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Multicultural Resources and Services Toolkit

Multicultural Resources and Services
Library and Archives Canada

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1. INTRODUCTION

Welcome to the toolkit for libraries developing multicultural/multilingual collections and services. The toolkit contains many resources for libraries to assist in collection development, Web design, language issues and much more.

The toolkit includes:

- a template/brochure outlining how libraries can develop multicultural/multilingual collections (process, checklist);
- a document identifying and annotating critical Web resources for the development of multilingual/multicultural resources; and
- a comprehensive list of multilingual publishers, jobbers and distributors in Canada, including a full description and contact information.

A significant percentage of Canadians speak a language other than French, English or an Aboriginal language. Every day, libraries across Canada serve people who need information and library materials in other languages. Many libraries provide these materials; however, budget limitations and the difficulties involved in acquiring materials in other languages prevent most libraries from developing significant collections. Nonetheless, since most libraries now have Internet access and provide Web-based resources for their patrons, they are able to provide access to significant online collections that are of interest to people who speak other languages. Library and Archives Canada's approach to multicultural library collection development recognizes that the Internet and the Web have brought about a paradigm shift in the methods of delivering multicultural library collections and in the amount of information that can be made accessible to library patrons in any library in Canada.

The current level of multicultural e-content on the Web has exponentially increased the potential for libraries to provide multicultural library services and access to information and e-content in other languages. One of the main roles for libraries in providing this type of service is to evaluate and provide links to an appropriate selection of e-content. This toolkit, therefore, contains a significant number of annotated links to:

- guidelines for developing multicultural library services and collections;
- manuals on the use of the technology required to develop multicultural library services and collections;
- a selection of multicultural e-content on the Web;
- descriptions and links to a selection of libraries that have developed multicultural Web content; and
- lists of jobbers and vendors of other language materials.

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2. DEVELOPING MULTICULTURAL COLLECTIONS

Ongoing changes in the linguistic and cultural mix of the Canadian population and recent developments in information technology require – and at the same time enable – new approaches for developing multicultural library collections. Statistics Canada reports that based on data from the 2001 census “Canada is becoming more and more a multilingual society in the wake of growing numbers of immigrants whose mother tongue is neither English nor French.” Canadians reported more than 100 languages during the census. In 2001, almost 5 335 000 individuals (18 percent of the population or about one out of every six people) reported having a mother tongue other than English or French. This group is also growing at a faster rate than are the English or French segments.

Canada can be defined by four major population sectors when considering language and heritage: the Aboriginal peoples, the French, the English and other language groups. It is incumbent upon libraries that serve significant populations of any of these sectors to provide access to collections that can meet the needs of these different groups.

Users of multilingual library services in Canada come from multicultural populations and from the community at large. The multicultural community is not in any sense homogeneous and includes the following:

- new immigrants and new citizens;
- established immigrant populations;
- migrant workers;
- individuals who take an interest in the global society: transnational or cosmopolite individuals;
- second or third generation immigrants; and
- any person with an interest in materials that present different cultural perspectives or in materials in languages other than English, French or Aboriginal.

This section presents links and descriptions of currently accepted guidelines for the development of multicultural library collections and a template on how libraries can approach the development of multicultural collections.

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2.1 Guidelines for Developing Multicultural Library Collections

There are four significant online guidelines for the development of multicultural library services:

- *Multicultural Communities: Guidelines for Library Service*. 2nd edition, revised. The Section on Library Services to Multicultural Populations, International Federation of Library Associations and Institutions (IFLA), 1996. Access: <http://www.ifla.org/VII/s32/slsmp.htm>

Guidelines for Multilingual Materials Collection and Development and Library Services. The Multilingual Materials Subcommittee (ad hoc), Adult Library Materials Committee, Reference and Adult Services Division, American Library Association, June 1990. Access: http://www.ala.org/ala/rusa/rusaourassoc/rusasections/rss/rsssection/rsscomm/spanishspeaking/rev_guidelines.doc

- *A World of Information: Creating Multicultural Collections and Programs in Canadian Public Libraries.* The National Library of Canada, 1994. Access: <http://www.nlc-bnc.ca/publications/6/index-e.html>
- *Responding to Our Diversity: Multicultural Service Guidelines for Victoria Public Libraries.* The Library Board of Victoria (Australia), July 2001. Access: <http://www.openroad.net.au/mcl/archive/guidelines2001.pdf>

Multicultural Communities: Guidelines for Library Service, 2nd edition, revised, 1996 (IFLA).

The IFLA guidelines were produced to “promote standards of fairness and equity in library service to ethnic, linguistic and cultural minorities.” They are not intended as standalone guidelines but should be used with whatever other standards or strategic plans for library development are in effect in any given jurisdiction.

The revised IFLA guidelines represent an early Internet and Web perspective and are an excellent introduction to multicultural library services for any library contemplating the development of such services. This early online perspective is reflected in the guidelines. For example, the IFLA guidelines recommend that

- “In global, networked library systems all cultures and languages must have access to and be able to participate in the global network.”
- “The development of online data bases for materials and the promulgation and implementation of international standards for the exchange of data in non-Roman scripts” should be coordinated by a central authority.

Section 2 of the IFLA guidelines, Library Materials, provides basic principles and general directions for the development of multicultural library collections. Section 2 is reproduced in Appendix A of this toolkit.

The IFLA standards also recognize that “effective service for ethnic, linguistic and cultural minorities will normally require that, where it is possible, some services are provided centrally.” When considering the development of multicultural library Web resources, this guideline can be updated to suggest that effective multicultural Web service for linguistic and cultural minorities will normally require that Web services be coordinated centrally, although much of the content will be distributed.

Guidelines for Multilingual Materials Collection and Development and Library Services (ALA)

ALA compiled these guidelines to “promote the development and maintenance of multilingual library services and collections.”

The ALA guidelines suggest, as do the IFLA guidelines that “in the case of small or widely scattered groups, a central or cooperative library effort is the best means to provide materials and services in order to maximize efficiency and reduce costs and still provide adequate materials and services.”

Since the ALA guidelines were published in 1990, they do not reflect the impact of the Internet and the Web on multicultural library services. Nevertheless Section 2, Collection and Selection of Materials, provides a useful set of principles and directions for developing multicultural library services. Section 2 of the ALA guidelines is reproduced in Appendix B.

Concerning bibliographic access, the ALA guidelines point out that “libraries should catalog all materials in the original language and script. They should provide subject access both in English and in the original language.” This is a very important recommendation, and library catalogues that are accessible on the Web should include multicultural holdings, which will dramatically increase the utility of these materials.

A World of Information: Creating Multicultural Collections and Programs in Canadian Public Libraries, 1994 (National Library of Canada)

The National Library of Canada produced this handbook “primarily for librarians in towns and small cities to help establish continuing contacts with the ethnocultural minority communities that may use the library's multilingual collection.” The handbook provides a brief introduction to multiculturalism in Canada and provides some useful advice on how to initiate contact with minority communities.

Chapter two outlines an approach to developing a profile of a multicultural community from available statistical and demographic information. The chapter provides some basic data on ethnocultural communities, based on the 1991 Census of Canada. Although the numbers used are now dated, since the 2001 census figures have been released, the approach is still useful.

The handbook does not provide any detailed information on developing multicultural collections.

Responding to Our Diversity: Multicultural Service Guidelines for Victoria Public Libraries, July 2001 (Australia)

The multicultural service guidelines produced in Victoria are of considerable significance. An earlier set of guidelines, which was produced by Victoria in 1982, forms the basis for both the IFLA and ALA guidelines. With the release of the 2002 guidelines Victoria continues to provide leadership in multicultural library services to the rest of the world.

The Australian guidelines, which are the most recently published of the four reviewed here, represent the most current thinking on multicultural library services. These guidelines, to a great extent, also reflect the current state of planning for multicultural library services in Canada in that they are “intended to reflect the current climate in public library services ... and to incorporate changes in information technology, increased diversity and changing community expectations.”

The first part of the Victoria guidelines presents a good summary of the current state of multicultural library services and a framework within which multicultural library services can be developed. They emphasize the basic but important concept that “having a multicultural collection does not in itself constitute a multicultural service.”

These guidelines present an excellent review of definitions and terminology and emphasize the need for “great sensitivity, both real and political,” in developing multicultural library services.

The most important new development in the Victoria guidelines is the matrix or structured checklist that has been developed as an aid for helping and providing options for libraries in planning and delivering multicultural library services. The matrix is divided into four main stages:

- Stage One – Needs Identification
- Stage Two – Service Planning
- Stage Three – Service Plan Implementation
- Stage Four – Service Evaluation

The template provided in this toolkit (Section 2.2) for developing multicultural library collections is based in part on the Victoria guidelines.

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2.2 A Template for Developing Multicultural Library Collections

The following template is based on a review of the four sets of guidelines reviewed in Section 2.1.

A version of the template in chart form appears in Appendix G.

Step 1: Conduct an environmental scan to determine the profile of the local multicultural community and of people who might use a multicultural library service.

Every community in Canada has a different demographic mix; some communities have very large multicultural populations, while some are fairly homogeneous. Large urban areas tend to have a cosmopolitan population with several large cultural groups and many smaller communities. Smaller communities tend to have only one or two language groupings of significant size and a few very small groups representing other communities. As global situations change and as immigration patterns adjust and new waves of immigrants from different countries come to Canada, new linguistic and cultural communities will develop

and eventually integrate into Canada's multicultural and cosmopolitan fabric.

To properly serve the multicultural population in any community it is important to understand who they are, how many there are and what their library needs are. An environmental scan is essential to determine which multicultural population(s) reside within your library's service area and to begin the process of accurately defining the profile(s) of the group(s) to be served.

An elementary environmental scan can be initiated by examining the Statistics Canada reports on mother tongue and ethnicity for the community served by the library. This will enable the library to identify the community's major linguistic or cultural groups. This basic information can be augmented by gathering information locally, specifically by contacting multicultural councils and organizations that deal with immigration and immigrants, ESL classes and any similar organizations in the library's service area. Every library should consider establishing and maintaining a record of community-based multicultural organizations and agencies. Such a record is useful in the ongoing development of multicultural library services. A sample community agency inventory sheet is included in Appendix H.

Step 2: Conduct a needs assessment to determine the library and information needs of the multicultural community.

Fundamental to the delivery of multicultural library services is the need to have a clear understanding of the library and information needs and priorities of the diverse linguistic and cultural groups that make up the multicultural community within the library's service area.

The assessment of the library needs of large ethnic, linguistic or culturally diverse groups within the community can be conducted as part of a general library needs assessment. Alternatively, a separate assessment can be conducted through consultation with these groups. The tools used are the same as those for general library needs assessments, including:

- surveys (in-library surveys or mail surveys sent out to multicultural organizations located in the community);
- interviews;
- focus groups; and
- in-house observations, including an analysis of circulation and other usage data from the library's automated systems. This process can be simplified through the use of a Library Multicultural Collections Inventory Sheet (See Appendix I).

The needs assessment process should include the collection of data on:

- languages spoken at home;
- preferred languages for library materials;
- preferred types of multicultural library materials (books, periodicals, videos, audio, online); and
- language materials currently in use in the library.

No matter which methodologies are used, the key to an effective multicultural needs assessment is the involvement of the library with the community. The library can engage the multicultural community through direct consultation.

Engaging the multicultural community in the needs assessment process can also be the first step in seeking financial support from the multicultural community for collection development.

Step 3: Develop a plan with specific goals and objectives to guide the delivery of multicultural library services

Based on the results of the environmental scan and the needs assessment, and following the principles outlined in the guidelines, libraries can develop a plan for multicultural library services with specific goals and objectives. The plan should define the library's level of commitment to providing multicultural library services and can be used to guide the library staff in the development of multicultural library services and to inform the community about the library's plans for these services.

The multicultural library service plan should include a section on developing collections, which should incorporate the following:

- a clear statement of library collection development policy regarding the acquisition of library materials and the provision of access to online materials;
- specifics on the role and responsibility of staff for multicultural acquisitions, including physical and online materials;
- an outline of the procedures for material selection, purchasing, processing, cataloguing and lending;
- a training program for staff engaged in developing multicultural collections (See Step 4);
- information on budget allocations or on the formula for budget allocations for multicultural library materials;
- performance measures and deliverables against which the success of the collection development process can be measured; and
- a schedule for implementation of the plan.

Step 4: Provide training for library personnel responsible for the acquisition of multicultural library materials

The multicultural library service plan should include a training plan for library personnel who will be responsible for its implementation, including training for those responsible for the development of multicultural library collections. Acquiring multicultural materials, whether physical materials or the provision of access to online materials, requires specific knowledge and skills above and beyond those required to build standard library collections.

Training in the skills needed to acquire multicultural library materials should include building knowledge and awareness of all of the following:

- the publishing and distribution of “other language” materials in Canada. (Section 6 of

this toolkit provides an introduction to the wide and varied sources of multicultural resources in Canada.);

- the sources of multicultural e-content available on the Web. (Section 4 of this toolkit provides an introduction to the vast range of Web-based multicultural resources that are available.);
- the issues, problems and solutions related to evaluating, providing access to, and using and developing Web-based multicultural resources. (Section 3 of this toolkit provides an introduction to the technology issues and solutions.); and
- cross-cultural communications.

Step 5: Develop the multicultural collections

Once the multicultural collection development plan is in place, the next step is to acquire, catalogue and process the collections so that they are ready for use by the public. The library materials required to meet user needs will vary depending on the preferences of the different sectors within the multicultural community. Materials will often be available in a variety of formats, including books, periodicals, videos, audio recordings and ESL texts. They will be intended for a variety of age groups, from children to seniors, and can come in many languages, including roman and non-roman scripts.

Multicultural materials can be selected in most of the ways that general library materials are selected and in some ways that are unique to multicultural services, including:

- selecting and purchasing from vendor and bookstore catalogues;
- acquiring materials through visits to bookstores;
- arranging for purchasing plans through vendors;
- searching through reviews for recommended purchases;
- attending book fairs (see section below on book fairs); and
- seeking advice from the community through its organizations. This approach can also lead to donations of materials and of funds from these organizations. Recently, both the Windsor Public Library (Ontario) and the Richmond Public Library (British Columbia) have had success with this approach.

Book Fairs

Selecting materials by attending international book fairs is not an established practice among Canadian librarians responsible for the acquisition of multicultural materials. However it is a system much favoured by multicultural librarians in Australia and in Europe. For example, Benedikte Kragh-Schwarz¹, Director of the Danish Central Library for Immigrant Literature, states that the Cairo Book Fair is the best place for overall access to books from Arabic countries. She attends the book fair on behalf of Danish libraries and buys the books that they have requested. A trip to the fair is an ideal way to acquire books, and to upgrade general knowledge of both Arabic literature and the Arabic book market. Onsite selection provides high quality choices and fast and easy delivery and administration.

¹ Benedikte Kragh-Schwarz, "Book Fairs – A Marketplace for Librarians," *Newsletter: Library Services to Multicultural Populations*, no.1, (fall 2002):1.3.

Robert Pestell² of the State Library of Queensland, Australia, also identifies international book fairs as a good source of multicultural library materials. Pestell points out that book fairs are great places for librarians to visit because they can:

- afford an opportunity to see the current and planned publications of various countries;
- provide a place to meet with publishers and booksellers;
- enable the collecting of publishers' catalogues, posters and other publicity materials; and
- provide a means to buy books at discounts of up to 50 percent, thus justifying the expense of attendance.

However, to succeed at purchasing books effectively at an international book fair is not easy. Pestell offers some excellent advice in his article in the fall 2002 issue of the *IFLA Library Services to Multicultural Populations Newsletter*.

Since few bookstores or book jobbers in Canada stock books in all the languages required to support multicultural library services, one of the best sources for acquiring these books are international book fairs. The fairs also provide an opportunity to deal with suppliers abroad who have contact with a broad number of publishers.

Some of the more important international book fairs include:

- Children's Book Fair, Bologna
- Frankfurt Book Fair
- Guadalajara International Book Fair (Latin American / Spanish Books)
- Zimbabwe International Book Fair (Books published in Africa)

Step 6: Develop a multicultural library resources Web presence

The Internet and other new technologies have removed many of the traditional limitations that inhibited the development of multicultural collections by libraries. Although it does not eliminate the need to provide physical materials in other languages, the Internet provides the means for libraries to provide access to materials in any language that is present on the Internet. It enables libraries to provide digital material in languages for which the library may not have the resources to develop physical collections.

A library with a mandate to provide multicultural services should develop a Web presence with electronic resources of interest to the multicultural community. The library should provide virtual access to global multicultural resources through accessible Web sites. This is best done by providing pointers (links) to Web-based multicultural resources. The library Web site should provide access to Web-based services that are of relevance to the demographic makeup of the community, including:

- Multilingual and international search engines (See Section 3.2 of this toolkit)
- Multicultural Web directories - especially for any small, minority languages that may be part of the community's multicultural fabric (See Section 3.2 of this toolkit)

² Robert Pestell, "The Logistics of International Book Buying," *Newsletter: Library Services to Multicultural Populations*, no.1, (fall 2002):8-9.

- Multicultural reference resources (See Section 4 of this toolkit)
- Links to sources of information on the country of origin for the larger linguistic groups resident within the library's service area (See Section 5 of this toolkit for a description of libraries that have already taken this step.)
- Links to machine translation sites (See Section 3.3 of this toolkit.)
- Instructions on the use of library services and collections in the main community languages

At a minimum, a library with a Web site should provide links on their Web site to:

- sites such as **onlinenewspapers.com** <<http://onlinenewspapers.com/>> that provide free access to thousands of the world's newspapers;
- sites such as **yourDictionary.com** <<http://www.yourdictionary.com/languages.html>> that provide a directory of more than 1,500 online dictionaries for more than 230 languages; and
- highlights of new multicultural materials received with reviews and recommendations.

Today in Canada a handful of libraries have done an excellent job of developing a Web presence for multicultural library services. Rather than having all public libraries in Canada develop multicultural Web pages and re-create what several libraries have already started, a co-ordinated approach to a decentralized system of developing multicultural Web services should be considered. This topic is covered in greater detail in Section 8 of this toolkit.

Step 7: Evaluate multicultural collections and the collection development process

By following the first six steps of this template libraries will have engaged the community in the planning and delivery of multicultural library services and therefore, the relevance, and even legitimacy of their programs, will have been established. This makes the monitoring and evaluation phase much easier.

Methods of evaluating multicultural library services and collections are:

- User feedback and satisfaction ratings using questionnaires, surveys, complaint systems and facilitated focus groups.
- Analysis of statistics, such as circulation statistics, to determine the actual use made of the multicultural collections.
- Assessing the performance measures and deliverables that were developed as part of the plan for multicultural library services.

An analysis of the results of the evaluation process may lead the library to develop a new or revised plan for multicultural library services, and corresponding revisions or additions to the plan's section on multicultural collection development.

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3. TECHNOLOGY RESOURCES FOR MULTICULTURAL LIBRARY WEB SITES

This section of the toolkit presents information on the technology that can be used to develop multicultural Web sites. It also identifies and annotates critical Web resources on the technology of multicultural Web sites.

3.1 Multilingual Web site Design

Designing multilingual Web sites is now becoming commonplace. A recent issue of *The Economist*³ reported that of America's 100 largest firms, 57 had multilingual Web sites at the end of 2000, and that number is growing rapidly. Libraries have also started to design multilingual Web sites. Several examples of library Web sites with multicultural content are described in Section 5 of this toolkit.

One of the best Web sites for information on multilingual Web sites is *LOTEit: Notes on a multilingual Web* <<http://www.yarranet.net.au/aceweb/LOTE/notesw95/notes.html>>. This is part of the *Open Road* site <www.openroad.net.au>, which was established by the State Library of Victoria in Australia and is based on the excellent work of Andrew Cunningham and Larry Stillman.

Since multilingual Web sites must deal with many languages it is important that the Web site be designed to easily accommodate them. There are several approaches to developing multicultural Web sites. These include:

- Providing a series of links on the library Web site to external sites in other languages. Instructions and directories on the library Web site are usually provided in either English or French. Using this approach, a library does not have to develop any specific, additional language or technical expertise. The difficulty of handling other languages and scripts is essentially downloaded to the external Web site.
- Providing information and brochures in other languages on the library Web site through the use of PDF files with embedded fonts or using multilingual keyboard support for common word processing systems. Again the actual content remains with the information providers on remote Web sites.
- Providing library Web sites that use Unicode (utf-8 encoded) Web pages designed to meet the needs of the multicultural communities in their own languages. These enhanced multicultural Web sites have to be able to handle different character sets and to provide quick translation systems. These sites provide multicultural information that is located on the library server. More information on Unicode and on machine translation systems is included further on in this section of the toolkit.

One of the basic requirements for any multicultural library service is to ensure that all multicultural materials are catalogued and are accessible through the library online catalogue. Most of the libraries described in Section 5 of this toolkit include materials in other languages in their online catalogues.

³ "Tongues of the web," *The Economist*, May 14, 2002.

Andrew Cunningham provides a more detailed taxonomy of multicultural Web sites, which is based on access mechanism and degree of multilingualism. Cunningham points out that there are three types of access mechanisms for Web sites that provide multilingual resources.

- **Resource level access.** The Web site is organized according to the resources available. Most of the navigation is in a monolingual environment, usually English. All the translations into different community languages for that resource would be accessible from the same Web page. Resource level access facilitates Web site administration. All language versions of a document are located in the same directory. It also assists in updating and editing translations. This model is good for mediated access to information, i.e., when the information is being accessed on behalf of someone.
- **Language level access.** The Web site is organized by language. This structure looks logical to the person browsing the site, but increases the amount of administration required. In a poorly designed site, it may lead to duplication of files and images throughout the site. It would be difficult to manage as a large site. Language level access is a preferable access mechanism for people with low English literacy skills.
- **Hybrid access model.** The site structure is based on the resource level access model, allowing for streamlined site management coupled with language site indexes or search mechanism so that the person using the site can search in their own language for resources in their language.

Cunningham also divides multilingual Web sites into three categories:

- **“Monolingual” (Unilingual):** the site is multilingual, and each page is unilingual. Unilingual Web pages can be of any length.
- **Bilingual:** each page contains two languages. Bilingual pages usually contain only one or two paragraphs in each language.
- **n-lingual:** each Web page contains multiple languages. n-lingual pages tend to contain short sections of text, no more than one paragraph per language. If each language had more than one paragraph of text, the page would become difficult to update. It is common to use an n-lingual page as a navigational tool in a frame.

There are a growing number of Web sites that present information and services from both commercial and non-profit organizations for developing multicultural Web sites. Some examples that demonstrate the types of information and services that are available follow:

Babel

<http://alis.isoc.org/index.en.html>

Babel is a joint initiative of Alis Technologies and the Internet Society and is aimed at internationalizing the Internet. The site is presented in English, French, German, Italian, Portuguese, Spanish and Swedish. Babel includes information on the major languages of the world from an Internet perspective, and a technical section dealing with Internet

internationalization, including document coding in various languages, and information on developing a multilingual Web site.

Multilingual Application Interface for Telematic Services (MAITS)

<http://std.dkuug.dk/maits/>

MAITS is a consortium formed to specify an Applications Programming Interface (API) for multilingual applications in the telematic services. MAITS aims to integrate and extend the various solutions for dealing with locales and character sets that already exist, notably from the X/Open consortium. MAITS plans to develop an Application Programming Interface (API), covering four language processing levels:

- character set conversion between client and server;
- transliteration and locales;
- simple translation of stored text strings; and
- access to machine translation.

MultilingualWebmaster.com

<http://www.multilingualwebmaster.com>

MultilingualWebmaster.com provides an open forum for developers and managers of multilingual Web sites. The site provides information on best practices in multilingual Web site design.

SDL International – SDLWorkFlow, Multilingual Content Management System

<http://www.sdlintl.com/sdlworkflow>

SDLWorkFlow provides support for automating the work relating to creating and managing multilingual content on Web sites by automatically routing new content or changes through multi-level workflows and applying “Translation Memory” and “Real-time Translation” software.

World Wide Web Consortium (W3C)

<http://www.w3.org/International/>

The goal of the W3C Internationalization Activity is to propose and coordinate techniques, conventions, guidelines and activities within the W3C and together with other organizations that allow and make it easy to use W3C technology worldwide, with different languages, scripts and cultures. The Web site provides significant Web internationalization resources including:

- information on creating Web pages with non-western character sets, languages, and writing systems; and
- list of languages and the character sets commonly used.

Unicode®

<http://www.unicode.org/>

Unicode is a multilingual and multiscript character set, i.e., a coding system that allows the representation on screen of over 65 000 characters. The Unicode Standard defines codes for characters used in all the major languages written today. Scripts include the European alphabetic scripts, Middle Eastern right-to-left scripts, and many Asian scripts. The use of Unicode makes it possible to create multilingual Web pages in many different languages.

Library and Archives Canada plans to use Unicode to provide access in the language of the publications in their collections, especially those in non-Roman scripts.

The Web site is managed by the Unicode Consortium, a non-profit organization founded to develop, extend and promote use of the Unicode Standard, which specifies the representation of text in modern software products and standards.

For an introduction to Unicode see:

<<http://www.unicode.org/unicode/standard/principles.html>>.

For an excellent introduction on the use of Unicode in developing multilingual library Web sites see Andrew Cunningham's article "Multilingual Unicode Web Page Development" located at <<http://members.ozemail.com.au/~andjc/papers/cn99.html>>.

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3.2 Multilingual and International Search Engines

All the major search engines have developed or are developing multilingual capacity, thus allowing the user to search the Web in many different languages. The multilingual search engines and the multilingual e-content available on the Web make it feasible to build multilingual portals in major community languages enabling library users to find and access these resources.

This section provides a list of Web sites that provide an introduction and access to multilingual and international Web sites.

Toronto Public Library - International Search Engines and Directories

http://www.tpl.toronto.on.ca/mul_bks_search_engines.jsp

The Toronto Public Library Web site provides access to an extensive list of search engines under the following headings:

Searching by Topic

- Subject Directories
- Subject Directories – Canadian Focus
- The Invisible Web – Databases and Gateway Sites

Searching by Keyword

- Search Engines
- Meta Search Engines

French Language Directories & Search Engines

International Directories & Search Engines

http://vrl.tpl.toronto.on.ca/internet/01_engin_1_c.html#International%20Directories

This page links with "Country-Based Search Engines"

Country-Based Search Engines

<http://www.philb.com/countryse.htm>

This site provides access to country search engines and regional search engines — currently a total of 1 533 search engines and 169 countries and regions.

Vancouver Public Library – International Search Engines

<http://www.vpl.vancouver.bc.ca/branches/LibrarySquare/multi/links.html/>

The Vancouver Public Library site provides links to

- Global Excite, available in Italian and Japanese;
- Go International, available in Japanese;
- Lycos, available in Chinese, Danish, Dutch (Netherlands), French, German, Italian, Japanese, Korean, Spanish and Swedish; and
- World Yahoo, available in Chinese, Danish, French, German, Italian, Japanese, Korean, Norwegian, Spanish and Swedish.

Google Language Tools

http://www.google.com/language_tools

The “Google in Your Language” site provides access to

- Search pages written in any language (74 languages); and
- Search pages located in any country.

Searchengine.Colossus

<http://www.searchenginecolossus.com>

A gateway to country-specific directories of links. It offers links to search engines from 172 countries around the world.

Search Engines World Wide

<http://home.inter.net/takakuwa/search/search.html>

Search Engines World Wide provides a list of global and local search engines sorted by country. As of January 7, 2003, the site provides links with search engines worldwide as follows:

Regions	6
Countries	211
Search Engines	3 105

Yahoo

<http://www.yahoo.com>

Yahoo provides 24 country or language specific search options.

Terra Lycos World Wide

<http://www.lycos.com>

<http://www.terralycos.com/>

Lycos provides 42 country or language specific search options.

With the ever-increasing availability of multilingual search engines, there no need for libraries to index and create Web directories for non-English Web site for most languages. Web directories may still be required only for small, minority languages that have a

limited Web presence and are currently unsupported by existing Web directories and search engines.

3.3 Translation Technology

Globalization has dramatically increased the demand for translation services for governments, businesses and individuals. There are not enough human translators to meet the demand economically. This has generated considerable interest in developing machine translation software. Although machine translation is still far from perfect, it has opened the door to actual multilingual conversations. Libraries that are engaged in developing multicultural Web portals should include translation software on their sites. This is the only way that information available in one language can be made available to someone who speaks another language. Translation technology is essential for a truly multicultural service, as it is the only way to handle large amounts of multilingual information.

Accurate machine translation systems depend on having access to translation assets, that is, past translations, translation memory, style guides and terminology databases. In order for machine translation systems located on multilingual library portals to be effective, libraries will have to develop their own translation memory. Any single library is unlikely to be able to develop a critical mass of library-related translation memory. This can only be done through libraries working cooperatively on multilingual Web portals. Therefore, although the short-term goal may be for libraries to develop their own multilingual Web portals, the long-term goal must be collaborative multilingual Web site development.

The following is a brief description of some of the many available translation technology solutions.

AltaVista – Babel Fish Translation

<http://babelfish.altavista.com/>

The AltaVista search engine provides a free translation service based on Babel Fish software from Systran. Translation is provided between English and nine major languages.

Bowne Global Solutions

<http://www.bowneglobal.com>

Bowne specializes in supporting corporate globalization plans and provides multilingual end-to-end publishing processes tailored for any culture and language. Bowne also provides a plug-in for Word 2002 that provides instant translations of Word content without leaving the application. Using translation software, a user can elect to have a document translated into a variety of languages from the pull down menu at no charge.

Dictionary.com

<http://dictionary.reference.com/translate/text.html>

Dictionary.com provides a free translation service in English, French, German, Italian, Norwegian, Portuguese and Spanish, based on Systran technologies.

Foreign Word

<http://www.foreignword.com/>

Free text translation from more than 30 languages, including Afrikaans, Chinese, Italian, Swahili, Malay and Ukrainian, into English.

FreeTranslation

<http://www.freetranslation.com/>

FreeTranslation.com is an easy-to-use site for rapid translations, where you can get the "gist" of foreign language text and Web pages in English, French, German, Italian, Norwegian, Portuguese and Spanish.

Google

http://translate.google.com/translate_t

Free "gist" translation service for English, French, German, Italian, Portuguese and Spanish. "Gist" is used to describe partial translations, which enable a person to get the 'gist' of the item being translated. Google uses Systran technology.

Langenburg.com

<http://translation.langenburg.com/>

Provides links to language translation services in English, French, German, Danish, Spanish, Finnish, Czech and Italian.

The Multilingual Translation Technology Centre, University of Toronto Libraries

<http://www.library.utoronto.ca/translation>

The centre consists of two PCs, a laser printer, and a professional flatbed scanner (HP Scanjet 6300) with an automatic document feeder for multiple-paged documents. The following text translation software is available:

- Universal Translator is a simple computer translation program that lets you translate text bi-directionally in 40 languages.
- Systran Enterprise 2.0 is a beta version of the most recent and most powerful computer-assisted translation program. Translates text in English, French, German, Italian, Japanese, Portuguese, Chinese and Russian. Also includes 21 specialized glossaries.
<http://www.systransoft.com/Corporate/Enterprise.html>
- Systran Professional Premium is machine translation for bi-directional English, French, German, Italian, Japanese, Portuguese, Russian and Chinese into English. (No English into Chinese or Russian.) Also includes 20 specialized glossaries.

Systran Information and Translation Technologies

<http://www.systransoft.com/>

Systran provides scaleable and modular translation architecture. Its core technology delivers translation solutions for the Internet, PCs and network infrastructures that facilitate communication in 35 language pairs and in 20 specialized domains. Systran technology is behind the translation services offered by the following portals: Google, AOL, AltaVista, AOL, Apple's Sherlock Internet Search, CompuServe, Lycos and OracleMobile.com. The Systran Web site provides a free quick translation service in 10 languages, including Chinese, Japanese and Korean for text and for Web sites.

Translation Experts

<http://www.tranexp.com/>

Translation Experts provides translation software and services for translating Web pages and e-mail messages in over 30 languages. InterTran, their Web site translation server runs on Windows XP, 2000, NT, Solaris and Linux and will translate Web pages in Albanian, Bosnian, Brazilian Portuguese, Bulgarian, Chinese, Croatian, Czech, Danish, Dutch, English, European Portuguese, Filipino/ Philipino/Tagalog, Finnish, Flemish, French, German, Greek, Hindi (transliteration), Hungarian, Icelandic, Italian, Japanese, Korean, Norwegian, Polish, Rumanian/Romanian, Russian, Serbian, Slovenian, Spanish, Swedish, Turkish, Ukrainian, Vietnamese and Welsh.

Transparent.com – Easy Translator

<http://www.transparent.com/>

Easy Translator provides quick translation for documents, text files, e-mail and documents and Web pages in English, Spanish, French, German, Portuguese and Japanese.

World Language

<http://www.worldlanguage.com/Translation.htm>

Free automated translations that are not perfect, but they can give you a general idea of what is being communicated. Some of the languages have more limited lexicons than others, so the quality of translation can vary between the languages. Some of the languages will need additional support for specific fonts. The site provides text and Web page translation between English and approximately 30 European languages.

WorldLingo

<http://www.worldlingo.com/>

WorldLingo offers services in a range of languages and provides both human and machine-based translation services. WorldLingo provides e-mail translation systems and Web site translation systems.

Their Instant Web site Translator will translate any English Web site into French, German, Italian, Spanish, Portuguese, Dutch, Greek, Korean, Chinese and Japanese.

WorldLingo's Chat capability enables interactive, real-time multilingual discussions. A user writes a message in his or her language, and their chat partner will instantly see that message in both the user's language and theirs. Users can choose to view the message in multiple languages. Multilingual Chat offers translation to and from a range of language pairs including English, French, German, Italian, Spanish, Portuguese, Japanese, Korean, Chinese and Russian.

Microsoft has built in WorldLingo's translation software into Office XP and Word 2002. Microsoft's translation tool provides translation services for English, French and Spanish and automatic downloads of translation software from WorldLingo and Bowne Global Systems.

WorldLingo is one of the companies working on the development of translation memory systems. Their system is known as Translation Asset Management System.

Some other translation systems include:

Softissimo – Reverso Pro 5 <<http://www.softissimo.com/>>

IBM – Websphere Translation Server 2.0

Terminotix – LogiTerm <<http://www.terminotix.com/>>

WebViews – Inter Language Paradigm < <http://www.web-views.com/>>

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4. CONTENT RESOURCES FOR MULTICULTURAL LIBRARY WEB SITES

There is a great deal of online multicultural content readily available for any library that wishes to develop a multicultural library Web site. Much of this e-content is available at no cost, and any library can provide links on their Web site to this material. This section of the toolkit presents information on some of the multicultural content that is available for multicultural Web sites. The sites identified are all general multicultural and language Web sites. There are also a vast number of sites on the Web dedicated to almost every language that is spoken on the globe, enabling libraries to develop a series of links to specific language sites to match the demographic profile of any community.

Each of the following listings is categorized as being

4.1. Language-specific

or

4.2. Focussing on multi-cultural issues

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4.1 Language-specific Resources

Ethnologue: Languages of the World

<http://www.ethnologue.com/>

Ethnologue.com is Web site with many resources on the world's languages. The resources include

- ethnologue language data: a comprehensive listing of information about the currently known languages of the world;
- language maps: maps showing the locations of the world's living languages; and
- bibliography: bibliographic citations for thousands of published works about the languages of the world.

European Bureau of Lesser-Used Languages

<http://www.eblul.org/>

EBLUL represents the language interests of over 40 million EU citizens who speak a different language to the majority language of their State. EBLUL's range of activities includes

- running a specialized information centre, which hosts thematic information sessions open for the public on a regular basis;
- running a press agency with the aim to provide quality information on issues of interest to regional and/or minority language communities;
- publishing books, brochures and various documents on the EU's regional or minority languages; and
- providing free information on linguistic situations.

Foreign Language Resources on the Web

Foreign Language Resources on the Web

U.C. Berkeley offers a text-only directory of quality international language and culture resources. It lists selective sites for 18 languages: Arabic, Chinese, Czech, French, German, Hebrew, Italian, Latin, Middle English, Portuguese, Russian, Scandinavian, South Asian languages, Spanish, Swahili, Tagalog, Turkish and Yiddish. Also provided is a short list of other international language/culture specific links.

Foreignword.com

<http://www.foreignword.com/>

This site provides a collection of links to online dictionaries, automatic translators, language and translation and news. It includes a translator directory, language forums, and the Xanadu translation wizard, developed to assist users in accessing dozens of online dictionaries and translation services from their computers.

Goethe-Tests

<http://www.goethe-verlag.com/tests/>

Goethe-Tests provides language tests and multilingual vocabulary exercise in 21 languages and 420 language combinations. The languages are Czech, Danish, Dutch, English, Estonian, Finnish, French, German, Greek, Hungarian, Indonesian, Italian, Norwegian, Polish, Portuguese, Russian, Serbian, Spanish, Swedish and Turkish.

ILoveLanguages

<http://www.ilovelanguages.com/>

ILoveLanguages is the latest redesign of the Human-Languages Page and the Languages catalog of the WWW Virtual Library. ILoveLanguages is a catalogue of language-related Internet resources. More than 2000 links at iLoveLanguages have been hand-reviewed to provide a directory of language links to Web content. These links include online language lessons, translating dictionaries, native literature, translation services, software, language schools, or information on a specific language.

MultiLingual-Health-Education.net (MLHEN)

<http://www.multilingual-health-education.net/>

MLHEN is Canada's multi-language resource of high-quality translated information for professional health-care providers and their clients. MLHEN health translated materials are intended for the public to use with the help of their health care professionals, particularly in multicultural settings when quick and reliable health-related information in translation is needed. High quality translated health information is available in Chinese, Darshan, Farsi, Hindi, Italian, Japanese, Korean, Panjabi, Spanish and Vietnamese.

onlinenewspapers.com

<http://onlinenewspapers.com/>

Access to thousands of newspapers throughout the world.

yourDictionary.com

<http://www.yourdictionary.com/languages.html>

Provides a directory of over 1 500 online dictionaries for more than 230 languages as well as grammar and linguistic resources.

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4.2. Resources Focussing on Multi-Cultural issues

Canadian Ethnocultural Council

<http://www.ethnocultural.ca>

The Canadian Ethnocultural Council (CEC) is a non-profit, non-partisan coalition of national ethnocultural umbrella organizations, which, in turn, represent a cross-section of ethnocultural groups across Canada. The CEC's objectives are to ensure the preservation, enhancement and sharing of the cultural heritage of Canadians, the removal of barriers that prevent some Canadians from participating fully and equally in society, the elimination of racism and the preservation of a united Canada. The CEC Web site includes information on CEC and their activities and publications.

Canadian Heritage – Multiculturalism

<http://www.pch.gc.ca/multi/index.html>

Provides information on the multiculturalism programs provided by the Government of Canada.

Canadian Multicultural Education Foundation

<http://www.cmef.ca>

The Canadian Multicultural Education Foundation (CMEF) was incorporated in Alberta in 1990. It is a non-profit volunteer society founded by a small group of veteran educators, communicators and advocates for multiculturalism and human rights to promote public awareness of the opportunities and benefits of an evolving multicultural society in Canada, and to foster individual and community initiatives and support for policies and programs that serve all Canadians. The CMEF sponsors conferences and forums. There is little actual multicultural content on their Web site.

Cultural Profiles Project

<http://cp.settlement.org/english/>

The Cultural Profiles Project was developed with support from Citizenship and Immigration Canada. Each cultural profile provides an overview of life and customs in the profiled country. While the profile provides insight into some customs, it does not cover all facets of life, and the customs described may not apply in equal measure to all newcomers from the profiled country. These cultural profiles were developed in association with the AMNI Centre at the Faculty of Social Work, University of Toronto.

Diversity and Libraries

<http://skipper.gseis.ucla.edu/faculty/cchu/diversity/index.html>

Developed by Dr. Clara M. Chu of the Department of Information Studies at UCLA. The site provides resources to help librarians stay informed about the diverse communities they serve and to provide services appropriate to their needs, and to help library educators infuse

multiculturalism in LIS programs to train professionals in serving culturally diverse communities.

Ethnic and Multicultural Information Exchange Round Table (EMIERT)

<http://www.ala.org/template.cfm?Section=emiert>

EMIERT is a round table of the American Library Association and has long been active in multicultural library issues. The EMIERT Web site was in the process of being moved to a server operated by the American Library Association when this study was being conducted. The Web site was not available and as a result no information is provided here.

Ethnic News Watch (ProQuest)

<http://enw.softlineweb.com/>

Ethnic News Watch provides full-text news, culture and history from more than 200 publications of the ethnic, minority and native press with English and Spanish search interfaces. Articles are written by and about various ethnic groups in the United States, including Latinos/Hispanic, African/Caribbean, Jewish, Middle Eastern, Native American, Eastern European, and Asian American.

Foreign Language and Culture

<http://www.speakeasy.org/~dbrick/Hot/foreign.html>

This Speakeasy site lists extensive and eclectic language and culture sites by individual country.

IFLA Section on Library Services to Multicultural Populations

<http://ifla.org/VII/s32/slsmpt.htm>

The Section brings together libraries and institutions interested in the development and availability of library services designed to meet the needs of cultural and linguistic minorities.

Linguasphere

<http://www.linguasphere.net>

The Linguasphere Observatory is a national research institute devoted to the worldwide study and promotion of multilingualism. The information contained on this site is extensive and eclectic and presents a unique view of multilingualism.

MCPAVILION – the Multicultural Pavilion

Hosted by the University of Virginia

<http://curry.edschool.Virginia.EDU/go/multicultural>

The Multicultural Pavilion is an interactive international Internet project designed to provide both resources for educators interested in multicultural issues and education and to build a network of these educators so that they may share their resources and ideas. MCPavilion includes an archive of multicultural activities, music reviews, archives of papers and essays, a Hypernews Online Discussion page, an e-mail discussion group, an extensive list of links separated into categories, and many other resources for educators.

MOST – Journal on Multicultural Studies (UNESCO)

<http://www.unesco.org/most/jmshome.htm>

A free, full-text online journal produced through the Management of Social Transformations (MOST) Programme, which offers information on new research directions and policy recommendations, and presents the various activities of MOST concerning multicultural societies and international migrations, urban development, globalization, governance and sustainability.

Multicultural Health Communication Service, New South Wales, Australia

<http://www.mhcs.health.nsw.gov.au/>

The Multicultural Health Communication Service provides information and services to assist health professionals to communicate with non-English speaking communities throughout New South Wales. The NSW Department of Health endorses the multilingual health information published on the Web site. There are more than 450 publications on health in a wide range of languages and a new publication is produced each month. Some multilingual resources produced by other services are also listed on this Web site and there are links to related sites.

Multicultural Review

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

MultiCultural Review is a quarterly journal for anyone interested in learning about new developments and trends in the field of cultural diversity. The journal features reviews of new print and non-print resources on multicultural topics, and articles that explore current issues. In addition, there are columns and departments to keep you up to date on news, new curriculum materials, online resources, and useful bibliographies on various subjects. The Web site contains basic information on *Multicultural Review* and the contents pages of all editions.

Open Road, Victoria, Australia

<http://www.openroad.net.au/>

The Open Road project assists public libraries and community organizations in exploring the potential of using the Internet to provide services to their diverse communities. The Open Road explores issues relating to both the provision of accessible and multilingual Internet access, and the provision of accessible and multilingual community information (e-diversity). The Open Road Web site provides a wide range of resources for librarians interested in establishing Web-based multicultural services.

Projects under development include:

- **MCL-net.** <http://www.openroad.net.au/mcl/>
The Internet provides a new opportunity to extend the scope of Multicultural library services. MCL-net (Multicultural Libraries Network) is a forum for the exploration of the possibilities of this new medium. MCL-net includes:
 - directories for Web resources in various languages including Arabic, Chinese, Greek, Indonesian, Italian, Polish, Russian, Somali, Spanish and Turkish;
 - resources for languages not covered in the directories;

- reference Resources: links to English language resources that provide information for basic reference queries on countries, language and culture;
 - examples of multilingual Web sites; and
 - policy and Research.
- Small and emerging languages support
This support service presents language support solutions in Unicode for languages that operating system vendors do not currently support.
 - LOTEit: Notes on a multilingual Web
<<http://www.yarranet.net.au/aceweb/LOTE/notesw95/notes.html>>
LOTEit is a resource designed for staff from public libraries and community organizations and includes information on the basic elements in multilingual Web design.
 - Mclforum < <http://www.openroad.net.au/forum/>>
The Multicultural Libraries forum (mclforum) was established to facilitate the discussion of issues and ideas involved in the provision of multicultural library services. It is an international forum for library staff interested in the provision of services to multicultural or linguistically diverse populations. Areas of interest include, but are not limited to:
 - the use of technology to facilitate the provision of multicultural library services;
 - multilingual internet technology and Web site design;
 - the provision of library services to communities across a diaspora;
 - the effects of globalization on multicultural library services, and the possibilities and opportunities for capitalizing on these changes; and
 - the opportunities for, both formal and informal, international cooperation in the provision of multicultural library services.

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5. LIBRARIES WITH MULTICULTURAL WEB CONTENT

The following are some of the libraries in Canada and in the world that have online multicultural resources. This section is organized into the following parts.

- Canada: Public Libraries
- Canada: Independent Libraries
- United States of America: Public Libraries
- Libraries in Other Countries

5.1 Canada: Public Libraries

Calgary Public Library - Multilanguage Services

<http://calgarypubliclibrary.com/multi/welcome.htm>

The Calgary Public Library provides books, magazines, newspapers and children's books in over 35 languages through many of its branches. The Multilanguage Services Web page identifies the specific materials (e.g., books, magazines) that are available in other languages and the specific branches at which these specific language materials are located.

The site also provides links to the following Web sites:

- SINA's Global Network
<http://www.sina.com>
- World Newspapers (links to thousands of online newspapers)
<http://onlinenewspapers.com>
- International Search Engines
 - Yahoo
 - Lycos
 - Excite

The Web page also provides:

- links for ESL services; Calgary Public Library offers several programs to help improve English Language Skills;
- links to organizations serving immigrants in Calgary; and
- information and links on Canadian citizenship.

Kitchener Public Library – For Languages

http://www.kpl.org/fyi_languages.shtml

The International Language collection at the Main Library provides books and videos in over 20 languages including Arabic, Chinese, German, Romanian and Vietnamese. KPL also subscribes to a number of magazines and newspapers in other languages including German, Chinese, Vietnamese, Dutch and Spanish.

The KPL online catalogue has a feature that enables a subject search for materials in a specific language by adding the words "language materials" after the language; for

example: "German language materials." The catalogue then provides a list of all of KPL's holdings in that language for browsing.

The KPL Web site provides links to multilingual/multicultural sites in Canada, provides access to online newspapers in 16 languages and links to the NewsConnect service on the Web site of the Toronto Public Library.

Markham Public Libraries – Multicultural/Multilingual Resources Links

http://www.city.markham.on.ca/mpl/links_multi.htm

The Markham Public Libraries Web site provides an extensive set of links to multicultural resources. The Markham Web site demonstrates what simply providing the right links can do. The following are examples of some of the links they provide:

Cultural Organizations

ArabToronto

<http://www.arabtoronto.com/>

Guide to the Arabic culture and Arab community in Toronto.

Asian Canadian

<http://www.asian.ca/community/#ccc>

Directory listings for Asian Canadians, broken down by nation of origin. Locate cultural centres, resource links and associations.

Canadian Residential Rentals

<http://www.relocatecanada.com/toronto/cultural.html>

Cultural associations including Italian, Greek, Chinese, Ukrainian, Bangladeshi, Jewish and Turkish and links to COSTI Immigrant Services, Ontario Council of Agencies Serving Immigrants, and the Ministry of Citizenship.

RussianToronto

<http://www.russiantoronto.com>

Designed for the Russian-speaking Community of Toronto. Its purpose is to provide the residents of Toronto, as well as new immigrants, with the essential information they need.

Search India

<http://www.searchindia.com/search/Society/NRIs/Associations>

Bengali, Kannada, Tamil, Telugu, Gujarati and Asian organizations. Serves people of Indian origin living outside India.

Newspapers and Magazines of the World

The Internet Public Library Online Newspapers

<http://www.ipl.org/div/news/>

News Online

<http://www.newspapers.com/>

Includes international newspapers by country.

NewsConnect

<http://newsconnect.tpl.toronto.on.ca/>

The Virtual Reference Library's gateway to news from home and around the world. It features over a thousand news-related sites in more than 70 languages.

NewsDirectory

<http://www.newsdirectory.com/>

Browse English language newspapers and magazines by title, country or subject.

Online Newspapers and Magazines by International Press

<http://www.lengua.com/zeitung.htm>

250 online newspapers and magazines of the world by International Press.

World of Chinese Magazines

<http://www.cathay.net/chn-mag.shtml>

200 Chinese magazines, which are divided into several categories.

Richmond Public Library, BC

<http://www.rpl.richmond.bc.ca/>

Approximately one in four residents of Richmond speak a Chinese language. Richmond central library has 46 000 items in Chinese, including a significant DVD collection. The fact that thousands of adult and children's books have been donated reflects the community interest in the library's Chinese collections.

The library Web site provides information on programs specifically planned for the Chinese population and the local Chinese community, for example:

- What's On - Chinese Language Programs
- Community - Asian Community - Culture/News & Newspapers
This page provides links to a wide variety of newspapers from across Asia
- Community – Asian Community – Organizations, etc.
This page provides links to Asian organizations within the Richmond area.

The library has also started to put their catalogue of Chinese materials on the Web.

Saskatchewan Library

http://www.sasked.gov.sk.ca/branches/prov_library/lib_services/multilingual.shtml

Multilingual Services of Saskatchewan Provincial Library provides books and materials in the following languages: Arabic, Chinese, Czech, Danish, Dutch, Filipino, German,

Greek, Hindi, Hungarian, Italian, Japanese, Norwegian, Panjabi, Polish, Portuguese, Romanian, Russian, Slovak, Spanish, Swedish, Urdu, Ukrainian and Vietnamese. Multilingual materials from the Saskatchewan Library may be borrowed through any local library. Titles in the Provincial Library's Multilingual Collection may be viewed on "SUNCAT" <<http://www.lib.sk.ca/suncat.htm>>, by author, title or subject.

Toronto Public Library – Multicultural Connections

http://www.tpl.toronto.on.ca/mul_index.jsp

The Toronto Public Library serves one of the most multicultural populations in the world. The Toronto Public Library (TPL) supports the reading interests and information needs of this multicultural population with collections, programs and services. TPL provides the following multicultural services:

- reading materials and much more in many languages;
- English language learning materials;
- information to help the newcomers settle, adapt and grow in Canadian society;
- current information on their countries of origin; and
- materials about cultures and heritage.

TPL's strategic plan includes the following statement:

"to develop multicultural services that enable and encourage participation in Canadian society, provide links to cultures of origin and bridges between generations and cultures."

In support of this statement, TPL has established the following goals:

- provision of collections, programs and services for our diverse communities to promote reading, literacy and learning;
- preserving our collective past;
- offering cultural programs that celebrate and promote the diversity of Toronto;
- introduction of the library and its services to multicultural communities through outreach programs and promotional activities;
- provision of English as a Second Language (ESL) collections and programs;
- development of partnerships with the immigrant settlement services of the city of Toronto;
- access to electronic information resources that are of interest to the city's diverse population;
- encouraging the use of library computers and the Internet through public training programs; and
- developing comprehensive staff training and development programs that help staff provide better service to multicultural communities.

TPL provides significant multicultural book, periodical, newspaper and video collections and has developed a sophisticated multilingual Web service – "Multicultural Connections."

The home page of "Multicultural Connections" includes the following links:

- Our Multicultural Service Goals
- Books, Videos and More
 - International Search Engines and Directories
 - Country Based Search Engines
 - Vancouver Public Library Multilingual Division Links
- Multicultural Services and Programs
- Learning English and Other Languages
 - ESL Library Materials
 - Heritage Language Programs
- Multicultural Connections Site Map

The home page also provides a link to NewsConnect.

<http://newsconnect.tpl.toronto.on.ca/>

NewsConnect was developed by TPL as a Virtual Reference Library gateway to news in Canada and from around the world in many languages. NewsConnect provides links to online newspapers from many countries around the world. Any library in Canada interested in providing multicultural library services should provide a link from their multicultural Web page to NewsConnect. For an example, see the Kitchener Public Library Web site, which already provides such a link.

Vancouver Public Library – Multilingual Division

<http://www.vpl.vancouver.bc.ca/branches/LibrarySquare/multi/links.html/>

The Multilingual Division of the Vancouver Public Library provides a wide range of links through its Web page, including:

- International Search engines
- International Language Links
- Translation Links
- Specific Language Links, including Chinese, French, German, Italian, Japanese, Korean, Polish, Portuguese, Russian, Spanish, Tagalog and Vietnamese.

NewspaperDirect

<http://www.newspaperdirect.com/>

NewspaperDirect provides patrons of the Vancouver Public Library with same-day access to international newspapers. Newspapers are laser printed at the library on 11x17 paper using PDF files supplied by the library's partner, NewspaperDirect. *El Pais* (Spain), *Korea Daily News* (South Korea), the *LA Times* (USA), *Le Monde* (France), the *Philippine Daily Inquirer* (Philippines), the *UK Times* (England), and the *Washington Post* (USA) are available at the Central Library and selected branches.

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5.2 Canada: Independent Libraries

There are a small number of libraries with unique and valuable multilingual collections and resources. Some of the collections are run by full-time staff, are catalogued and accessible through a Web site. Some of these libraries do not have catalogued collections and are run by volunteers. All of them represent a generally untapped resource that should be included in any planning for the delivery of multicultural library services in Canada. A description of some of the best of these libraries follows:

Albert and Temmy Latner Jewish Public Library of Toronto

<http://webhome.idirect.com/~alephtav/>

This library promotes itself as “your youth centre library, Israel information centre and Jewish self-education centre. We are the library with the vision of your comfort and pleasure in the world of Jewish books.” The Web site provides an extensive list and links to Jewish Periodicals on the Internet.

Bibliotheca Mohyla, St. Petro Mohyla Institute, Saskatoon

<http://www.mohyla.ca/>

The Bibliotheca Mohyla at the Mohyla Institute houses an important and extensive collection of library materials related to the Ukrainian experience. Most of the collection is not catalogued. The library currently has minimal online presence but is included in this list as an example of the type of resources that are available in Canadian libraries but are largely unknown and inaccessible to the public.

The Chinese Community Library Services Association, Vancouver

<http://www.vcn.bc.ca/clibrary/>

The purpose of the Chinese Community Library Services Association is to be information centre for the Chinese Canadian community. Its goals are to meet the reading and information needs of Chinese readers, preserve records on Chinese Canadian history, support learning and research, as well as promote Chinese language and culture to enhance inter-cultural understanding and racial harmony.

Jewish Public Library/Bibliothèque publique juive, Montréal

<http://www.jewishpubliclibrary.org/>

The Jewish Public Library serves the Montréal community in five languages: English, French, Hebrew, Yiddish and Russian. The library holds the largest public collection of Judaica in North America. The library has a fully developed Web site, which includes an online catalogue, online reference as well as an extensive range of links to Jewish online periodicals and newspapers, relevant sites and search engines.

Oseredok Ukrainian Cultural and Educational Centre, Winnipeg

<http://www.oseredok.org/>

The Library holds over 40 000 books and periodicals in Ukrainian and English, including a collection of children’s books, folklore, music, humanities and sciences, a rare book collection and reference materials pertaining to all facets of Ukrainian culture.

The Archives and Museum collect and preserve materials and artefacts, including documents, ancient maps, rare books, films, photographs, items of folk art, pioneers tools, musical instruments, and regional folk costumes. The Web site only presents a brief description of the library.

The Polish Library, the Polish Institute of Arts and Sciences in Canada, McGill University

<http://biblioteka.info/>

The purposes and activities of the Institute include the maintenance and development of the Polish Library as a public library for the benefit of the Polish-Canadian community and of all those interested in Poland and her culture, and to maintain art and other collections, and the archives of the Corporation.

The Polish Library collection of approximately 45 000 items consists primarily of works on literature, history, social studies, fine arts and religion. The majority of the books are in Polish, but both English and French publications on Polish subjects or by Polish authors are included. The Polish Library also contains several hundred titles of periodicals and a valuable collection of old maps and graphics.

The Polish Library catalogue is not yet available on the Internet. However, about 75 percent of the collection, especially academic material, can be accessed through the McGill online catalogue (MUSE), with location indicated at the Polish Institute Library.

Ukrainian National Federation Library

Head Librarian: Nel Nakoneczny

297 College Street West

Toronto ON M5T 1S2

Telephone: (416) 921-0231

E-mail: nell.nakon@sympatico.ca

The library contains a large collection of materials in the Ukrainian language, with a significant number of rare books, as well as about 1000 books in English on Ukrainian themes. A Web site with links to the library catalogue is being planned.

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5.3 United States of America: Public Libraries

Several of the major public libraries in the United States have done an excellent job of integrating multicultural services into their library Web sites. The following is a brief description of some of the more exceptional sites.

Brooklyn Public Library – The Multilingual Center

<http://www.brooklynpubliclibrary.org/>

The Multilingual Center at the Brooklyn central library provides a centralized language collection and has a staff of bilingual librarians and volunteer guides to help patrons find

information in books and language learning programs in a variety of languages. The Multilingual Collection has books, magazines and newspapers in the major languages spoken in Brooklyn – Chinese, Russian, Spanish, Hebrew and Haitian Kreyol. The Center also houses additional material available in French, Yiddish, Hindi, Bengali, Polish, Italian and Arabic.

The Multilingual Center offers free lectures and workshops on citizenship and educational opportunities as well as cultural and recreational programs. MLC staff compiled a list of Internet Web sites of world language interests. The five selected languages are some of the major languages spoken in Brooklyn – Chinese, Russian, Spanish, French and German.

Pathfinder: Multicultural Literature for Children

Produced by the Internet Public Library, School of Information, University of Michigan.
<http://www.ipl.org/div/pf/entry/48493>

Internet Public Library (IPL) Pathfinders are home-grown guides written by IPL staff and are intended to help people get started doing research on a particular topic, both online and at the local library. Multicultural Literature for Children is the only multicultural pathfinder available from IPL.

New York Public Library

<http://www.nypl.org/>

The NYPL provides a significant collection in other languages. For example, the World Languages Collection, situated in the Donnell Library Center, is a unique, centrally located circulating collection of about 150 000 books in languages other than English, including Spanish (over 33 000 titles), Russian (over 22 000 titles), French (over 13 000 titles) and Chinese (over 13 000 titles). The library also subscribes to 65 magazine titles in 27 languages.

The NYPL Web site provides catalogue access to the language collections and there are some Spanish language databases, but otherwise it does not provide any multicultural services.

Queens Borough Public Library – WorldLinQ

<http://www.queenslibrary.org/>

As New York City's most culturally diverse borough, Queens is a place in which people of more than 160 nationalities reside. The Queens Borough Public Library's New Americans Program (NAP) was established in 1977 to provide special services to the area's many new immigrants. NAP provides collections and programs for the major cultural and linguistic groups located in Queens.

The Queens Borough Public Library Web site offers access in three languages English, Spanish and Russian. The Web site also links to:

- the International Resource Centre; and
- WorldLinQ.

International Resource Center

http://www.queenslibrary.org/irc/about_irc.asp

The International Resource Center (IRC) is a citywide resource located on the third level of the Flushing Library. It houses books, newspapers, magazines, videos, CDs, and online and CD-ROM databases in English and international languages. It is a unique concentration of resources for global studies and international commerce, available free, to the public.

The International Resource Center has several special collections, including the Han Collection on Chinese Culture, the International Business Collection, the International Biography Collection, the International Dictionary Collection, the International Fiction Collection and the International Magazines and Newspapers Collection.

WorldLinQ

<http://www.worldlinq.org/>

WorldLinQ is a multilingual Web-based information system, developed by Queens Borough Public Library that provides free electronic multilingual information resources to the Library's customers, as well as the Internet community at large. Currently, WorldLinQ has five language modules: Chinese, French, Korean, Spanish and Russian. Other language modules are in development. The Library will try to cover major languages represented in Queens in the future.

Each language module provides a menu with the following main headings:

- Arts and Humanities
- Business and Economy
- Education
- Employment
- Entertainment and Popular Culture
- General Reference
- Government
- Health and Medicine
- History and Biography
- Newspapers and Magazines
- Science and Technology
- Social Sciences
- Sports and Leisure

Under each of the main headings are links to key online resources in the language of the module, including links to countries that use the language or to general information sites in the specific language.

Several of the language modules were developed in partnership with a library from a country that uses the specific language. For example, the French module was developed in partnership with the Bibliothèque publique d'information, Paris, France; the Russian module with the V.V. Mayakovsky Central Public Library, St. Petersburg, Russia; and the Ukrainian module with the Chizhevsky Regional Universal Research Library, Kirovohrad, Ukraine.

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5.4 Libraries in Other Countries

FINFO, Information for Ethnic Minorities in Denmark

www.finfo.dk

The purpose of FINFO is to provide representatives of ethnic/language minorities with better access to information about their rights, obligations and opportunities in Danish society. It is a Web service provided by the Danish State and University Library, the Danish Central Library for Immigrant Literature. The service is maintained jointly by the Immigrant Library and the regional and municipal libraries.

FINFO presents information in 13 languages on the Web: Danish, Albanian, Arabic, Bosnian/Croatian/Serbian, English, French, Kurdish (Kurmanji), Persian, Tamil, Turkish, Urdu and Vietnamese. The global link page has localized menus and links to sites in numerous other languages and alphabets, e.g., Chinese, Greek, Hebrew, Russian, Amhari, Hindi, Urdu, Thai and Tamil.

The European Library

<http://www.theeuropeanlibrary.org/portal/index.htm>

The European Library webservice is a portal which offers access to the combined resources (books, magazines, journals....-both digital and non-digital) of the 43 national libraries of Europe. It offers free searching and delivers digital objects-some free, some priced.

Maribyrnong Library Services, Australia

<http://library.maribyrnong.vic.gov.au/>

This library service places particular emphasis on providing multicultural services and collections. The diverse language skills of their employees are crucial to providing this service. Library staff members are fluent in the following languages: Mandarin, Cantonese, Vietnamese, Croatian, Macedonian, Serbian, Polish, Spanish, Italian and Greek. The library Web site is presented in English, Vietnamese, Chinese, Somali and other languages. The library provides materials in Chinese, Croatian, Filipino, Greek, Italian, Macedonian, Polish, Serbian, Spanish and Vietnamese. The library catalogue can be searched for materials in specific languages.

MCL Multicultural Library

<http://www.lib.hel.fi/mcl/>

MCL - Multicultural library is a Nordic joint venture. The Helsinki City Library's Central Multicultural Library Service, and the Oslo City Library initiated it in the fall of 1996.

MCL's objective is:

To make Nordic public libraries and especially their multicultural services available to everyone through the Internet, keeping in mind particularly the cultural and information needs of the foreigners living in the Nordic countries.

MCL's main target groups are the foreign library customers living in the Nordic countries, or those customers using the site from anywhere in the world. The aim is to develop the MCL in such a way that those interested can gain access to multicultural knowledge and information. The Web site provides links to a country page for most countries.

State Library of Queensland – Multicultural Bridge

<http://www.slq.qld.gov.au/serv/lang>

The State Library's Multicultural Bridge Web site is designed to assist Queensland public librarians in providing services in various community languages. It is also designed to facilitate access to the State Library's multilingual collection of approximately 100 000 books in over 55 languages.

A variety of information in seven community languages and English is available:

- Library Services. Information on using library services in Queensland.
- Web Search. Search the Internet in your language. (Uses Google in Your Language)
- Media Links. Links to online newspapers, as well as local community Web sites and Queensland government services.

Media Links provides access to:

- the Paperboy: online newspapers in many languages;
- online radio from around the world;
- machine Translation: free, instant "gist" translation; and
- Queensland Multicultural Affairs- for assistance with government services.

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6. LISTS OF JOBBERS, VENDORS AND DISTRIBUTORS OF OTHER LANGUAGE MATERIALS IN CANADA

Most libraries that buy books in languages other than English and French report that they have to go to vendors located outside Canada to acquire the books and other materials they require. Generally, Canadian vendors are used for smaller volume purchases and by libraries that make occasional purchases. The following provides a list of such jobbers and distributors in Canada, including a brief description and contact information.

6.1 Jobbers and Distributors

A-G Canada Ltd.

<http://www.ag-canada.com>

A-G Canada does not provide a specific service to support multilingual library services. However, A-G Canada does provide a large repository of a MARC records representing a wide range of language materials. The database is used by more than 250 libraries across Canada to derive cataloguing copy. The database is built by loading purchased files from various national agencies (e.g., Library of Congress (LC), Library and Archives Canada (LAC)) and by loading records contributed by participating libraries. A-G Canada acquires specialty files to ensure coverage such as LC's Chinese/Japanese/Korean file and LC's Hebrew file.

The Bibliocentre

<http://www.bibliocentre.ca>

The Bibliocentre provides a broad range of library services, including centralized purchasing, cataloguing and licensing. Although originally established to serve Ontario's community colleges, the Bibliocentre has extended its services to all types of libraries. Services include:

- acquisitions/purchases of new materials;
- cataloguing according to AACR2 international library standards; and
- cataloguing to LC standards of foreign language material, including many Indian and Chinese languages, Russian, German, Spanish and Swedish.

Coutts Library Services Canada

<http://www.coutts-ls.com/>

Coutts Library Services is a major international supplier of books to academic, medical, professional and reference libraries with offices in Europe, the US and Canada. Coutts also offers customized approval plans using profile criteria such as subject, readership level and country of origin.

Duncan Systems Specialists Inc (DSS)

<http://www.duncansystems.com>

According to their Web site, DDS "offers a wide range of bibliographic services and products for all types of libraries worldwide." These services involve cataloguing, including foreign language materials, processing and database services.

Library Services Centre (LSC)

<http://www.lsc.on.ca>

The Library Services Centre (LSC) is a central purchasing and processing centre for Canadian libraries. It provides services to over 200 libraries across Canada. Many libraries in Ontario rely on LSC as a source for acquiring and cataloguing materials in other languages. LSC has supplied material in Arabic, Bengali, Cantonese, Farsi, German, Gujarat, Hebrew, Hindi, Italian, Mandarin, Panjabi, Russian, Spanish, Tagalog, Urdu and Vietnamese.

LSC provides Automatic Release Plans (ARP) services to public libraries, including multicultural materials.

LSC began very limited ARP for multilingual material in 1998 as pilot projects and continues to offer the service to current LSC clients. ARP Plans are customized but typically share the following:

- LSC and the Library agree on a budget and selection criteria/profile.
- LSC works with the multilingual vendors, giving them the specific criteria of the selection profiles.
- The vendors will submit the materials (to LSC) based on the library's profile.
- LSC will return to the vendor any material that does not concur with the library's profile.
- LSC will catalogue and process the material for the libraries if it is part of the agreement.
- LSC informs the library of material to be delivered.
- The library has the right to decline titles when the title is presented or when material is delivered.

National Book Service

<http://www.nbs.com/nbshome.htm>

OCLC Canada

<http://www.oclc.org/ca/en/default.htm>

<http://www.oclc.org/languagesets/>

OCLC provides a service known as OCLC Language Sets which is intended to assist libraries in building multilingual collections. OCLC Language Sets provides a package aimed at providing a library with everything required to start, maintain or expand a non-English language collection of books and videos. OCLC's language-expert librarians choose recently released materials that appeal to a wide range of patron interests. The Language Set includes full MARC cataloging and optional physical processing so that when a library receives the materials, they are ready to be circulated.

According to the OCLC Web site, language specialists:

- *select and acquire current popular materials in your choice of 12 languages for adults or children;*

- *catalogue in full MARC with LC subject headings and Dewey or LC call numbers. All records include at least one romanized vernacular or Bilindex subject heading;*
- *physically process your items, if requested;*
- *set your holdings in WorldCat; and*
- *ship your new materials to you at no cost.*

OCLC creates new language sets every other month for a total of six sets per language each year. Language sets are available in Bengali, Chinese, Gujarati, Hindi, Japanese, Korean, Panjabi, Russian, Spanish, Tamil and Urdu. Each set includes a mix of fiction and non-fiction titles for adults or children. Language sets can be ordered online through the OCLC Web site. Posters and bookmarks are available to assist with promoting the service.

S&B Books Ltd.

<http://www.sbbooks.com>

Based on a budget and genre profile established with the client library, S&B selects books for their clients with the help of their suppliers for adult fiction and non fiction, children's fiction and non fiction, picture books, board books and young adult books in French, Spanish, Italian, German, Chinese, Vietnamese, Hebrew, Portuguese, Russian, Dutch, Croatian, Urdu, Panjabi, Gujarat, Hindi, Farsi, Polish, Arabic and Cambodian. S&B selects and provides MARC records with shelf-ready material.

Southern Ontario Multilingual Pool

The Southern Ontario Multilingual Pool (SOMP) is a group of libraries working together to enhance multilingual service in their communities. The pool is governed and managed by the members who establish policy and procedures, determine membership fee and make decisions about the acquisition of materials. Southern Ontario Library Service (SOLS) provides administrative support to the pool, including accounting, purchasing, processing, and membership renewal services. In addition, SOLS maintains a database of the collection, prepares the rotation schedule and transports the material via the SOLS courier service to member libraries. The collection comprises material in both print and video. The pool owns 3600 books in 15 different languages and 3300 videos in 17 languages. SOMP has developed a substantial list of vendors of materials in other languages (See Appendix C).

By providing a cooperative model, which enables the sharing of resources, SOMP has enabled many public libraries in Ontario to supply new and varied multicultural materials.

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6.2 Vendors

Extensive list of multilingual vendors are produced and maintained by several library systems. Two good examples are included in the appendices. See Appendix C for the list developed by the Southern Ontario Multilingual Language Pool (SOMP), and see Appendix D for the list developed by the Vancouver Public Library.

There is a growing number of online vendors for books and other materials in many languages. A few examples of online bookstores and vendors of materials in non-English languages follow.

They are organized in the following manner:

6.2.1 Providers of Materials in One Language, and

6.2.2 Providers of Materials in Multiple Languages

6.2.1 Providers Of Materials in One Language

Online bookstores are being established in many countries. For example:

merlin.com.pl The Polish Library in Montréal reports that they buy many of their Polish books from Merlin.com.pl and online Polish bookstore located in Warsaw <http://www.merlin.com.pl>

BESAHY: Books from Ukraine & More provides books, video and audiotapes, and CDs from Ukraine via the Internet. More than 1 000 titles are currently available. An electronic copy of their catalogue and relevant information on ordering, shipment, and payment are available from besahy@yahoo.com. Two versions, in Cyrillic and in Latin font, are available.

Some other vendors of single language materials that are used by libraries in Canada, and which are not included in either the SOMP list or the Vancouver Public Library list provided in the appendices, are listed here.

Artus Polish Bookstore

1638 Bloor Street West
Toronto, ON M6P 4A8

Canadian Institute of Ukrainian Studies, University of Alberta

<http://www.utoronto.ca/cius/index.htm>

University of Alberta

CIUS Press

450 Athabasca Hall

University of Alberta

Edmonton, AB T6G 2E8

Telephone: (780) 492-2972

Fax: (780) 492-4967

E-mail: cius@ualberta.ca

German Book Haus

2056 Blossom Drive
Ottawa ON K1H 6G8
Telephone: (613) 730-0555
Fax: (613) 730-0734
E-mail: germanbookhaus@hotmail.com
Web site: www.germanbookhaus.com
Contact: Irmtraut Lyon for German Books

Scansom Publishers

10 Shendale Drive
Toronto ON M9W 2B3
Telephone: (416) 749-2761
Contact: Mohammed Hassan for Somali Books
Web site: <http://www.scansom.com/home.html>

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6.2.2 Providers of Materials in Multiple Languages

Amazon.com

Although Amazon.com lists very few non-English language books, Amazon now has bookstores in the United Kingdom, France, Germany and Japan that do offer many non-English language books. Thus, Amazon provides a full service in several languages.

<http://www.amazon.com/exec/obidos/tg/stores/static/-/gateway/international-gateway/ref%3Dgw%5Fsubnav%5Fin/103-8317357-5952620>

neelwafurat.com <http://www.neelwafurat.com>

This is a major online Arabic bookstore with materials in English and in Arabic languages. The site can be searched using the following browsers: Arabic Internet Explorer or Netscape Navigator with Sindbad plug-in.

Schoenhof's Foreign Books <http://www.schoenhofs.com>

Schoenhof's Foreign Books offers a large selection of foreign-language material including language-learning material for over 700 languages and dialects, as well as fiction, non-fiction, and children's books in 50 languages.

Some other vendors of multiple language materials that are used by libraries in Canada, and which are not included in either the SOMP list or the Vancouver Public Library list provided in the appendices, are listed here.

Somali Resource and Heritage Center

1719 Bank Street, Suite 301C
Ottawa ON K1V 7Z4
Telephone: (613) 733-1463
Fax: (613) 733-3956
E-mail: alamagan@magma.ca
Contact: Mohamed Hussein Hadi for Somali Books

Spectrum A

747-C Richmond Road
Ottawa ON K3H 0G6
Telephone: (613) 729-8853
Fax: (613) 726-8860
E-mail: marina_ler@hotmail.com
Web site: <http://russianottawa.com/beryozka/video-recent.php3>
Contact: Marina Lerner for Russian Books

University of Alberta

Edmonton, AB T6G 2E8
Telephone: (780) 492-2972
Fax: (780) 492-4967
E-mail: cius@ualberta.ca

MAL

Chinatown store
115 East Pender Street,
Vancouver BC V6A 1T6
Telephone: (604) 688-2831
Fax: (604) 688-2863
General Manager: Jenny Chu (cell phone: (604) 728-6138)
They also have stores in Richmond and Burnaby.

Middle East Bookstore

877 Décarie Boulevard
St-Laurent QC H4L 3M2
Telephone: (514) 744-4886
Fax: (514) 744-1237
E-mail: middleeastbookstore@sympatico.ca
Contact: Hassan Isidean for Arabic Books

Sino United Publishing (Toronto) Ltd.

3280 Midland Avenue, Unit 28
Scarborough ON M1V 4W9
Telephone: (416) 293-2696
Fax: (416) 293-9716
E-mail: supbook@bellnet.ca

Web site: <http://www.supbookstore.com/>
Contact: Tony Li, Assistant Manager
Chinese books from Hong Kong and Taiwan

Sino United Publishing (Vancouver) Ltd.

78-80 East Pender Street
Vancouver BC V6A 1T1
Telephone: (604) 688-3785
Fax: (604) 688-0798
Manager: Mr. Huang Jianye
They also have stores in Burnaby, Calgary and Toronto.

Ukrainian Book Store

<http://www.ukrainianbookstore.com/>
P.O. Box 1640
10215 - 97 Street
Edmonton AB T5J 2N9
Toll Free: 1-866-422-4255
Telephone: (780) 422-4255
Fax. (780) 425-1439
E-mail: sales@ukrainianbookstore.com

Carries a wide array of books, magazines, newspapers and journals from Canada, the United States, Ukraine and other European countries.

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6.3 Sources of Information on Vendors and Publishers

The BookWire Index - Non-English Booksellers

<http://www.bookwire.com/bookwire/booksellers/Non-English-Booksellers.html>

This site offers an extensive list of online non-English language booksellers.

Ethnic Media and Markets, Canadian Advertising Rates and Data (CARD)

<http://www.cardmedia.com/>

Ethnic Media and Markets, which is distributed through Canadian Advertising Rates and Data (CARD), provides a good overview of the magazines and papers published in Canada in a variety of languages. It provides current data on advertising rates, circulation and key contacts, an alphabetical index of media listed by print publication, radio and television stations along with essential data for advertising professionals.

Multi-Cultural Books and Videos: The Marketplace for World Languages

<http://www.multiculbv.com>

Multi-Cultural Books & Videos, Inc claims to offer a one-stop shopping source for an extensive range of in a host of languages, including Spanish, French, German, Italian, Chinese, Vietnamese, Korean, Japanese, Arabic, Polish, Portuguese, Tagalog, Greek, Thai, Russian, Ukrainian, Hungarian, Somali, Persian, Cambodian, Hmong and Lao. They also provide books and videos from India in Hindi, Panjabi, Bengali, Urdu, Gujarati, Tamil and Malayalam.

Library and Archives Canada, Canadian Multilingual Newspapers (Currently Received)

<http://www.nlc-bnc.ca/8/16/r16-205-e.html>

Library and Archives Canada's list of the multilingual newspapers is used by libraries across Canada to identify the newspapers that are published in Canada. (See Appendix E)

Toronto Public Library, Canadian Newspapers by Language

http://vrl.tpl.toronto.on.ca/helpfile/rn_c0028.html

TPL provides an extensive list of Canadian newspapers in languages other than English and French in their newspapers holdings list.

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APPENDICES

Appendix A: Section 2, Library Materials, Multicultural Communities: Guidelines for Library Service, 2nd Edition, Revised, 1996 (IFLA)

Appendix B: Section 2, Collection and Selection of Materials, Guidelines for Multilingual Materials Collection and Development and Library Services (ALA), June 1990.

Appendix C: The Southern Ontario Multilingual Pool Vendor Catalogue

Appendix D: Vancouver Public Library, Multi Catalogue List

Appendix E: Library and Archives Canada, Canadian Multilingual Newspapers Currently Received, Language-Group List

Appendix F: Bibliography

Appendix G: Template for Developing Multicultural Library Collections

Appendix H: “Sample” Multicultural Agency/ Organization Inventory Sheet

Appendix I: “Sample” Library Multicultural Collections Inventory Sheet

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Appendix A: Section 2, Library Materials, Multicultural Communities: Guidelines for Library Service, 2nd Edition, Revised, 1996 (IFLA)

2. — Library Materials

2.1 Library materials should be provided for all, in their preferred languages and relating to their own cultures.

(a) An effective, balanced and substantial collection should be maintained for each linguistic and cultural minority group.

(b) The provision of library materials for members of minority groups should be related to the size of the group and its reading needs.

(c) Such provision should be at the same per capita level as for the population in general. However, it should be recognized that for small groups, a higher per capita provision than is generally applied might be necessary to provide an effective and equitable service.

(d) Library materials provided for linguistic and cultural minorities should include both materials published within the country of residence and elsewhere.

(e) Library materials reflecting the experiences and interests of the minority group, and intended for use by them should include materials published in the majority or official language where that is used or understood by members of the minority group.

(f) Library materials should include material in languages widely used as second languages.

2.2. Periodicals and newspapers provided for linguistic and cultural minorities should be provided at the same per capita level as for the general population.

2.3 Books, including books with large print, provided for ethnic, linguistic and cultural minorities should be provided at the same per capita level as for the general population.

2.4 Sound recordings are an integral part of library service to minority groups, and should be provided at the same per capita level as for the general population.

2.5 Digital information and video recordings have become an essential part of library service and should be provided for at the same per capita level as for the general population. Videos should be available in the local national standard format.

2.6 When national copyright laws restrict the use of videos and other materials in electronic format for public lending, negotiations with copyright holders should take place at a national level.

2.7 It is appropriate and desirable for libraries to provide other materials than those specified above. Such materials include laser discs, CD-ROM products, maps, pictures and projected media. Where such provision is made, the materials provided should cater to all ethnic, linguistic and cultural groups within the community.

2.8 Libraries with networked databases or Web sites should assure global access to these services.

2.9 Where there is a lack of any one type of library material, the increased provision of other appropriate materials or services should be considered as an alternative.

2.10 Where there is a lack of print material, a low reading level in a minority community or a significant level of illiteracy, non-print materials, in particular sound and video recordings, should be emphasized if they are available.

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Appendix B: Section 2, Collection and Selection of Materials, Guidelines for Multilingual Materials Collection and Development and Library Services (ALA), June 1990

2.0 Collection and Selection of Materials

Libraries should provide an effective, balanced and substantial collection for each ethnic, cultural or linguistic group in the community.

In the case of small or widely scattered groups, a central or cooperative library effort is the best means to provide materials and services to maximize efficiency, reduce costs and still provide adequate materials and services.

2.1 Levels for Selection

2.1.1 Provision of library materials should be related primarily to the size of the group in the community.

2.1.2 Demand and availability of materials are important factors to be considered in collection development.

The low volume of publishing in some languages or difficulty in obtaining what is published may make it impossible to provide the same amount of material in all languages.

Demand may not correspond to the population size of an ethnic, linguistic or cultural group in the community; low demand could be the result of situations where inadequate or no service has been previously provided, or because of low expectations or unfamiliarity with library services on the part of some potential users. In addition, the educational level or reading interest level of the target community may affect demand.

Therefore, the library must make every effort to determine the potential need for service as a preliminary step for collection development.

2.1.3 In general, the amount of materials provided should be at least the same as for the general population. However, it may be necessary in the case of smaller and widely scattered groups, to provide a proportionally higher level in order to establish a minimally effective collection.

2.2 Types of Formats of Materials

2.2.1 Materials should be acquired in a variety of formats, including print, audio-visual, and computer software.

Where there is a shortage of materials in one format, the increased provision of circulating materials in another format should be considered as an alternative.

Where there is a lack of written materials in a language, libraries should encourage the recording of materials from the oral tradition in appropriate formats.

2.2.2 Libraries should acquire materials to service the diverse needs of the community, including children, the physically challenged, and all educational and reading levels.

2.2.3 Multilingual collections should represent a cross-section of subjects, literary genres and time periods.

This should specifically include materials by authors from each particular national and linguistic group, published within and without the country of origin.

Works of important world literature should be available in other languages in addition to the original language.

To provide information and to promote intercultural awareness and understanding, it is desirable that library materials reflecting the interests and experiences of the ethnic groups be available in English.

2.2.4 Libraries should provide language-learning materials to encourage heritage language retention and to provide Americans/Canadians with an opportunity to learn or review other languages.

Libraries should provide users from specific language backgrounds with ESL learning materials.

2.2.5 Libraries should facilitate, encourage and sponsor the preservation of original materials that relate to the heritage of local ethnic, linguistic and cultural groups.

2.3 Bibliographic Access

2.3.1 Libraries should catalog all materials in the original language and script. They should provide subject access both in English and in the original language. Bibliographic information must be transliterated for staff use.

2.4 Physical Access

2.4.1 Multilingual collections housed separately should be visible and accessible to the community.

2.4.2 Directional signage should be highly visible and in the languages of the major linguistic groups that use the library's multilingual collection.

2.4.3 Library registration forms, overdue notices and other forms used by the library should be available in targeted languages.

2.5 Collection Maintenance

2.5.1 Collections should be maintained so that they contain current and relevant materials as well as classic literature.

2.5.2 Out-of-date and worn-out materials should be evaluated, then discarded or offered to community organizations' archives or special collections, or other appropriate groups.

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Appendix C: The Southern Ontario Multilingual Pool (SOMP) Vendor Catalogue

Contents of the SOMP Vendor Catalogue

Albanian, see Mladost (Croatian)
Amharic, see Multi-Cultural Books & Video
Arabic
Armenian
Cambodian, see Multi-Cultural Books & Video
Chinese
Croatian
Czech, see Multi-Cultural Books & Video
Dutch
Farsi, see Persian
Finnish
French
German
Greek
Haitian-Creole, see Multi-Cultural Books & Video
Hebrew
Hindi, see Indic
Hungarian
Indic
Islamic culture
Italian
Japanese
Khmer, see Cambodian
Korean
Latvian
Lithuanian
Macedonian
Persian
Polish
Portuguese
Romanian
Russian
Serbian
Somali, see Multi-Cultural Books & Video
Spanish
Tagalog, see Multi-Cultural Books & Video
Tamil
Thai, see Multi-Cultural Books & Video
Turkish, see Multi-Cultural Books & Video
Ukrainian
Urdu
Vietnamese
ESL and Language Learning
Multilanguage Vendors/Other

**Multicultural Vendors
Verified July 2002**

Language	Materials	Transliteration Y/N & other notes
Arabic		
Arabic Book Outlet P.O. Box 312 Don Mills ON M3C 2S7	Books, videos	Books contact: Kamal A. Mohammad Videos contact: Faysal. Mohammad Phone: (416) 466-4518 (416) 466-5920 Fax: (416) 466-1754 E-mail: transtutorcom@on.aibn.com
Librairie du Moyen-Orient 877 Decarie Ville St-Laurent QC H4L 3M2	Books	Contact: D.H. Isidean Phone: (514) 744-4886 Fax: (514) 744-1237 E-mail: middleeastbooks@sympatico.ca
Nasr Foods and Video 1996 Lawrence Avenue East Toronto ON M1R 2Z1	Audio, video	Phone: (416) 750-0900 Fax: (416) 288-1985 E-mail: nasr@nasrfoods.com
Rashid Sales Co. 155 Court Street Brooklyn NY 11201	Audio	Phone: (718) 852-3295 E-mail: rashidmsuic@aol.com
Armenian		
Hamazkain Bookstore 45 Hallcrown Place Willowdale ON M2J 4Y4	Books, videos	Phone: (416) 491-2900
Chinese		

Artistic Island 305 Spadina Avenue Toronto ON M5T 2E6	Videos	
China International Book Trading Corp. (CIBTC) P.O. Box 399 Beijing China	Books, Periodicals, Newspapers, Audio, CDs, computer discs	Contact: Zhang Ajzhen, Library Service Dept. Phone: 841-3030 Fax: 841-2023
Grand East Enterprise Ltd. 96 Buddleswood Court Toronto ON M1S 3M9	Books, video	Contact: Flora Chen Phone: (416) 299-6779 Fax: (416) 754-1077
Pan Asian Publications P.O.Box 131 Agincourt Station Toronto ON M1S 3B4	Books, audio, video	Contact: Mr. Sheng Chiu Phone: (416) 292-4468 Fax: (416) 292-2191
Peoples Book & Gift 480 Dundas Street West Toronto ON M5T 1G9	Books, DVD	Phone: (416) 977-8965
Sun Wa Bookstore 280 Spadina Avenue, #8 Toronto ON M5T 3A5	Books, audio, DVD	Phone: (416) 977-3457 Fax: (416) 596-8887
Croatian		
Hruatska Knjiga 6313 St. Clair Avenue Cleveland OH 44103	Books	Contact: Mr. Dzeba Phone/Fax: (216) 391-5350
Mladost 74 Kimbourne Avenue Toronto ON M4J 4J4	Croatian videos, cassettes, CDs, adult and children's books, Albanian books and CDs	Contact: Radovan Matanic Phone/Fax: (416) 406-6953 E-mail: matanic@canada.com
Dutch		

Holland Books 3523 Kingbird Court Mississauga ON L5L 2P9	Books	Contact: Frank Verwimp Phone: (905) 820-0586 Fax: (905) 896-8261
Speelman Book House Ltd. 5010 Steeles Avenue West, Unit #12 Rexdale ON M9V 5C6	Books, video Books: \$29 Video: \$39	Contact: John Speelman Phone: (416) 741-6563 Fax: (416) 748-3062
Finnish		
Kirjavalitys Helsinki, Finland	Books	Phone: 011-35-8985254200
Finnish Place 5463 Yonge Street Willowdale ON M2N 5S1	Audio, Reference material	Phone: (416) 222-7575 Fax: (416) 321-0811
Vapaa Sana Press 50 Weybright Court A22 Toronto ON M1S 5A8	Books	Phone: (416) 321-0808 Fax: (416) 321-0811
French		
Sophia Books 492 West Hastings Street, Vancouver BC V6B 1L1		Contact: Marc Fournier Phone: (604) 684-4032 Fax: (604) 684-1683 E-mail: info@sophiabooks.com www.sophiabooks.com
Librairie Champlain 468 Queen Street East Toronto ON M5A 1T7	Books, audio	Phone: (416) 364-4345 Fax: (416) 364-8843 www.librairiechamplain.com
Librairie du Soleil Place Cartier 425, boulevard St. Joseph Gatineau QC J8Y 3Z8		Phone: (819) 595-2414 Fax: (819) 595-3672
Maison de la Presse Internationale		Phone: (416) 928-0418

124 Yorkville Avenue Toronto ON M5R 1C2	Books	Fax: (416) 928-0099
National Book Service 25 Kodiak Cres North York ON M3J 3M5	Books	Phone: 1 800 387-3178 Fax: 1 800 303-6697 E-mail: nbs@nbs.com www.nbs.com
German		
Euro Sound Video ~ 3267 Lakeshore Boulevard West Toronto ON M8V 1M4	Audio, video (in NTSC format) * German cat. only Films unsubtitled.	Contact: Kurt Winter Phone: (416) 253-1441 Fax: (416) 253-0043
Facets Multi-Media 1517 West Fullerton Avenue Chicago IL 60614		Phone: (773) 281-9075 Fax: (773) 929-5437 www.facets.org
Das Bunte Fenster 900 Kildonan Drive Winnipeg MB		Phone: (204) 661-6850 Fax: (204) 774-7157
German Book Centre 145 Ramona Boulevard Markham ON L3P 2K9	Books, audio	Phone/Fax: (905) 471-9008
German Language Video Centre ~ 7625 Pendleton Pike Indianapolis IN 46226-5298	Videos in NTSC format	Phone: (317) 547-1257 www.germanvideo.com
Hannover 455 Spadina Avenue Toronto ON M5P 2W5	Books, audio	Phone: (416) 979-2725
Sophia Books 492 West Hastings Vancouver BC V6B 1L1		Contact: Marc Fournier Phone: (604) 684-4032 Fax: (604) 684-1683 E-mail: info@sophiabooks.com www.sophiabooks.com
L'Atelier Grigorian 70 Yorkville Avenue Toronto ON M5R 1B9	CD store	Phone: (416) 922-6477 Fax: (416) 922-4879
Sautter & Lackmann		

Postfach 11 04 31 D-20404 Hamburg Germany	Books	Phone: 040-373-196 Fax: 040-365-479
Greek		
G. C. Eleftheroudakis S.A. 17 Panepistimou 105 64 Athens Greece	Books	Phone: 011 (301) 331-4180/5 Fax: 011 (301) 323-9821
Greek City 452 Danforth Avenue Toronto ON M4K 1P4	Audio, video	Phone: (416) 461-0306 Fax: (416) 461-6481 www.greekcity.com
Kalamos Books 725 Vermouth Avenue #1 Mississauga ON L5A 3X5	Out of print books	Phone/Fax: (905) 272-4841 E-mail: kalamosbks@aol.com www.kalamosbooks.com
Platon Bookstore 781 Danforth Avenue Toronto ON M4J 1L2	Magazines, newspapers	Phone: (416) 469-2593
Hebrew / Yiddish		
Israel's Judaica Centre 897 Eglinton Avenue West Toronto ON M6C 2C1	Books, audio, video	Phone: (416) 256-2858 Fax: (416) 256-2750 E-mail: contact@israelsjudaica.com
Hannover 455 Spadina Avenue Toronto ON M5P 2W5	Books, audio	Phone: (416) 979-2725
L'Atelier Grigorian 70 Yorkville Avenue Toronto ON M5R 1B9	CD store	Phone: (416) 922-6477 Fax: (416) 922-4879
Sautter & Lackmann Fachbuchhandlung Postfach 11 04 31 D-20404 Hamburg Germany	Books	Phone: (040) 373-196 Fax: (040) 365-479

Hungarian		
Pannonia Books 104 Belmont Street Toronto ON M5R 1P8		Phone: (416) 966-5156 Fax: (416) 966-5445 E-mail: info@pannonia.ca www.pannonia.ca
Indic (Bengali, Gujarati, Hindi, Panjabi and Urdu)		
Asian Television Network 130 Pony Drive Newmarket ON L3Y 7B6	Audio, video	Phone: (905) 773-8966 Fax: (416) 530-4312 E-mail: atn@asiantelelevision.com www.asiantelelevision.com
Far Eastern Books P.O. Box 846 Adelaide Street Station Toronto ON M5C 2K1	Books, audio, video	Transliteration: yes (catalogue) Contact: Virender Malik Phone: (905) 477-2900 Fax: (905) 479-2988
India Publishers' Group 7280 Victoria Park Avenue, Unit F Markham ON L3R 2M5	Books, CDs, videos	Phone: (905) 940-9809 Fax: (905) 940-2329
Multi-Cultural Books and Videos 12033 St. Thomas Crescent Tecumseh ON N8N 3V6	Most languages, incl. Indic books, audio, video	Transliteration: yes Contact: Rakesh Kumar Phone: (519) 735-3313 1 800 567-2220 Fax: (519) 735-5043 E-mail: service@multiculbv.com www.multiculturalbooksandvideos.com
Spark Video Audio Inc. 13 Kenview Boulevard, Unit #12 Brampton ON L6T 5K9	Audio, video Hindi, Panjabi, Gujarati, Urdu, Bengali	Phone : (905) 792-0929 Fax: (905) 792-0649 E-mail: sparkvideo@on.aibn.com
UMS International 1450 Glen Abbey Gate, Unit 813 Oakville ON L6M 2V7	Books	Contact: Dr. Shailja Saxena Phone: (905) 847-8663 Fax: (905) 847-8663

Asian Video 1180 Midway Boulevard, Unit 1 Mississauga ON L5T 2B9	Videos	Contact: Ramesh Kumar Phone: (905) 564-7676 Fax: (905) 564-7677
Islamic (Culture)		
I.C.N.A. Book Service 100 McLevin Avenue, Unit #3A Scarborough ON M1B 2V5	Books (religious)	Phone: (416) 609-2452 Fax: (416) 292-2437 E-mail: icnabook@canada.com
Islamic Book Service 2200 South Sheridan Way Mississauga ON L5J 2M4	Books, videos, DVDs	Phone: (905) 403-8406 ext. 218 Fax: (905) 403-8409 www.islamicbookscanada.com
Islamic Books 1395 Gerrard Street East Toronto ON M4L 1Z3	Books	Phone: (416) 778-8461 Fax: (416) 462-1832
Italian		
Sophia Books 492 West Hastings Vancouver BC V6B 1L1		Contact: Marc Fournier Phone: (604) 684-4032 Fax: (604) 684-1683 E-mail: info@sophiabooks.com www.sophiabooks.com
Italbook Company 1337 St. Clair Avenue West Toronto ON M6E 1C3	Books Audio, video	Phone: (416) 651-3310 Fax: (416) 654-5957
Ital Records 1339 St. Clair Avenue West Toronto ON M6E 1C3	Audio, video, CD	Phone: (416) 654-8272 Fax: (416) 658-7364
Librital 2908 Dufferin Street Toronto ON M6B 3S8	Books	Contact: Mario Ciccioritti Phone: (416) 789-2181 Fax: (416) 789-2182 1 800 421-0971 E-mail: mario.ciccioritti@librital.com
SIMPA 200 Dufferin Street, Suite 812	Books, audio, video	Contact: Roberto Milanesi Phone: (416) 533-5689

Toronto ON M6K 1Z4	Talking books	Fax: (416) 531-8095
Japanese		
Grand East Enterprise Ltd. 96 Buddleswood Court Scarborough ON M1S 3M9	Books, audio, video	Phone: (416) 299-6779 Fax: (416) 754-1007
Pan Asian Publications P.O. Box 131, Agincourt Station Scarborough ON M1S 3B4	Books, audio	Phone: (416) 292-4468 Fax: (416) 292-2191
Sophia Books 492 West Hastings, Vancouver BC V6B 1L1	Books	Transliteration: no Contact: Marc Fournier Phone: (604) 684-4032 Fax: (604) 684-1683 E-mail: info@sophiabooks.com
Korean		
Director Korean Culture and Information Service, 150 Boteler Street Ottawa ON	Books	Phone: (613) 244-5010 Fax: (613) 244-3696
Korean Book Centre 3921 Wilshire Boulevard, Suite #501 Los Angeles CA 900010	Books, audio, video	Contact: Mark Choi Phone: (213) 738-9140
Korean Books & Music 650 Bloor Street West Toronto ON M6G 1K9	Books, audio, video	Contact: Joo hwan Jang Phone: (416) 537-5147 Fax: (416) 537-1632 www.jongrobooks.ca
Pan Asian Publications P.O. Box 131, Agincourt Station Scarborough ON	Books, audio	Phone: (416) 292-4468 Fax: (416) 292-2191

M1S 3B4		
Toronto Christian Book & Gift 714 Bloor Street West Toronto ON M6G 1L4	Books, audio	Phone/Fax: (416) 535-1920
Latvian		
Latvian Book Store 4 Credit Union Drive Toronto ON M4A 2N8	Books	Phone: (416) 757-1482
Lithuanian		
Lithuanian Martyrs Church Parish 29 Sun Row Drive Etobicoke ON M9P 3H5	Books	Contact: V. Ausrotas Phone: (416) 242-3648
Macedonian		
Horizon Macedonian 2400 Midland Avenue, Unit 117 Scarborough ON M1S 1P8	Audio	Phone: (416) 297-0000 Fax: (416) 297-4096
Persian		
Pegah Book Distribution 5513 Yonge Street Willowdale ON M2N 5S3	Books	Transliteration: yes (catalogue) Phone: (416) 223-0850 Fax: (416) 223-3706
Polish		
Polish Bookstore 7986 Parkway Road Metcalfe ON K0A 2P0	Books, Videos	Phone/Fax: (613) 821-1008 www.polishbookstore.com
Gazeta Bookstore 215 Roncesvalles Avenue Toronto ON M6R 2L6		Phone: (416) 531-3230 Fax: (416) 531-3245
PTVN Bookstore 135A India Street Brooklyn NY 11222	Books	Phone: (718) 349-2738 Fax: (718) 389-7050

Polimex Bookstore 3615 Dixie Road, Unit 11 Mississauga ON L4Y 4H4	Books	Phone: (905) 238-6683 Fax: (905) 238-6763
Portuguese		
College Book Store 534 College Street Toronto ON M6G 1A6	Books, video, audio	Phone: (416) 960-3731 Fax: (416) 960-9811
Portuguese Book Store 1112 Dundas Street West Toronto ON M6J 1X2	Books, video, audio	Phone/Fax: (416) 538-0330
Russian		
Erudite Books 616 Sheppard Avenue West Toronto ON M3H 2S2	Books	Phone: (416) 636-8888 Fax: (416) 398-7772
Troyka Ltd. 799 College Street Toronto ON M6G 1C7	Books	Phone: (416) 535-6693 Fax: (416) 535-3265
Serbian		
Srbica Books 2465 Dundas Street West Toronto ON M6P 1X3	Books	Phone: (416) 539-0476
Spanish		
Bilingual Publications Co. 270 Lafayette Avenue, Suite 705 New York NY 10012	Books	Contact: Linda Goodman Phone: (212) 431-3500 Fax: (212) 431-3567 E-mail: lindagoodman@juno.com
Libreria Las Américas 10 St-Norbert Montreal QC H2X 1G3	Books	Phone: (514) 844-5994 Fax: (514) 844-5290
Girol Books, Inc. P.O. Box 5473, Station F 120 Somerset Street West Ottawa ON K2C 3M1	Videos	Contact: Leslie Roster Phone/Fax: (613) 233-9044 E-mail: info@girol.com
SIMPA 200 Dufferin Street, Suite 812 Toronto ON M6K 1Z4	Books	Contact: Roberto Milanesi Phone: (416) 533-5689 Fax: (416) 531-8095
Tamil		
Daya Imports and Exports 5863 Leslie Street, Suite 205	Books, CDs	Phone: (416) 726-5311

Toronto ON M2H 1J8		Fax: (416) 410-6164
Murugan Book Depot 1241-A Ellesmere Road Scarborough ON M1P 2X8	Books	Phone: (416) 285-9118
New Shankar & Co. 2365 Eglinton Avenue East Scarborough ON M1K 2M5		Phone/Fax: (416) 750-2370
Ukrainian		
West Arka Gift Store 2282 Bloor Street West Toronto ON M6S 1N9	Books, audio, video	Phone: (416) 762-8751 Fax: (416) 767-6839
Yevshan Corp. P.O. Box 325 Beaconsfield QC H9W 5T8	Books, music, audio, some video	Phone: 1 800 265-9858 Fax: (514) 630-9960 www.yevshan.com/catalog.asp
Urdu		
Al-Hilal 338 Hollyberry Trail Willowdale ON M2H 2P6	Books in Urdu, Arabic and Farsi	Phone/Fax: (416) 493-4374
Asian Video 1180 Midway Boulevard, Unit 1 Mississauga ON L5T 2B9	Videos	Contact: Ramesh Kumar Phone: (905) 564-7676 Fax: (905) 564-7677
Grand East Enterprises Ltd. 96 Buddleswood Court Scarborough ON M1S 3M9	Books	Contact: Flora Chen Phone: (416) 299-6779 Fax: (416) 754-1077 or (416) 223-7621
Vietnamese		
Saigon Video 315 Spadina Avenue, Unit G Toronto ON M5T 2E9		Phone: (416) 979-0227 Fax: (416) 979-9440
Viet-Nam Bookstore 415 Spadina Avenue, Toronto ON M5T 2G6		Phone: (416) 595-5199
ESL Material/Language Learning Material		

Audio Forum 96 Broad Street, Suite ES5 Guilford CT 06437	Many series titles CD-ROM, video audio cassettes No Canadian distrib.	Phone/Fax: (203) 453-9794 1 800 243-1234 E-mail: info@audioforum.com
Barron's 34 Armstrong Avenue Georgetown ON L7G 4R9		Contact: Brian Cox Phone: (905) 458-5506 Fax: (905) 877-5575 www.barronseduc.com
Crown Publishing Group 1 Toronto Street, Suite #300 Toronto ON M5C 2V6		Phone: (905) 624-0672 Fax: (905) 624-6217
Gage Educational Publishing Co. 164 Commander Boulevard Agincourt ON M1S 3C7 Gage Learning Corporation	Elementary Catalogue	Phone: (416) 293-8141 or (416) 293-8464 Fax: (416) 293-0846
EA Milley (Canbooks or Hippocrene's Canadian distributor) 19 Thornlea Road Colborne ON		Contact: Eric Milley Phone: (905) 355-1035
Ministry of Citizenship, Ontario	List of materials produced by Citizenship Development	
Nelson Canada 1120 Birchmount Road Scarborough ON M1K 5G4	English Language Teaching and School and Public Library Catalogues	Phone: (416) 752-9100 Fax: (416) 752-9646
OISE Press 252 Bloor Street West Toronto ON M5S 1V6		Phone: (416) 926-4723 Fax: (416) 926-4725
Phonetics 1551 Shore Woods Drive Dayton Ohio 45459		Phone: (937) 435-3773
Phonics - Rock N Learn Big Kids Productions		Phone: (409) 539-2659 E-mail:

1606 Dywer Avenue Austin TX 78704		customerservice@bigkidsvideo.com
Toronto Board of Education Continuing Educ. Dept. Adult ESL / ABE / Parenting Programs Office 155 College Street, 5th Floor Toronto ON M5T 1P6	Learning Materials for the Adult Learner Catalogue	
University of Toronto Bookstore 214 College Street Toronto ON M5T 3A1	ESL books	Phone: (416) 978-8000
Wall & Emmerson Inc. 6 O'Connor Drive Toronto ON M4K 2K1		Phone: (416) 467-8685 Fax: (416) 352-5368 E-mail: wall@wallbooks.com
Multilanguage Vendors/Other		
HMV 33 Yonge Street Toronto ON M5B 1R7	All languages, video and audio	Contact: Eddy Clark Phone: (416) 596-0333 Fax: (416) 586-9671
J & S Video Wholesalers Box 212 Weston ON M9N 3M7	Video	Transliteration: yes Contact: Susan Laurence Phone: (416) 249-1900 Fax: (416) 249-1957
Multicultural Books & Videos 1594 Caille Avenue Belle River ON N0R 1A0	Books, audio, video, CDs, cassettes	Transliteration: yes Contact: Rakesh Kumar Phone: (519) 727-4155 1 800 567-2220 Fax: (519) 727-4199 E-mail: service@multiculbv.com
	www.multiculturalbooksandvideos.com	
Revue Video 207 Danforth Avenue Toronto ON M4K 1N2	All language audio and video	Phone: (416) 778-5776

Visual Education Centre 41 Horner Avenue, Unit 3 Etobicoke ON M8Z 4X4	Video	Transliteration: yes Contact: Nancy Power Phone: (416) 252-5907 www.itf.ca
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Appendix D: Vancouver Public Library, Multi Catalogue List

CHINESE

Adult & Children

Name: Bauhinea Press
Address: 109-3060 Norland Avenue, Burnaby BC V5B 3A6
Phone: (604) 298-1391 Fax: (604) 298-7121
E-mail: eslcanada@intouch.bc.ca

Name: Cheng & Tsui Company
Address: 25 West Street, Boston MA 02111-1213
Phone: 1 800 554-1963 Fax: (617) 426-3669
E-mail: orders@cheng-tsui.com Web site: www.cheng-tsui.com
Note* also sells feature films

Name: Golden Crown
Address: 138 East Pender Street, Vancouver BC V6A 1T3
Phone: (604) 688-2282 Fax: (604) 688-2951
Manager: Robert Shih
Note* will do profile buying. This Chinese-language bookstore sells books, magazines and CDs primarily from Taiwan.

Name: Mirror Books Ltd.
Address: 8636 Mississauga Road, RR10, Brampton ON L6V 3N2
Phone: (905) 451-7401 Fax: (905) 451-7492
E-mail: qliu@msn.com Web site: www.mirrorbooks.com

Name: Milestone Publications
Address: 3284 Heather Street, Vancouver BC V5Z 3K5
Phone: (604) 875-0611 Fax: (604) 738-5135
E-mail: nilepb@dowco.com

Name: Sino United
Address: 78 East Pender Street (Metrotown: 165-4800 Kingsway Phone: (604) 435-3831)
Phone: (604) 688-3785 Fax: (604) 688-0798
Note* will do profile buying

Name: Sun Ya Publications Ltd.
Address: Room 1306, Eastern Centre, 1065 King's Road, Quarry Bay Hong Kong
Phone: 2562-0168 Fax: 2565-9951
E-mail: info@sunya.com.hk Web site: www.sunya.com.hk

Name: Vision Business Consulting
Address: 4455 Union Street, Burnaby BC V5C 4X7
Phone: (604) 294-0328
Note* will do profile buying, specializes in children's material

Audio Visual

Name: Bravo Communications Inc.
Address: 2800-14th Avenue, Unit 2, Markham ON L3R 0E4
Phone: (905) 470-2218 Fax: (905) 470-117

Toll Free: 1 800 667-1979

Note: Affiliate of the American company Tai Seng (www.taiseng.com/).

Name: Sino-American Books & Art Co.
Address: 751 Jackson Street, South Florida CA 94133
Phone: (415) 421-3345

Name: Tai Seong Video Marketing
Address: 12811 Clarke Place Unit 120, Richmond BC V6V 2H9
Phone: (604) 303-3872 Fax: (604) 303-9866

Name: United Entertainment Inc.
Address: 3025 Kennedy Road Unit 2, Scarborough ON M1V 1S3
Phone: (416) 293-0191 Fax: (416) 293-5037

Juvenile

Name: Chinese University Press
Address: Chinese University of Hong Kong, Sha Tin, N.T. Hong Kong
Phone: 852-2609-6508 Fax: 852-2603-7355 + 852-2603-6692
E-mail: cup@cuhk.edu.hk Web site: www.chineseupress.com

French

Name: Ciné Fête
Address: 1586, rue Fleury est, #210, Montréal QC H2C 1S6
Phone: 1 800 858-2183 Fax: 1 800 952-0442
E-mail: cinefete@mblink.net

Name: Études canadiennes
Address: P.O. 550 Station B, Sudbury ON P3E 4R2
Phone: (705) 675-6491 Fax: (705) 673-1817

Name: The Foreign Film House
Address: 8711 Sidaway Road, Richmond BC V6W 1G7
Phone: (604) 244-0110 Fax: (604) 244-7717
E-mail: rogerkhatat@hotmail.com

Name: Librairie Renaud-Bray
Address: 5252, Côte-des-Neiges, Montréal QC H3T 1X8
Phone: 1 800 667-3628 Fax: (514) 342-3796
E-mail: vente@renaud-bray.com Web site: www.renaud-bray.com

Name: Sophia Bookstore Ltd.
Address: 492 West Hastings Street, Vancouver BC V6B 1L1
Phone: (604) 684-4032 Fax: (604) 684-1683

German

Name: C.A. Starke Verlag
Address: Frankfurter Street 51-53, D 65549 Limburg a. d. Lahn
Phone: 0049 06431 / 96 15 0 Fax: 96 15 15
E-mail: starkeverlag@t-online.de Web site: www.edition-digital.com/starkeverlag

Name: Deutsche Buch-Gesellschaft (Der Club)
Address: 475 Dominion Street, Winnipeg MB R3G 2N1

Phone: (204) 774-7157

Fax: (204) 783-4100

Name: German Book Center

Address: PO Box 99, 1455 New Road, Mountindale NY 12763-0099

Phone: (914) 436-4110

Name: Grant & Cutler Language Booksellers

Address: 55-57 Great Marlborough Street, London UK W1V 2AY

Phone: 44 020 7734 2012/8766 Fax: 44 020 7734 9272

E-mail: postmaster@grant-c.demon.co.uk Web site: www.grant-c.demon.co.uk

Mixed languages

Name: Sautter & Lackmann

Address: 20459 Hamburg, Admiralitatstrasse 71/72

Phone: 040-37 31 96

Fax: 040-36 54 79

E-mail: info@sautter-lackmann.de

Web site: www.sautter-lackmann.de

Italian

Name: Grant & Cutler Language Booksellers

Address: 55-57 Great Marlborough Street, London UK W1V 2AY

Phone: 44 020 7734 2012/8766 Fax: 44 020 7734 9272

E-mail: postmaster@grant-c.demon.co.uk Web site: www.grant-c.demon.co.uk

Mixed languages

Name: Librital, Italian Book Center

Address: 2908 Dufferin Street, Toronto ON M6B 3S8

Phone: 1 800 421-0970

Fax: 1 800 421-9071

E-mail: Librital@compuserve.com

Mixed languages

Japanese

Name: Iwase Books Canada, Inc.

Address: Yaohan Centre Suite 2535, 3700 No.3 Road, Richmond BC V6X 3X2

Phone: (604) 231-0717

Fax: (604) 231-0727

Name: Japan Publications Co. Ltd.

Address: PO Box 5030 Tokyo International, Tokyo Japan

Phone: 81-3-3292-3753

Fax: 81-3-32920410

E-mail: serials@jptco.co.jp

Web site: www.jptco.co.jp/book/serials/index.html

Name: Shogakukan Online Bookshop

Address: 3-1 Hitotsubashi, 2-chome, Chiyoda-ku, Tokyo Japan 101-8001

Phone: 03-3230-5526

Fax: 03-3288-9653

Web site: www.shogakukan.co.jp

Name: Sophia Bookstore Ltd.

Address: 492 W. Hastings Street, Vancouver BC V6B 1L1

Phone: (604) 684-4032

Fax: (604) 684-1683

Korean

Name: Harvard Books
Address: 150-5665 Kingsway, Burnaby BC V5H 2G4

Name: Jeong-Eum-Sa Imports Inc.
Address: 3921 Wilshire Boulevard, Suite 501, Los Angeles CA 90010
Phone: (213) 738-9140 Fax: (213) 738-9141

Name: Seoul Books & Records
Address: 3450 – 4 West Peterson Avenue, Chicago IL 60659
Phone: (773) 463-7756 Fax: (773) 463-4319
Web site: www.seoulus@netsgo.com

Panjabi/Hindi/Gujarati

Name: Asian Publications
Address: 7137 – 132 Street, Surrey BC V3W 4M3
Phone: (604) 597-5837
E-mail: sales@asianpublications.com Web site: www.asianpublications.com

Name: Daya Imports and Exports
Address: 5863 Leslie Street, Suite 205, Toronto ON M2H 1J8
Phone: (416) 726-5311 Fax: (416) 410-6164
E-mail: Krishna@daya.com

Name: DK Agencies Ltd.
Address: A/15-17, Mohan Garden, Najafgarh Road, New Delhi 110 059
Phone: 011 564 8066 Fax: 91 11 564 7081
E-mail: custserv@dkagencies.com Web site: www.dkagencies.com

Name: Multi-Cultural Books and Videos
Address: 1594 Caille Avenue, Belle River ON N0R 1A0
Phone: 1 800 567-2220 Fax: (519) 727-4199
Web site: www.indiabooksandvideos.com
Mixed languages

Polish

Name: Hussar Book Store
Address: 1906 Dundas Street East, Mississauga ON L4X 1L9
Phone: (905) 277-5171 Fax: (905) 277-9974
Web site: www.husarz.com
Note: This Polish bookstore in Mississauga sells books, newspapers, magazines, videos and CDs.

Name: Polish Bookstore in Ottawa
Address: 7986 Parkway Road, Ottawa ON K0A 2P0
Phone: (613) 821-1008
E-mail: polbooks@alphainter.net Web site: www.ksiazki.pl

Name: Polonia Bookstore Inc.
Address: 4738 North Milwaukee Avenue, Chicago IL 60630

Portuguese

Name: Grant & Cutler Language Booksellers
Address: 55-57 Great Marlborough Street, London UK W1V 2AY
Phone: 44 020 7734 2012/8766 Fax: 44 020 7734 9272
E-mail: postmaster@grant-c.demon.co.uk Web site: www.grant-c.demon.co.uk

Name: Girol Books Inc.
Address: PO Box 5473, Station F, Ottawa ON K2C 3M1
Phone: (613) 233-9044
E-mail: info@girol.com

Russian

Name: Russian Book Store
Address: 260 Terminal Avenue, Vancouver BC
Phone: (604) 874-1764
E-mail: books@iconsart.com

Name: East View Publications Inc.
Address: 3020 Harbor Lane North, Minneapolis MN 55447
Phone: (612) 550-0961 Fax: (612) 559-2931
Web site: www.eastview.com

Name: Erudit Russian Books
Address: 616 Sheppard Avenue West, Toronto ON M3H 2S1
Phone: 1 800 295-4161

Name: Grant and Cutler
Address: 55-57 Great Marlborough Street, London UK W1F 7 AY
Phone: 44 020 7734 2012 Fax: 44 020 7734 9272
E-mail: russian@grantandcutler.com Web site: www.grantandcutler.com
Mixed languages

Name: Hermitage
Address: PO Box 310, Tenafly NJ 07670
Phone: (201) 894-8247 Fax: (201) 894-5591
E-mail: yefimovim@aol.com Web site: <http://users.aol.com/yefimovim>

Name: Russia Online Inc.
Address: PO Box 558, Kensington MD 20895-0558
Phone: (301) 929-8981 Fax: (240) 246-3670
E-mail: Sales@Russia-on-line.com

Spanish

Name: Astran Inc.
Address: 591 South West 8th Street, Miami FL 33149
Phone: (305) 858-4300 Fax: (305) 858-0405
E-mail: sales@astranbooks.com Web site: www.astranbooks.com

Name: Bernard H. Hamel Spanish Book Corp.
Address: 10977 Santa Monica Boulevard, Los Angeles CA 90025
Phone: (310) 479-3401 Fax: (310) 473-6132

Name: Madera Cinevideo
Address: 311 South Pine Street, Suite 102, Madera CA 93637
Phone: 1 800 828-8118 Fax: (559) 674-3650

Name: Continental Book Company
Address: 625 East 70th Avenue #5, Denver CO 80229
Phone: (303) 289-1761 Fax: 1 800 279-1764
E-mail: abc@continentalbook.com Web site: www.continentalbook.com

Name: Distribooks
Address: 8120 North Ridgeway, Skokie IL 60076-2911
Phone: (888) 266-5713
Mixed languages

Name: Ediciones Ekare
Address: Edificio Banco del Libro, Avenida Luis Roche Altamira sur Caracas, Venezuela
Phone: 582-2630080/0091 Fax: 582-2633291
E-mail: books@ekare.com.ve Web site: www.ekare.com

Name: Ediciones Universal & Libreria-Distribution Universal
Address: PO Box 450353 (Shenandoah Station), Miami FL 33245-0353
Phone: (305) 642-3234 Fax: (305) 642-7978
E-mail: ediciones@ediciones.com Web site: www.ediciones.com

Name: Fiesta Book Company
Address: P.O. Box 490641 Key Biscayne FL 33149-0641
Phone: (305) 858-4843 Fax: (305) 858-9934

Name: Girol Books Inc.
Address: P.O. Box 5473 Station F, Ottawa ON K2C 3M1
Phone/Fax: (613) 233-9044
E-mail: info@girol.com

Name: How to Video Inc.
Address: 11965 Hall Street, Maple Ridge BC V2X 5L9
Phone: (604) 463-3900 Fax: (604) 463-9332

Name: Lectorum Publications Inc.
Address: 205 Chubb Avenue, Lyndhurst NJ 07071-3520
Phone: 1 800 345-5946 Fax: 1-877-532-8678 or 532-8676
E-mail: gochoa@scholastic.com (customer service)

Name: Libros sin fronteras
Address: P.O. Box 2085, Olympia WA 98507-2085
Phone: (360) 357-4332 Fax: (360) 357-4964
E-mail: info@librossinfronteras.com

Name: Iberoamerica Spanish Books Center
Address: 888 Faile Street, Bronx NY 10474
Phone: (718) 861-0797 Fax: (718) 861-0998
E-mail: iberoamerica@prodigy.net
Web site: www.iberoamericabooks.com/about_us.htm

Name: Mariuccia Iaconi Books
Address: 970 Tennessee Street, San Francisco CA 94107

Phone: (415) 821-1216
E-mail: mibibook@ix.netcom.com

Fax: (415) 821-1596 or 1693
Web site: www.mibibook.com

Name: Sophia Bookstore Ltd.
Address: 492 West Hastings Street, Vancouver BC V6B 1L1
Phone: (604) 684-4032 Fax: (604) 684-1683

Tagalog

Name: Kalamansi Books
Address: P.O. Box 4439, Kaneohe HI 96744-8439
Phone: (808) 239-6365 Fax: (808) 239-5445
E-mail: bookbook@lava.net

Vietnamese

Name: B & T Trading
Address: PO Box 201, Mirrabooka West Australia
Phone: 61893753582
E-mail: bttrading@efel.com.au

Name: Dai Nam
Address: 551 West Arden Avenue, Glendale CA 91203
Phone: (818) 244-0135 Fax: (818) 247-8459
Web site: www.vinamall.com/page/gen.jsp?dir=/mall/stores/DaiNamPublishing

Name: Lang Van
Address: P.O. Box 218 Station "U", Toronto ON M8Z 5P1
Phone: (905) 607-8010 Fax: (905) 607-8011
E-mail: langvan@home.com
Web site: www.langvan.com/help.html

Name: Minh Van
Address: 2808 Graham Road, Falls Church VA 22042
Phone: (703) 698-8491 Fax: (703) 538-6403

Name: Nha Sach Hong Bang
Address: 2471 Alvin Avenue, San Jose CA 95121
Phone: (408) 270-0865 Fax: (408) 238-0106
E-mail: HongBangBo@aol.com

Name: Viet Nam Bookstore
Address: 415 Spadina Avenue, Toronto ON M5T 2G6
Phone: (416) 595-5199 Fax: (416) 595-1121

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Appendix E: Library and Archives Canada, Canadian Multilingual Newspapers (currently received)

Language-Group List

Compiled by Sandra Burrows, Newspaper Specialist

Revised by Lucille Gravel, Collections Management

-A -

Armenian/arménien

Apagay = Abaka. Montréal, QC

Horizon. Montréal, QC

- C -

Chinese/chinois

Chung-hua tao pao = Canada-China news. Ottawa, ON

Chia ching hua pao = The Capital Chinese news. Ottawa, ON

Chia hua chiao pao = Chinese-Canadian community news. Ottawa, ON

Chia hua pao = The Canadian Chinese times. Edmonton, AB

Hsing hua pao = Shing wah news. Toronto, ON

Hua ch'iao shih pao = Chinese press = Presses chinoises. Montréal, QC

Manitoba Chinese post. Winnipeg, MB

Shih chieh jih pao = World journal. Toronto, ON

Sing Tao jih pao. Eastern ed. Toronto, ON

Sing Tao jih pao. Western ed. Calgary, AB

Croatian/croate

Glasnik Hrvatske seljacske stranke. North Burnaby, BC

Hrvatski glas = Croatian voice. Hamilton, ON

Czech/tchèque

Novy domov = New homeland. Toronto, ON

Satellite 1-416. Toronto, ON

- D -

Dutch/néerlandais

Hollandse krant. Vancouver, BC

Nederlandse courant. Willowdale, ON

Windmill herald : goed nieuws. Central-Eastern ed. Surrey, BC

Windmill herald : goed nieuws. Western ed. New Westminster, BC

- E -

East Indian/Indien

Link. Winnipeg, MB

English/anglais

Afro news. Aldergrove, BC

ASEAN reporter. Brampton, ON

Asian leader. Montréal, QC

Canadian Jewish news. Montréal, QC

Canadian Jewish news. Toronto, ON
Edmonton Jewish life. Edmonton, AB
India abroad. Fort Erie, ON
India Journal. Mississauga, ON
Jewish free press. Calgary, AB
Jewish Western bulletin. Vancouver, BC
Philippine reporter. Toronto, ON
Share. Toronto, ON
South Asian voice. Brampton, ON
Times of Sri Lanka. Scarborough, ON

Estonian/estonien

Meie elu = Our life. Toronto, ON
Vaba eestlane = Free Estonian. Toronto, ON

- F -

Finnish/finnois

Canadian uutiset. Thunder Bay, ON
Lansirannikon uutiset = West Coast news. Burnaby, BC
Vapaa sana. Sudbury, ON

- G -

Gaelic/gaélique

Scottish banner. Nobleton, ON

German/allemand

Albertaner. Edmonton, AB
Der Bote. Rosthern, SK
Deutsche presse = wöchentliches. Toronto, ON
Deutsche Rundschau. Sharon, ON
Das Echo = L'écho communautaire du Canadien-Allemand = The echo of the German-Canadian community. Pointe-Claire, QC
Heimatbote=Monthly bulletin of the Alliance of the Danube-Swabians of Canada. Toronto, ON
Kanada kurier. Winnipeg, MB : Alberta Ausgabe; Manitoba Ausgabe; Montreal Ausgabe; Ontario Ausgabe; Ottawa Ausgabe; Saskatchewan Ausgabe; Toronto Ausgabe; Vancouver Ausgabe.
Mennonitische Post. Steinbach, MB
Mennonitische Rundschau. Winnipeg, MB

Greek/grec

Gnome = Opinion. Burnaby, BC
Greek Canadian voice. Vancouver, BC
Hellenokanadika chronika = Hellenic-Canadian chronicles. Toronto, ON
Hellenokanadiko vema = Greek Canadian tribune. Montréal, QC
Nea tou Chamilton=Hellenic Hamilton news. Hamilton, ON

- H -

Hebrew/hébreu

Jewish post & news. Winnipeg, MB

Hungarian/hongrois

Kanadai magyarsag = Canadian Hungarians. Toronto, ON
Magyar élet = Hungarian life. Toronto, ON

Magyar naplo. = Toronto, ON
Menora, Egyenloség. = Toronto, ON

- I -

Icelandic/islandais
Logberg, Heimskringla. Winnipeg, MB

Italian/italien
Alberta Italian times. Sherwood Park, AB
Cittadino canadese = Canadian citizen. Montréal, QC
Congresso. Edmonton, AB
Corriere canadese = The Canadian courier. Toronto, ON
Corriere italiano. Montréal, QC
Eco d'Italia. Vancouver, BC
Gazzetta. Windsor, ON
Insieme. Montréal, QC
Messaggero oratinese. Port Colborne, ON
Il nuovo mondo. Edmonton, AB
Ora di Ottawa. Ottawa, ON
Ottawa times = Eco Latino. Ottawa, ON

- J -

Japanese/japonais
Bankuba shinpo = Vancouver shinpo. Vancouver, BC
Kanada taimusu = The Canada times. Toronto, ON
New Canadian & NC journal. Toronto, ON
Nikka taimusu = Nikka times. Toronto, ON

- K -

Korean/coréen
Hankukilbo = Korea times. Toronto, ON
Nyu Kolia taims = New Korea times. Toronto, ON

- L -

Latvian/letton
Latvija Amerika. Toronto, ON

Lithuanian/lituanien
Nepriklausoma Lietuva. Toronto, ON
Teviskes ziburiai = The lights of homeland. Toronto, ON

- M -

Maltese/maltais
L-ahbar. Toronto, ON

- P -

Panjabi/panjabi
Chardhi kala = The charhdi kala. Vancouver, BC
Hamdard. Malton, ON
Indo-Kainedian taimaz = Indo Canadian times. Surrey, BC

Sangharsh = Sangharsha. Burnaby, BC
Weekly Panj pani. Mississauga, ON

Persian/persan

Iraniyan = Iranians. Toronto, ON

Polish/polonais

Czas = The Times. Winnipeg, MB

Echo. Toronto, ON

Gazeta. Toronto, ON

Glos Polski, Gazeta Polska = Polish voice weekly. Toronto, ON

Nowy kurier = Polish-Canadian independent courier. Toronto, ON

Variety = Rozmaito ́sci. Toronto, ON

Zwitazkowiec. Toronto, ON

Portuguese/portugais

Jornal do emigrante. Montréal, QC

Lusitano. Cambridge, ON

LusoPresse. Montréal, QC

Mundial. Winnipeg, MB

Portugal noticias = Portugal news. London, ON

Sol português = Portuguese sun. Toronto, ON

Voice. Toronto, ON

Voz de Portugal = Portuguese newspaper for the Portuguese community in Canada.
Montréal, QC

- R -

Romanian/roumain

Cuvântul românesc = The Romanian voice. Hamilton, ON

Luceafarul romanesc = The Romanian morning star = L'astre roumain. Montréal, QC

Russian/russe

Info trade. Willowdale, ON

Nasha gazeta. Ottawa, ON

Yonge Street review. Toronto, ON

- S -

Serbian/serbe

Glas kanadskih Srba = Voice of Canadian serbs. Toronto, ON

Kanadski Srbobran = The Canadian Srbobran. Toronto, ON

Srbija = Serbia. Winona, ON

Slovak/slovène

Kanadsk'y Slovak = The Canadian Slovak. Montréal, QC

Slovak World news. Stoney Creek, ON

Slovenska drzava. Toronto, ON

Spanish/espagnol

Popular. Toronto, ON

Swedish/suédois

Swedish press = Nya svenska pressen. Vancouver, BC

- T -

Turkish/turque

Zaman Kanada. Etobicoke, ON

- U -

Ukrainian/ukrainien

Homin Ukraïny = Ukrainian echo. Toronto, ON

Nasha Meta = Our aim. Toronto, ON

Novyi Shliakh = New pathway. Edmonton, AB

Postup = Progress. Winnipeg, MB

Ukraïna i svit = Ukraine and the world. Toronto, ON

Ukrainian Canadian herald = Ukraïnsko-kanadskyi visnyk. Toronto, ON

Ukrainian news = Ukraïnski visti. Edmonton, AB

Ukraïnskyi holos = The Ukrainian voice. Winnipeg, MB

Vistnyk = The Herald. Winnipeg, MB

Urdu/ourdou

al-Hilal. North York, ON

Apna watan. Montréal, QC

Crescent international. Toronto, ON

Eastern news. Mississauga, ON

- V -

Vietnamese/viétnamien

Th oi báo. Downsview, ON

- Y -

Yiddish/yiddish

Jewish post & news. Winnipeg, MB

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Appendix F: Bibliography

"A World of Information," published by Library and Archives Canada, includes an extensive bibliography on multicultural library services. The short and selective bibliography that follows is intended as a supplement to this excellent work and is not inclusive of all the published information on multicultural library services that has appeared since 1994.

Books

Crystal, David. *Language and the Internet*. Cambridge University Press, 2001.

Diversity and Multiculturalism in Libraries. Edited by Katherine Hoover Hill. Greenwich, CT: Jai Press, 1994.

Multiculturalism in Libraries. Edited by Rosemary Ruhig Du Mont, Lois Buttlar, and William Caynon. Westport, CT: Greenwood Press, 1994.

Ott, Christopher. *Global Solutions for Multilingual Applications: Real-World Techniques for Developers and Designers*. John Wiley & Sons, 1999.

Articles

Cocca, Anna and Chryss Mylopoulos. "Internationalization of the Web." *Newsletter: IFLA Section on Library Services to Multicultural Populations*, no. 2, spring 2002.

Blandy, Susan Griswold. "What to Do Until the Expert Comes: Dealing with Demands for Multicultural, International Information Now." *Reference Librarian*, nos. 45/46 (1994):119-35.

Chu, Clara M. "See, Hear, and Speak No Evil: A Content Approach to Evaluating Multicultural Multimedia Materials." *RUSQ: Reference and User Services Quarterly*, 39(3): 255-64, Spring 2000.

Cunningham, Andrew. "Musings on libraries & multilingual Internet access." *Newsletter: IFLA Section on Library Services to Multicultural Populations*, no. 2, spring 2002.

Cunningham, Andrew. "Multilingual Unicode web page development. A paper delivered at the Community Networking Conference 1999: Engaging Regionalism." 29 September - 1 October, 1999, Ballarat University, Victoria, Australia.

Kragh-Schwarz, Benedikte. "Book Fairs – a marketplace for librarians." *Newsletter: IFLA Section on Library Services to Multicultural Populations*, no.1, (Fall 2002):1, 3.

Large, Andrew, and Haidar Moukdad. "Multilingual access to web resources: an overview." *Program (ASLIB)*, vol. 34, no.1, (January 2000): 43-58

Mylopoulos, Chryss. "Multilingualism on the Web: A non-technical introduction to translation technology." *Newsletter: IFLA Section on Library Services to Multicultural Populations*, no. 2, (Spring 2002).

Pestell, Robert. "The Logistics of International Book Buying." *Newsletter: IFLA Section on Library Services to Multicultural Populations*, no. 1, (Fall 2002): 8-9.

Pestell, Robert. "Queensland Community Books." *Newsletter: IFLA Section on Library Services to Multicultural Populations*, no. 2, Spring 2002.

Reports

"Survey of Multilingual Library Services in BC: Final Report." Created by Nicole Aerts, Library Services Branch, British Columbia, December 12, 2000.

Bibliographies - Online

York University Libraries. Diversity and Services in Academic Libraries:
A Selective Current Bibliography
Last updated 96/01/24. Compiled by Toni Olshen
<http://theta.library.yorku.ca/staff2/tolshen/diversity.htm>

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Appendix G: Template for Developing Multicultural Library Collections

Development Steps	Tasks	Action Taken	Results
<p>Step 1: Conduct an Environmental Scan</p>	<p>Review Statistics Canada reports for the service area on</p> <ul style="list-style-type: none"> • birthplace/ country of origin; and • profile of languages in Canada (mother tongue / language spoken at home). <p>Gather information locally by contacting</p> <ul style="list-style-type: none"> • provincial or local multicultural councils or similar organizations; and • local government for local statistical profiles. 		
<p>Step 2: Conduct a Needs Assessment</p>	<p>Conduct a needs assessment by</p> <ul style="list-style-type: none"> • including data collection on multicultural library services within a general library needs assessment process; or • conducting a specific multicultural needs assessment process. <p>Both types of needs assessment processes should involve a consultative process with the community.</p> <p>Community consultations can include</p> <ul style="list-style-type: none"> • surveys (in-library surveys and external); • interviews; • focus groups; and • contact with appropriate organizations (ethnic, multicultural, immigration, ESL). 		

	Augment community consultations through in-house observations including analysis of circulation, reference and other usage data.		
Step 3: Develop a Multicultural Library Services Plan	<p>The multicultural library services plan should include a section on developing multicultural collections that includes</p> <ul style="list-style-type: none"> • a clear statement of library collection development policy or multicultural material acquisitions and on the provision of access to online materials; • specifics on the role and responsibility of staff for multicultural acquisitions; • a training program for staff engaged in developing multicultural collections; • information on budget allocations or on the formula for budget allocations; • performance measures and deliverables; and • an implementation schedule for the plan. 		
Step 4: Provide Staff Training	<p>Provide skills training in</p> <ul style="list-style-type: none"> • the publishing and distribution of “other language” materials in Canada; • the sources of multicultural e-content available on the Web; • the issues, problems and solutions related to evaluating, providing access to and using Web-based multicultural resources; and 		

	<ul style="list-style-type: none"> • developing multicultural Web resources and cross-cultural communications. 		
Step 5: Develop The Multicultural Collections	<p>Select and acquire multicultural materials following accepted library acquisition procedures using the following techniques</p> <ul style="list-style-type: none"> • selecting and purchasing from vendor and bookstore catalogues; • acquiring materials through visits to bookstores; • arranging for purchasing plans through vendors; • searching through reviews for recommended purchases; • attending book fairs; and • seeking advice from the ethnic community through their organizations. 		
Step 6: Develop a Multicultural Library Resources Web Presence	<p>Develop a library web site that provides access to</p> <ul style="list-style-type: none"> • multilingual search engines; • multicultural Web directories; • multicultural reference resources; • links to sources of information on the country of origin for larger ethnic groups; • links to machine translation sites; and • instructions in the use of library services and collections in the main community languages. 		

<p>Step 7: Evaluation -Evaluate multicultural collections and the collection development process</p>	<p>Evaluate multicultural collections using</p> <ul style="list-style-type: none"> • user feedback and satisfaction ratings systems; • analyzing statistics, such as circulation statistics; and • assessing the performance measures and deliverables developed as part of the plan for multicultural library services. <p>Use the evaluation process to revise or develop a new plan for multicultural collection development.</p>		
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Appendix H: "Sample" Multicultural Agency/ Organization Inventory Sheet

Agency/Organization: _____

Mandate/Activities in Multicultural Services:

Service Type/Description	Language/Cultural Groups Served	Age Groups Served
1.		
2.		
3.		

Promotion/Publicity Methods Used:

Resources:

Description of Human Resources (e.g., languages spoken, experience)

Description of Information Resources and Services (e.g., in-house library, newsletter, Web page)

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Appendix I: “Sample” Library Multicultural Collections Inventory Sheet

<u>Materials</u>	Service Offered	Language/Cultural Groups Served	Age Groups Served	Level of Use (Well Used / Not Well Used)
<u>Print</u> Books Periodicals Newspapers Others				
<u>Non Print</u> Cassettes CDs Videos (DVD & VHS) Talking Books Other				
<u>Digital</u> Online Web-based Other				

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