Directive for equal treatment in employment and occupation into UK law by 2003 and is currently consulting on the form that legislation will take. While this will outlaw discrimination on the grounds of sexual orientation in terms of employment, it won't cover other areas of discrimination

suffered by lesbians and gay men - such as in the laws covering pensions, inheritance and next of kin rights.

The TUC's report shows that many employers are already challenging discrimination in their workplaces in advance of new legislation, but highlights the areas where new legislation is still essential to achieve full equality.

TUC General Secretary John Monks said:

'Many lesbians, gay men and bisexuals continue to face daily prejudice and discrimination, both at work and in society more broadly. This new law gives the government the opportunity to provide the lesbian and gay community with comprehensive legal protection against discrimination on grounds of their sexuality. To limit the protection to employment, while allowing discrimination to continue to be legal in the provision of goods and services, would only send a confused signal.

'As our report shows, unions and good employers have already begun to challenge the worst forms of discrimination at work. Good employers now understand that equal treatment and the recognition of the diversity of our community are not threats to business. In fact organisations that fail to recruit, retain and promote the most talented people, regardless of the communities from which they come, are increasingly putting themselves at a serious disadvantage. But the policies pursued by the companies highlighted in this report are still the minority, and can only deal with some of the discrimination suffered. We want the government to act so

that best practice becomes common practice and discrimination is outlawed everywhere.'

Notes:

By December 2003, the government has to introduce into British law sections of the European Framework Directive for equal treatment in employment and occupation. The Directive covers discrimination on grounds including sexual orientation, religion and belief and age. The TUC, along with a coalition of lesbian and gay community organisations, believes that this is the appropriate opportunity to provide comprehensive legal protection against discrimination on grounds of sexual orientation for the first time, and to provide the same range of protection as is already offered to people under the Sex Discrimination Act and the Race Relations Act. The full TUC report 'Winning lesbian and gay equality' is available at: <http://www.tuc.org.uk/equality>

HAIRNET- where age is a positive advantage

Here is one of our occasional regular communications, to update you on things to do with computer training and older people.

Silver Surfers Day, May 17, 2002

Our latest grandbaby-conceived with Age Concern and NIACE (National Organisation for Adult Learning)-is a 'day' for UK over-50s who've donned wetsuits and taken to the surf. It's part of NIACE's Adult Learners' Week-a now famous week in which to celebrate all that learning brings.

Silver Surfer of the Year Award,

closing date March 22

As part of Silver Surfers Day, we're going to give awards for those with the fanciest bodyboards, most sequinned wetsuits-well, actually, we mean over-50s who've really taken to the Internet and email and use them to enhance their own, their family, their community or their business life.

All is revealed on:
www.silversurfersday.org where you'll find downloadable application forms and flyers. Get your European Computer Driving Licence-at home!

In addition to new trainers, we've now trained 34 existing trainers to teach ECDL. Trainers from Brixham to Aberdeen are now empowered to bring this highly useful, international qualification to your home or your work desk. You can choose to study as much as you like alone using our 'ECDL in a Box,' or have as much tutor help as you like, when you decide you need it. Very handy. Find out more via Emma or Caroline on: 0870 241 5091 or email emma@hairnet.org.

From: Caroline, Emma, Gill, Peter, Shirley HairnetUK, 3 Dean Trench St, London SW1P 3HB T: 0870 241 5091. e-mail: gill@hairnet.org.

**Zimbabwe International
Book Fair 2002**

The Zimbabwe International Book Fair, represented by its executive director Moses Samkange and London agent David Brine, will be at the London Book Fair throughout

Sunday 17, Monday 18 and Tuesday 19 March 2002.

The ZIBF is delighted to announce a extraordinary second event in Cape Town for July 2002 to commemorate Africa's 100 Best Books of the Twentieth Century. Among the reasons for choosing this venue, is the expected attendance of the patron of the Africa's 100 Best Books of the 20th Century project, Archbishop Desmond Tutu, and of the project's jury led by Professor Njabulo Ndebele, Vice-Chancellor at the University of Cape Town.

Contacts: ZIBF:
international@zibf.org; David at international@zibf.org

**Write for Information for
Social Change (ISC)**

ISC is bringing out a special issue in August to coincide with the 68th IFLA General Conference and Council which takes place in Glasgow in August, 2002. The *ISC* issue will focus on the theme of the IFLA Conference: **Libraries for Life: Democracy, Diversity, Delivery**. If you would like to write on the theme of "Diversity" please send your articles for consideration to me by June 1, 2002. Three of the best articles will be published in *ISC* which has world-wide readership. So get writing. *ISC* is now on the web at <http://libr.org/ISC/TOC.html>. Check it out for details about what Information for Social Change is all about and for instructions for contributions and to read past issues.

Shiraz Durrani

John Vincent The Network

“The Network – tackling social exclusion in libraries, museums, archives and galleries”

“The Network – tackling social exclusion in libraries, museums, archives and galleries” is the new name for what was the Social Exclusion Action Planning Network. This reflects its growing relationship with archives and museums. We currently have 81 organisational members, including public libraries, the Health Development Agency, the Heritage Lottery Fund, the House of Lords Record Office, the British Museum, the Petrie Museum, Library Association, the National Council on Archives, and the London Library Development Agency, as well as individuals committed to tackling social exclusion.

At the moment, our key areas of work are as follows:

- Producing the monthly Newsletter with updates on social inclusion initiatives, both at local and national level
- Responding to major initiatives (such as *Towards equality and diversity*)
- Running open training courses, either as ours or in conjunction with other organisations
- Running in-house training courses
- Speaking at conferences and other events.

An exciting new development – which has only just been agreed – is that the Network is to take over the updating and maintenance of the

CSG Website⁴, creating access to information about a wide range of Government and national developments in tackling social exclusion. This work (as well as strengthening our cross-domain links) is going to be funded by a grant from Resource.

For further information about the Network – or to find out about joining – please contact John Vincent, john@nadder.freeserve.co.uk.

Diversity Council elections

Nominations for the elections to be held on March 14th, 2002 have been received from the following:

Chair:	Philip Pothén
Vice Chair:	Gulshan Iqbal Doreen Dankyi
Secretary:	Kalvinder Dale
Treasurer:	Shashi Doray Haiyan Kang

Other posts to be filled are:

- Editor
- Events Coordinator
- International Relations Officer
- Membership and Marketing Officer
- Learning Coordinator
- Equal Opportunities Officer

⁴ www.inclusionandlibraries.org.uk



**STOP PRESS (19-03-02) –
ELECTION RESULTS: Philip
Pothen**

The following is a report on the meetings held on the 14th and 15th March to mark the first anniversary of the Diversity Council.

March 14th was an internal meeting to elect officers of the Council and to agree a constitution and way forward.

The elected officers of the DC are:

Chair - Philip Pothen
Vice-Chair - Gulshan Iqbal
Treasurer - Haiyan Kang
Secretary - Kalvinder Dale

The DC agreed to proceed with setting up a Diversity Group of the LA/CILIP which will be open to all members of the LA to join. Rules were agreed and an application to the LA will proceed in the next week or so. The DC also agreed to maintain the DC as a federation of organisations with its current focus, and independent of the LA/CILIP, but possibly as an Organisation-in-Liaison (OIL) with the LA. This will give us a level of independence to carry forward important aspects of the agenda which an LA Group would not be able to do.

The March 15th event was a "Change the World" seminar with invited speakers, again held at Hounslow Library.

The seminar began with a keynote speech on "The Vision of Diversity" from Professor Ismail Abdullahi (Clark Atlanta University) who congratulated the Diversity Council on its first anniversary. "Happy

Birthday DC", he said, and went on to say that visioning is a journey from the known to the unknown. He emphasised the importance of teaching and persuasion as a means of overcoming oppression and discrimination and for creating agents of change. Don't ask easy questions, ask tough questions, he said, before saying that there had been 3 black presidents of the ALA. Only when the UK had similar role models would real change come about. We had, therefore, as an organisation, to confer status on those who were bringing about progress in this area.

Bob McKee (Chief Exec - LA) re-emphasised his personal commitment to diversity and promised that the new CILIP would carry on the work of the LA in this area. He stressed, though, that diversity was one priority among many others facing the new professional organisation.

Mark Mason (DCMS) talked about the commitment of the DCMS to diversity both within its domains but also within the Department and in terms of its practices, appointments, interview panels, etc. He gave a ringing endorsement to the formation of the DC and said he hoped to work closely with the DC in the near future.

A statement from Resource read by Rebecca Linley stressed the importance of the DC to encouraging diversity within the library profession, while Hendie McNellie (Commission for Racial Equality) also congratulated the DC on its formation.

The cause of diversity was justified, he said, by three factors: law, ethics and business practice.

Two presentations were dedicated to initiatives designed to promote diversity. The first was given by Shiraz Durrani (Merton Libraries) on the Quality Leaders Project, a project which aims to develop black library professionals into leaders of the future through mentoring and management training, and to enhance public library services through outreach and consultation activities conducted by the quality leaders. Resource has given money to proceed to the next stage of the project. Other bodies have indicated that more money might be available to extend the project.

Mary Heaney (University of Wolverhampton) spoke of a number of initiatives that had been undertaken at the University of Wolverhampton, where 27% of the students are from ethnic minorities. These initiatives include the Black and Ethnic Minority Experience Project (BEME), the Ethnic Minority Staff Forum and the Desired Staffing Profile. This last initiative seeks to improve the proportion of ethnic minority and female staff and to have a staff profile which more accurately reflects the student communities being served.

Geoff Mills (Birmingham), John Pateman (Merton) and Simon Black (Thurrock) all spoke about the benefits of embracing diversity within library services, the importance of mainstreaming diversity, and each gave good examples of good practice within their services.

Discussion during the day covered a number of themes: the importance of cross-sectoral collaboration, the

importance of alliances and collaborations across key organizations, and the importance of building on the optimism and cohesion gained by the formation of the Diversity Council.

A number of suggestions were made for action by the DC. These included the DC being involved in the Annual Library Plan steering group, on the editorial board of the *LA Record*, using the newsletter as a voice for the many initiatives that are taking place, but often in isolation, and to lobby the Society of Chief Librarians.

These and all other suggestions will be taken on board in the coming weeks, and an action plan will be put forward as a means to apply for funding from relevant bodies.

Evaluation and informal discussion indicated that this first anniversary event was not only an important milestone but also an enjoyable and thought-provoking day.

Philip Pothen
Chair - Diversity Council
March 19, 2002.



Liz Smallwood:
Communities developing
communities. *Diversity*.
No. 3 (2002) pp. 20-29.

