



Centre for  
Urban Research

# Libraries and the Community

REPRESENTING AND REFLECTING CULTURAL DIVERSITY  
IN LIBRARY RESEARCH, POLICY AND PRACTICE

27-28 FEB 2020 | SYMPOSIUM  
RMIT University Melbourne, Australia

**#LIBCOMM2020**



**RMIT University acknowledges the people of the Woi wurrung and Boon wurrung language groups of the eastern Kulin Nation on whose unceded lands we conduct the business of the University.**

The Libraries and the Community Symposium is proudly hosted by the RMIT University's Centre for Urban Research. It is supported by an Australian Research Council Linkage grant (LP170100222 Representing Multicultural Australia in National and State Libraries).

**2020 CONFERENCE ORGANISING COMMITTEE**

Associate Professor Ian McShane, Deputy Director, RMIT Centre for Urban Research

Dr Jodie Boyd, Research Fellow, RMIT Centre for Urban Research

<https://www.diversityandlibraries.com/>



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# PROGRAM

Day 1 - Thursday 27 February	
Location: Emily McPherson Building 13.3.9 (Ethel Osborne Lecture Theatre) Russell Street (cnr Victoria Street)	
8.30 - 9.00	Registration
9.00 -10.00	Welcome to Country  Opening remarks Ian McShane  Keynote address: <b>Kate Torney</b> , CEO State Library Victoria
Session 1 10.00 -11.30  <b>Ø Multi-platform = Multi-vocal?</b>  Chair: Leisa Gibbons	<b>Jo Ritale &amp; Libby Cass</b> NED the polyglot – collecting electronic material across language and culture  <b>Hilary Berthon &amp; Andrew Finegan</b> Trove's many voices  <b>Hollie White and Denise Woods:</b> Public Library Collections as Representation of the Asian Australian Community in Western Australia
11.30-11.45	Morning tea
Session 2 11.45 - 1.15  <b>Ø Diversity beyond the Collections</b>  Chair: Steve Wright	<b>Gavin Bannerman</b> Showcasing untold stories in Queensland  <b>Oriana Acevedo and Ellen Forsyth</b> What if I speak another language? Many libraries, many languages  <b>Ian McShane</b> Comparing Library Collection Policies in Settler Countries of Immigration
1.15 - 2.15	Lunch
Session 3 2.15 - 3.45  <b>Ø Critical librarianship, cultural policy, leadership and the power and politics of diversity</b>  Chair: Sophie Couchman	<b>Leonee Ariel Derr, Cory Greenwood, Hayley Martin, Subha Simpson &amp; Caz Smith</b> Who Do We Think We Are? Understanding Diversity in the Victorian Public Library Workforce  <b>Louisa Willoughby, Simon Musgrave, Steve Wright &amp; Tom Denison</b> Who's reading what? Superdiversity and public library multilingual collections: a case study  <b>Jodie Boyd</b> Oral history's place in the multicultural imaginaire of Australia's National Library
3.45 - 4.00	Afternoon tea
Session 4 4.00 - 5.00  Chair: Ian McShane	Keynote address: <b>Nathan Sentance</b> , Australian Museum Diversity means disruption
From 5.30pm	Informal Drinks & Dinner: Oxford Scholar (Building 81, 427 Swanston St, theoxfordscholar.com.au)

## Day 2 - Friday 28 February

Kaleide Theatre: Building 8, 360 Swanston Street

9.00 -10.00 Chair: Ian McShane	Remote keynote address: <b>Liz Stainforth</b> , University of Leeds Collections challenges / Challenging collections: The Case of Trove and Digital Heritage Aggregation
Session 5 10.00 - 11.30  <b>Ø Collecting in the community – creating connections or cultural silos?</b>  Chair: Subha Simpson	<b>Sophie Couchman</b> Reflections from a community museum curator  <b>Biftu Hawas &amp; Ivy Tucker</b> Exploring cultural identity with children and families: Addressing cultural and language representation for children raised in Australia who come from diverse backgrounds  <b>Kieran Hegarty</b> Histories and practices of multiculturalism in Australian libraries: A case study of the Victorian Working Group on Multicultural Library Services
11.30 -11.45	Morning tea
Session 6 11.45 -1.15  <b>Ø Tools for the trade - Libraries, standards and education in and for diverse communities</b>  Chair: Gavin Bannerman	<b>Libby Cass &amp; Anthony McLaughlin</b> Surfacing Indigenous Australian languages: Aboriginal and Torres Strait Islander Studies and the National Library of Australia  <b>Jessie Lymn &amp; Leisa Gibbons</b> A question of diversity in Australian library and information studies (LIS) education  <b>Mary Carroll</b> Reflections on a diverse workforce: barriers and opportunities for LIS education
1.15 - 2.15	Lunch
Session 7 2.15 - 3.45  <b>Ø Collections policy and development - Shaping the national narrative?</b>  Chair: Hollie White	<b>Leisa Gibbons</b> Funding diverse community heritage and histories in Australia  <b>Alexandra Dellios</b> Public and Private: Ethnic Minority Women in the NLA  <b>Morgan Harrington</b> Diversity beyond catalogue representation
3.45 - 4.00	Afternoon tea
Session 8 4.00 - 5.00  Chair: Paul Mercieca	Panel: A picture is worth a 1000 words - Multiple views of a multicultural society  <b>Lizzy Tait, Huan Vo-Tran, Michelle Matheson, Sue Reynolds with Wendy Frerichs</b>  (To be followed by drinks and discussion or join us to discuss the JALIA special issue)
JALIA publication session (optional) 5.00 - 5.30pm	If you are intending to submit a paper to the Symposium Special Issue of the <i>Journal of the Australian Library and Information Association (JALIA)</i> , then please join us for this overview. We will be discussing paper formats, deadlines and the overarching themes that we hope to explore in the special issue.

# SPEAKERS

## **ORIANA ACEVEDO**

Oriana works at State Library of NSW as the Multicultural Consultant for Public Libraries. She provides advice and supports the development of multicultural library services within the State Library and NSW public libraries. She represents the State Library in government and NGOs for the advancement, participation and settlement of migrants and refugees in NSW. Oriana manages the Multicultural Cooperative that assists public libraries with the acquisition of materials in Languages other than English (LOTE) and also manages the State Library's bulk loans services that provide contemporary lending collections in 49 languages. Oriana works with multicultural communities to facilitate access and participation in the State Library activities.

## **GAVIN BANNERMAN**

Gavin is Director, Queensland Memory, at State Library of Queensland. A qualified archivist, he has worked at State Library of Queensland for 14 years. In this time he has had experience with many facets of documentary heritage: from archives to oral history, digital storytelling and contemporary collecting. Gavin leads the Queensland Memory team, which is committed to collecting a trusted record of Queensland life, and growing engagement with those collections.

## **HILARY BERTHON**

Hilary is currently Assistant Director, Trove Outreach, at the National Library of Australia. Over her career, Hilary has maintained a strong interest in nurturing collaborative approaches to the digitisation and preservation of library materials. At the National Library, she has worked in a variety of roles including as Manager, Digitisation and Photography; and as Coordinator of the Australian Newspaper Plan, fostering the National Library's emerging digitisation partnership program.

## **JODIE BOYD**

Jodie is a Research Fellow at the Centre for Urban Research at RMIT University. She is a member of the Representing Multicultural Australia in National and State Libraries project. She holds a PhD in history and is a former law librarian. She researches and publishes in cultural policy, legal and trade history and in oral history.

## **MARY CARROLL**

Mary is Associate Professor and Courses Director at the Faculty of Arts and Education, Charles Sturt University, NSW.

## **LIBBY CASS**

Libby is Director of Australian Collections Management at the National Library of Australia. She is a member of National and State Libraries Australia (NSLA) National edeposit steering group.

## **SOPHIE COUCHMAN**

Sophie is a freelance curator and historian based in Melbourne with a particular interest in migration history and the role photographs play in how we tell history. She has published in the area of Chinese-Australian history, have worked as a curator at the Chinese Museum in Melbourne and the Immigration Museum and have worked closely with Chinese-Australian family historians through my involvement in the Chinese Australian Family Historians of Victoria. She will enjoy telling stories in interesting ways that draw on objects, oral histories and place.

## **ALEXANDRA DELLIOS**

Alexandra is a historian and lecturer in the Centre for Heritage and Museum Studies at the Australian National University.

## **TOM DENISON**

Tom is a senior lecturer in the Faculty of Information Technology at Monash University. He conducts research within the fields of social and community informatics, specialising in research relating to the effective use of information and communications technologies (ICTs) by communities and their members.

## **LEONEE ARIEL DERR**

Leonee has over 13 years' experience enhancing public libraries via collection, space, and program management. In 2011 she was awarded the State Library of Victoria's Barrett Reid Scholarship to research space and place as engagement for youth. She has advocated for the importance of story as a tool for achieving public libraries' goals of education, discovery, inclusion and connection. That advocacy was and continues to be through nurturing library teams as a team leader, designing community programming, reimagining library spaces, and inclusion of non-traditional library content to diversify reading opportunities.

## **ANDREW FINEGAN**

Andrew has over a decade of prior professional experience as an information professional, both in Australian libraries and in International development work overseas. Andrew is currently an acting Trove Outreach Officer at the National Library of Australia. In his recent career, he has focused his experience on delivering outreach programs and forming partnerships with diverse communities.

## **ELLEN FORSYTH**

Ellen is a Consultant, Public Library Services at the State Library of New South Wales. Ellen is interested in how public libraries manage collecting current materials for local studies and has experience with collaborative projects. Her work involves providing advice to public libraries, reviewing their services and in coordinating statewide working groups for local studies, readers' advisory and reference and information services. Ellen is interested in how public libraries manage collecting

current materials for local studies and has experience with collaborative projects.

## **WENDY FRERICHS**

Wendy Frerichs is an Information Literacy Librarian with RMIT University Library, she also teaches into the Information Management Master's program. Wendy is passionate about information literacy and teaching and strives to make an impact. She tries to stay across current trends and issues within the profession and is always looking for new methods of maintaining engagement. Before starting at RMIT she spent two years with Holmesglen TAFE as a Liaison librarian and Information Literacy Librarian concurrently, before that Wendy was with Defence Library Services for eight years.

## **LEISA GIBBONS**

Leisa is a Lecturer in the School of Media, Creative Arts & Social Inquiry (MCASI) at Curtin University. Leisa primarily teaches subjects on archives, preservation and management of information services. Her research focusses on digital archives with a particular interest in social media archives. Leisa Gibbons has a Ph.D. and Master in Information Management & Systems from Monash University, and is an accredited Records Manager, Archivist & Librarian. Her professional background is primarily in business archives and she ran her own consultancy working with small and medium community and not-for-profit organisations.

## **CORY GREENWOOD**

Cory is currently Coordinator Community Programs and Marketing at Yarra Libraries and is committed to developing innovative and inclusive programs that utilise creative technologies and game-based learning principles. In 2015 he was awarded funding from the UNESCO Melbourne City of Literature Office to investigate creative writing and publishing centres within public libraries (something he is still investigating!) and is currently researching controlled vocabularies and their relationship with website usability, with the view of

establishing an inclusive and consistent vocabulary for Victoria's public libraries.

## **MORGAN HARRINGTON**

Morgan is a writer and researcher with a PhD in anthropology and a background in journalism. He has worked as a lecturer at The Australian National University, and as a Native Title anthropologist. He was the National Library of Australia-based Research Fellow for the Representing Multicultural Australia in National and State Libraries project.

## **BIFTU HAWAS**

Biftu was born in Ethiopia and came to Australia as a refugee. She currently works in community development running Women's Friendship Cafés with Victorian Immigrant and Refugee Women's Coalition (VIRWC), volunteers extensively to support and advocate for the Oromo community and has previously done youth work. She has a Bachelor of Arts in International Community Development and a Certificate IV in Language Teaching. She speaks Afaan Oromoo, Amharic and English, and founded the Oromo language school for children born in Australia. She recently founded the Gutama Hawas Foundation (GHF) in Oromia to help provide basic needs for children and women in the developing region of Oromia/Ethiopia. She seeks to continue to support her community to link them with services and the wider community in Melbourne and to maintain regular engagement with local social and community organisations and events such as the storytime program.

## **KIERAN HEGARTY**

Keiran is a Librarian and PhD candidate at the Centre for Urban Research at RMIT University, where he is researching migrant heritage and community knowledge structures. His doctoral research will contribute to the ARC Linkage project 'Representing Multicultural Australia in National and State Libraries', run in partnership with National and State Libraries across Australia. With a background in Sociology,

Kieran is also a Research Support Officer at the Monash Migration and Inclusion Centre at Monash University, where he has supported major projects evaluating how public institutions and neighbourhoods are responding to increasing social and cultural diversity. He has published on religious visibility, consumer culture and the lived experience of diversity in urban spaces.

## **JESSIE LYMN**

Jessie is a Lecturer in Information Studies at Charles Sturt University in Wagga Wagga. Her research considers non-normative material in collections, arguing for a consideration of non-linearity, disruption, and productive effects, which includes DIY publications in institutional and non-institutional collections and queer memories in GLAM sector institutions. She also researches in the area of library and archives studies education.

## **HAYLEY MARTIN**

Hayley is currently the Team Leader, Learning Literacy and Partnerships at Melton City Libraries and has over 8 years' experience working in roles in Victoria and South Australia connected to the transformation of service delivery in the public library space. She believes strongly in the ability for public libraries to build stronger, more cohesive, connected and resilient communities through space, program and collection commitments.

## **MICHELLE MATHESON**

Michelle is a Masters by research student at RMIT University where she is conducting research on the topic of LGBTIQ+ inclusion and representation in the academic library. She is also a Teaching and Research Librarian with RMIT University Library. Her research interests are in social inclusion in academic libraries and in library staff skills development.

## **PAUL MERCIECA**

Paul is the Program Manager for the postgraduate Information Management degrees at RMIT University. His teaching and research interests are associated

with digital information access, especially that related to open access content and resources. Prior to academia, he was a digital publisher and has also worked in a number of library environments, managing their information services

### **ANTHONY MCLAUGHLIN**

Anthony is the Senior Collections Officer in the Print and Published team at the Australian Institute of Aboriginal and Torres Strait Islander Studies (AIATSIS). Anthony was instrumental in the adoption of the AUSTLANG codes as a language source for MARC cataloguing. He worked closely with AIATSIS and National Library colleagues in preparing the application to the Library of Congress; he and AIATSIS' senior Linguist, Amanda Lissarrague, in collaboration with NLA colleagues, developed and presented the May 2019 webinar "In search of Indigenous Australian languages" and prepared the associated handout, and took an active role in the code-a-thon during NAIDOC week. Anthony is committed to strengthening the community of practice around the indigenisation of collections and collaborating on matters of cultural safety in resource description.

### **IAN MCSHANE**

Ian is an associate professor in RMIT's Centre for Urban Research. His research focuses on informal and formal education systems (especially museums, libraries and schools), local infrastructure and community services, and digital technologies.

### **SIMON MUSGRAVE**

Simon is a lecturer in the Linguistics program at Monash University. His research covers various areas in linguistics and sociolinguistics, linked by the themes of the use of computational tools in linguistic research and the relationship between Linguistics & Digital Humanities.

### **SUE REYNOLDS**

Sue is a Senior Lecturer in the School of Business IT & Logistics at RMIT University. Her PhD was a

history of the Library of the Supreme Court of Victoria from Charles Sturt University, published as Books for the Profession (Australian Scholarly, 2012). She teaches information organisation, and the professional experience in the Master of Information Management program and researches in the areas of library history, LIS education and library operations.

### **JO RITALE**

Jo is Head of Collections at the State Library Victoria. She is a member of National and State Libraries Australia (NSLA) National edeposit steering group.

### **NATHAN "MUDYI" SENTANCE**

Nathan is a Wiradjuri man from the Mowgee clan who grew up on Darkinjung Country, NSW. Nathan is a proud descendant of Diana Mudgee. He currently works as a project officer in First Nations programming at the Australian Museum and as Wingara Mura Advisor at the University of Sydney.

### **SUBHA SIMPSON**

Subha is Area Manager, North, at the Geelong Regional Library Corporation. She has been in the library sector for 5 years and made the move after a 13-year career as a journalist and sub editor in Australia and overseas. She is passionate about libraries, the diverse communities they serve and the staff that make this happen.

### **CAZ SMITH**

Caz is Coordinator at Darebin Libraries responsible for community learning and collections for adults, youth and children. In 2015, she provided a strategic approach to engaging with and delivering services for the CALD community through the development of the 'Darebin Libraries CALD Framework 2015' and has been a member of the State Library of Victoria Project Development Team responsible for the development of the 'Reading and Literacy for All: A Strategic Framework for Victorian public libraries: 2015-2018' and its revision.



## **LIZ STAINFORTH**

Liz is currently a Lecturer in Heritage Studies at the School of Fine Art, History of Art and Cultural Studies at the University of Leeds.

## **ELIZABETH TAIT**

Elizabeth is a lecturer in Information Management at RMIT University where she teaches digital curation and records management. Her research interests are in the socio-cultural impact of digital technologies with a particular focus on marginalised communities. Prior to joining RMIT in 2018 she worked in Aberdeen, Scotland and conducted projects with remote rural communities and the political engagement of young people.

## **IVY TUCKER**

Ivy has worked for Casey Cardinia Libraries for over 5 years. She facilitates the Library has Legs Early Years Literacies Outreach Program, which is funded by Communities for Children. She relies on the support and partnership of many community members, playgroup facilitators and other staff to help her produce programs that engage children and families in many varied contexts. She has a Master of Information Studies qualification, a Bachelor of Arts, Bachelor of Education, and a Certificate IV Training and Assessment. She was born in the USA and came to Australia as a permanent migrant in 2000.

## **HUAN VO-TRAN**

Huan Vo-Tran is an Information Management lecturer in the School of Business IT & Logistics at RMIT University. He obtained his PhD in 2014 where he explored the information management and sharing practices of architects and builders as they completed a multi-million dollar complex construction project. Huan currently serves on the Australian Library and Information Association (ALIA) Research Advisory Committee whose focus is to promote the value of research in the profession and to provide advice on ALIA's role in research in general.

## **HOLLIE WHITE**

Hollie is a Lecturer in Libraries, Archives, Records and Information Science (LARIS) at the School of Media, Creative Arts, and Social Inquiry (MCASI) at Curtin University in Perth. She has a PhD in Information and Library Science from the University of North Carolina at Chapel Hill in the United States. She teaches and researches in the areas of library evaluation and assessment, knowledge organization systems, and metadata.

## **LOUISA WILLOUGHBY**

Louisa is a senior lecturer in Linguistics at Monash University. Her work explores linguistics diversity and multilingualism and the ways in which minority and majority language speakers and institutions respond to it.

## **DENISE WOODS**

Denise is a Lecturer in the School of Media, Creative Arts and Social Inquiry at Curtin University. She teaches and coordinates first year and second year core units in the Mass Communication programme which is offered at Curtin's Bentley as well as offshore campuses at Dubai, Mauritius, Sarawak Malaysia and Singapore. Her areas of research include representations of race, gender and disability in online games, representation of Australia in the media in Asia, and media production in Asia. She has published in the Journal of Australian Studies, Media International Australia and the book *Alter/Asians: Asian-Australian Identities in Art, Media and Popular Culture*. She is an executive committee member of the Asian Australian Studies Research Network.

## **STEVE WRIGHT**

Steve is a senior lecturer in the Faculty of Information Technology at Monash University. His research centres upon information creation and use, from the experiences of public libraries and community archives, to the place of documents in social movements.

# ABSTRACTS

## KEYNOTE SPEAKERS:

### Diversity means disruption

*Nathan Sentance (Australian Museum)*

Why hire First Nations people into your mostly white structure and expect/want/demand everything to remain basically the same? Many libraries, archives and museums will talk about how they value diversity and many individual institutions and professional organisations will have their own diversity and inclusion policies and initiatives. However, these are often shallow exercises without disruption.

### Collections challenges / Challenging collections: The Case of Trove and Digital Heritage Aggregation

*Liz Stainforth (University of Leeds)*

This paper explores practices of digital heritage aggregation at scale, focusing on the National Library of Australia's Trove system. Trove facilitates free web access to a range of documentary heritage resources and is one among a number of aggregators, including Europeana, Digital NZ, the Digital Public Library of America (DPLA) and the National Digital Library of India (NDLI). In different ways these initiatives point towards the re-structuring and re-imagining of cultural collections online, transformations that are driven by the logic of increased data integration. Aggregation involves making collections centrally accessible, reflecting the earlier aspirations of universal knowledge systems, while at the same time operating as part of distributed technical infrastructures. Such conceptions of universal knowledge are not without issue and the racist, gendered and classist assumptions underlying them – specifically regarding uneven access to knowledge and the entanglement of universals in the establishment of European colonial power – have been widely critiqued (see, e.g., Byrne 1991; Smith 2006). Yet, as the anthropologist Anna Lowenhaupt

Tsing notes, to better understand these dynamics we must also 'pause to consider how universals work in a practical sense' (2005: 7). Tsing's call for practical investigation is the point of departure for the paper, which analyses the workings of Trove and assesses its potential to unsettle the scaling of knowledge within local, national and global frameworks. The final part of the paper touches on community-driven efforts to create digital heritage environments for alternative knowledge ontologies, and addresses possible ways in which mass aggregation can support these initiatives.

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### What if I speak another language? Many libraries, many languages

*Oriana Acevedo and Ellen Forsyth (State Library NSW)*

This paper will look at work that the State Library of NSW is doing with and for NSW public libraries for their collections and services for people who speak languages other than English. One of the projects is working with ALIA seeking changes to the Classification (Publications, Films and Computer Games) Act 1995. This would enable films in languages other than English which don't have a classification in Australia to be able to be purchased for public libraries. At present unclassified films can only be purchased overseas.

In 2018 research was conducted into multicultural public library services across NSW. This research led to benchmark to identify the current services and to aim for improvement. Another project we are working on that of portable local studies. This is with 16 libraries public libraries who are collecting local studies material which includes working with people from their culturally and linguistically diverse communities as well as Aboriginal and Torres Strait Islander people. There other services will be described in more detail in the subsequent paper including books and other library materials for loan to public libraries in forty-two

languages, and Telstra Tech Savvy Seniors which has provided technology training to over 7000 people in over eight languages

### **Showcasing untold stories in Queensland**

*Gavin Bannerman (State Library of Queensland)*

State Library of Queensland has recently undertaken a range of projects that have worked with specific communities to assist them in telling their stories, including their experiences in the collection and engaging them in the services of the organisation. Two projects – working with the Australian South Sea Islander and Queensland Greek communities – have led to exhibition outcomes that have showcased untold stories and raised broader public awareness of these communities' experiences. These two exhibitions *Plantation Voices* and *Meet me at the Paragon*, and their development demonstrate the symbiotic nature of collection building and collection engagement. Through growing collections, engagement becomes possible. And through engagement, collecting opportunities emerge. This presentation will outline State Library's collecting approach to reflecting diversity in its collections, and how it has worked with specific communities to assist them in telling their stories now, and for future generations.

### **Trove's many voices**

*Hilary Berthon and Andrew Finegan (National Library of Australia)*

Trove is a place to discover and engage with the many voices that make up our Australian community. Since its launch in 2009, Trove has evolved to expose an ever-widening array of perspectives and histories. As well as aggregating collections from organisations across the community, cultural and research sectors, Trove also hosts a growing corpus of both born digital content and content digitised in partnership with around 180 libraries, historical societies, universities, schools, businesses, local councils, faith, cultural and community groups. Over the last decade, a range of collaborative strategies have been used to build a digital collection which reflects a diverse Australian

community. With the breadth and quantity of content brought together through partnerships and digital collecting, as well as the National Library's own digitisation program, Trove is uniquely positioned to engage a multicultural community in conversations about this content and to enable the uncovering and sharing of multicultural stories. The National Library of Australia is now undertaking a program to renew and revitalise the Trove experience for a modern culturally and linguistically diverse audience, consulting with both Trove's current and potential users to ensure that Trove is a welcoming place for all Australians. Trove's patrons will be able to easily discover content in non-English languages, including the Indigenous language varieties coded by Austlang.

### **Oral history's place in the multicultural imaginaire of Australia's National Library**

*Jodie Boyd (RMIT University)*

In Australia's National Library, the acquisition or commissioning of oral histories is accepted as one of the methods by which it can fulfil its representative mission as a socially inclusive and culturally diverse institution. In this goal, oral history has carved a space for itself as a method by which the stories and voices of "traditionally" underrepresented or marginalised people and communities may have a presence in collections otherwise accepted as, among other deficiencies, largely Anglo-centric. In this vein, oral history projects which focus on underdocumented, minoritised or marginalised individuals, groups or communities commonly stake their value on the claim that such projects can work to fill the "gaps" in the national story, contribute to a more complete historical record, or recover lost, overlooked or hidden histories. This article considers oral histories as "collections" within an institution which, in addition to its function as a repository of the nation's history, is also overtly situated as an instrument of state social and cultural policy; that is, as tools of liberal governance. This paper asks two questions: does the production or acquisition of oral histories by the Library work to reinforce the concept of a core Australian culture and history with a few "gaps"

to be filled. Or, do oral history collections construct a kind of heterotopic space in the Library offering counter-narratives and transformative possibilities, within the existing terms of the institution?

### **Reflections on a diverse workforce: barriers and opportunities for LIS education.**

*Mary Carroll (Associate Professor and Courses Director, Faculty of Arts and Education, Charles Sturt University, NSW)*

The issue of developing a diverse workforce for the Australian information professions is a complex one set within a wider historical and structural context where lines have been drawn between what has been called 'education for the head' and 'for the hand'. This divided educational model has been subscribed to almost from the establishment of formal LIS programmes in tertiary institutions in Australia. By using this practice/theory divide some commentators suggest the professions have been defined by constructs reflecting particular attitudes towards the nature and limits of intelligence, labour divisions within the workforce, professional territorialism/protectionism, socio-economic status and gender. More generally it has been contended that professional associations have acted as gatekeepers using this educational structure as a de facto barrier to access to professions in the name of quality and professional status. In so doing it has been argued, they have limited the diversity of those allowed entry to professional status. By considering the intersecting and parallel workforces and educational environments in which Australian information professions has operated this paper will reflect on these issues and on Australian LIS education and discuss what the evidence has to tell us about the structural and educational barriers to diversity which may exist within the sector.

### **Surfacing Indigenous Australian languages: Aboriginal and Torres Strait Islander Studies and the National Library of Australia**

*Libby Cass (National Library of Australia)*

*Anthony McLaughlin (Australian Institute of Aboriginal and Torres Strait Islander Studies (AIATSIS))*

In the 2019 International Year of Indigenous Languages

the National Library of Australia and the Australian Institute of Aboriginal and Torres Strait Islander Studies (AIATSIS) collaborated on a significant and enduring project to surface Indigenous Australian language materials in library collections. In an international first, the Library and AIATSIS secured approval from the Library of Congress to incorporate AIATSIS' AUSTLANG language codes for Australian Indigenous languages into international standards. Previously librarians could only apply one language code to indicate an item was in an Australian Indigenous language. By applying these codes in the library context librarians can now precisely identify Australian Indigenous languages using a comprehensive and authoritative source. AUSTLANG codes, when applied to bibliographic records, enhance the discovery of language materials in Library collections. This is an important step towards more visible recognition of indigenous voices and cultures in our collections. With AIATSIS, the National Library of Australia has been encouraging the uptake of AUSTLANG codes among Australian libraries. Team AUSTLANG has presented at conferences, published articles, produced training guides and, in May 2019, convened a webinar broadcasting to over 70 libraries from all states and territories. The promotional and training strategy culminated in an AUSTLANG code-a-thon held in NAIDOC Week in July 2019. By week's end 8017 records in the Australian National Bibliographic Database, related to 465 unique languages, received an AUSTLANG Indigenous Australian language code. This presentation will detail this initiative, provide an evaluation of its success and implications for practice, and outline the next steps.

### **Reflections from a community museum curator**

*Sophie Couchman (Freelance Curator)*

When I first started work as curator at the Chinese Museum in Melbourne in 2009 I quietly questioned whether the museum should exist at all. Much of the work of Chinese-Australian history has been about trying to draw Australia's Chinese history into national narratives and conversations. By collecting Chinese Australian material culture in its own museum, we were denying



it a place in a state or national museum where it might find a role in bigger stories and bigger audiences. But on the other hand, I knew that these larger museums had to prioritise what they collected and any collecting they did needed to be balanced against the need to represent every other ethnic community. I was also painfully aware that one of the legacies of anti-Chinese discrimination and the white Australia policy is a paucity of Chinese Australian histories, archival sources and material culture and that we needed to work hard to make up for this absence if we wanted to tell Chinese-Australian histories. A dedicated Museum can also build expertise in not only Chinese Australian history but also Chinese languages and cultures that mean it can better interpret and assess Chinese Australian collections. I worked at the Chinese Museum until 2016 and in the end decided that the answer was a dance between the two and the need for a close relationship between an ethnic museum like the Chinese Museum and national museums such as Museums Victoria (which embraces the Immigration Museum). Using the Chinese Museum as a case study, I would like to reflect this and other issues I faced that relate to balancing the local, the national and the transnational within a small ethnic community museum.

#### **Public and Private: Ethnic Minority Women in the NLA**

*Alexandra Dellios (Australian National University)*

In beginning my documentary research on the 'migrant rights activists of 1960s and 1970s Australia', I encountered a number of gaps and barriers in the archive and library. Some of them were expected—certain voices speak louder than others, and when it comes to ethnic minority groups in post-war Australia, sources are more readily offered to (and accepted by) collecting institutions from agents that are able to communicate mostly in English, and who have achieved some level of public and professional success within mainstream Anglo-Australian institutions. I found the voices of familiar male figures from the group of Left-wing and Greek-origin migrant rights activists that I am studying. They have made valuable contributions to

collections that are mostly dominated by the voices of Anglo-Celtic Australians. Ethnic minority women were harder to access, not because they did not participate in these collective struggles (they did), but because narrative framings of their lives, and thus their sources, was different—not only within the catalogue and library or archival classification/subject of their life stories, but in the methods and line of questioning that, for example, interviewers pursued when conducting oral histories with these women. This came down to a separation between the public and private sphere, which I believe collecting institutions may perpetuate with the gaps in their collections. Representation of the intersectional reality of multiethnic lives is key to building collections that are reflective of multicultural realities. This paper offers some examples for my recent research.

#### **Who Do We Think We Are? Understanding Diversity in the Victorian Public Library Workforce**

*Leonee Ariel Derr (Youth Advocate), Cory Greenwood (Yarra Libraries), Hayley Martin (Melton City Libraries), Subha Simpson (Geelong Regional Library Corporation) & Caz Smith (Darebin Libraries)*

Research into diversity and inclusion practices continues to highlight the positive relationship between a diverse workforce and organisational success in both the public and private sector. These benefits include financial rewards (organisational and individual) as well as optimal organisational advancement through innovation, function, advocacy and stakeholder engagement. As part of Public Libraries Victoria Shared Leadership Program 2019, a team of five library staff from services across the state undertook research to explore the implications of this for public libraries by inviting Victorian public library staff to respond to the question "who do we think we are?" Between July and September 2019, this group conducted a survey of public library staff in Victoria receiving feedback from 400 staff out of a workforce of 1800 FTE (22%), capturing and evaluating the current state of diversity and notions of belonging within the Victorian public library workforce through these responses. The findings from this state-wide survey

speak to a preservation bias within the workforce that favours the 'stereotypical librarian,' and also unearth rich information about the psyche of public library staff that shed light on entrenched and systematic cultural frameworks that are creating roadblocks to achieving a diverse and inclusive workforce. As the Victorian public library sector begins to shift gears with a new overarching strategy (PLV Strategic Plan 2019-2022) now has become a vital time to understand how diversity and inclusion is represented in order to plan for and administer effective workforce development for a sustainable and successful future.

### **Funding diverse community heritage and histories in Australia**

*Leisa Gibbons (Curtin University)*

Since 1996, the National Library of Australia's (NLA) Community Heritage Grant (CHG) program has been funding and preservation activities to support the 'urgent need to preserve Australia's rapidly deteriorating documentary heritage' (1996). The Public Record Office of Victoria (PROV) has since 2001 administered a funding program to support local history (2019). Previous research into the NLA's CHG program has highlighted several key issues including a lack of support for digital initiatives, questions over the role of the NLA in funding community heritage, insufficient training support, and a lack of access to conservation professionals to carry out funded projects in remote areas of Australia (Gibbons, 2019; McCausland & Thompson, 2014; Meredith, Sloggett, & Scott, 2019). To date, there is no published research on the PROV program. An examination of cultural diversity and how it is represented and supported via the funding schemes is only touched on in the existing research. This paper draws from public data shared by the NLA and PROV about successful grant applications (1996 - 2017) to explore what organisations have successfully received grant funding. Building on an existing typology of organisations, created using the NLA data (Gibbons, 2019), this research classifies organisations around cultural identity to identify what stories are being funded. The analysis utilises 'narrative' as an

organising concept, drawing from multiple methods to present the data as stories on the various intersections between memory institutions and community identity and representation in Australia. Key to the research is communicating how the concept of cultural identity and representation is situated in Australia.

### **Diversity beyond catalogue representation**

*Morgan Harrington (RMIT University)*

This paper will briefly present the methodological approach and limitations to the attempt to evaluate the collection of the National Library of Australia's collection for its representation of culturally and linguistically diverse Australians and then suggest some alternatives. A few examples of actual library collection items will highlight the incredible complexity of individual and shared identities that exist within Australia and, in doing so, consider the implications for libraries endeavouring to catalogue items in ways that are culturally appropriate. How can libraries balance the need to catalogue items in a way that accurately reflects their content and ensures they are discoverable by a large number of people with the goal of reflecting the complexity of diverse identities? How could cataloguers capture a multitude of possible intended uses of a collection item that might not be 'about' diversity but is nevertheless a representation of diversity? By discussing the outcomes of this pilot project, and presenting key findings, this paper aims to provide an informed starting point for more-productive future research. Specifically, the paper will argue that collection evaluation be contextualised within a wider appraisal of how the library as a 'living institution' presents itself and the story of Australia through exhibitions, websites and other public programs. How does the institution, as a source of ideas and messages about Australian society reflect the diversity of the Australian people? How are the stated policy intentions enacted in practice?

**Exploring cultural identity with children and families: Addressing cultural and language representation for children raised in Australia who come from diverse backgrounds**

*Biftu Hawas (Victorian Immigrant and Refugee Women's Coalition; Gutama Hawas Foundation) & Ivy Tucker (Casey Cardinia Libraries)*

The Library has Legs program at Cranbourne Library has a range of programs aimed at engaging CALD communities. One aspect aims to work with staff and volunteers of diverse languages and cultures to produce storytimes that give an opportunity for communities to celebrate language and culture, in particular for their children to connect and engage with the culture and languages of their families. It is important to note that this may not be their first language, despite being the mother tongue of their family's culture. In the case of the Oromo community, there are few children's books available that are printed in this language from Ethiopia. Oromo people have been persecuted in the past, and Afaan Oromoo was suppressed by the Ethiopian government. Children raised there were forced to learn and speak Amharic. Practicing their culture and language in their homeland has not been easy. Having this storytime and a dedicated volunteer from this community willing to translate and tell stories gives an opportunity to hear stories read in their mother tongue and to celebrate and learn their mother language together in public without fear of discrimination. In this, it provides another opportunity for these families in their work towards the reclamation of their language by their children in a safe space, planned and presented both by the library service, but most importantly, by a respected member of their community. It also benefits by creating a sense of belonging and connectedness among the families and children who attend.

**A question of diversity in Australian library and information studies (LIS) education**

*Jessie Lymn (Charles Sturt University) & Leisa Gibbons (Curtin University)*

The notion of 'diversity' in Library and Information Studies (LIS) includes explorations into a range of disciplinary topics, trends, skills and knowledge, checklists of demographics as well as notions of

representation of varied perspectives including culture, language, identity and ability. In this paper we situate our understanding of diversity in LIS within the literature related to representation of identity, and explore the possibility of a diversity of perspectives being represented in LIS educational curriculum, resources and work integrated learning as well as LIS educators themselves. In 2011 the ALTC funded project Re-conceptualising and re-positioning Australian library and information science education for the 21st century (Partridge et al 2011) reported on higher education in the sector, and more recently the 2019 ALIA Workforce Diversity Trend Report provided an analysis of the diversity of the LIS workforce through census data. The tension between these reports raises two critical questions. Firstly, with an existing awareness of a lack of diversity in the Australian LIS workforce, how are ALIA and the other LIS higher education accrediting bodies, the Australian Society of Archivists (ASA) and the Records and Information Management Professionals of Australasia (RIMPA) framing diversity and identity in their accreditation requirements? Secondly, LIS workforce diversity necessarily includes LIS educators (Partridge et al 2011), but a reflection on educators and diversity is noticeably absent from both major reports. So, how diverse are Australian LIS curricula and educators? In this paper, we present preliminary findings from research into LIS courses and educators drawing from publicly available information about each ALIA/ASA/RIMPA accredited higher education institution. We extend the work done by Partridge et al in 2011 and ALIA in 2019 to suggest a more nuanced attention to defining and measuring diversity in the LIS workforce, including education.

**Comparing Library Collection Policies in Settler Countries of Immigration**

*Ian McShane (RMIT University)*

Australia has long been recognised as an international leader in the design and provision of library services in multicultural societies (International Federation of Library Associations 2009). However, there has been little comparative research on the policy frameworks which govern these practices, particularly as they

relate to collection development. This presentation examines the legislative mandates and collection policies of major public libraries in seven “settler countries” (Koopmans and Michalowski 2017) to compare Australian practices of collecting and making accessible materials documenting our diverse society, with the approaches of comparable immigrant nations.

### **NED the polyglot – collecting electronic material across language and culture**

*Jo Ritale (State Library Victoria) Libby Cass (National Library of Australia)*

In 2019 the national, state and territory libraries joined forces to launch one giant national digital collection of Australian publications. It’s called National edeposit – or NED for short. By ‘Australian publications’ we’re talking books, journals, magazines, music, pamphlets, newsletters, novels, children’s stories, self-published poetry anthologies, maps, government reports. You name it, regardless of where it was published in this vast continent, NED will have it. NED is a system and a service, connecting a network of publishers and libraries. Publishers go to the NED website to deposit and describe their electronic publications using a simple tool, choosing where and how they want them to be accessed. For the rest of us, these publications show up through the national discovery service, Trove. This is a world-first collaboration for the library sector. It dismantles barriers by opening our systems to publishers so that they can describe their own publications, choose the access conditions they prefer (within the Copyright Act). For the public, it means that a large percentage of Australian publications can be accessed directly from home, and something published in Cooktown can be read in Coober Pedy. Speaking at the launch on 16 August, author Peter Greste summed up the ambitious scale of the project as “frankly mind-boggling in its scale, and incredibly powerful in its potential”. This presentation will detail NED and its potential as powerful community engagement tool to facilitate the improved representation and discovery of culturally and linguistically diverse societies in our libraries.

### **Public Library Collections as Representation of the Asian Australian Community in Western Australia**

*Hollie White and Denise Woods (Curtin University)*

Klinenberg describes public libraries as ‘palaces for the people’, an important part of ‘social infrastructure’ - “places and organizations that shape the way we interact.” (Dowling, 2018, p.29). Serving the needs of the general public within a certain geographic area, public libraries collect materials in all formats and genres based on institutional priorities related to community or user needs and interests (Johnson, 2018). The 2016 Australia Bureau of Statistics data showed that 35.0% of people living in Western Australia (895,400 people) were born overseas, with migrants from Asia listed in the top 15 countries (Australian Bureau of Statistics, 2018). Our paper examines how the Asian Australian community is represented by collections in Western Australian public libraries. Media and non-book format collections (i.e. films and newspapers) play a crucial role in the lives of Asian Australian communities. For migrants like Claire Cao’s father, the library was where he would go for access to films from Hong Kong and Taiwan. The library provided access to resources they would not have been able to otherwise afford (Cao, 2019). These materials provide Asian Australians a way of negotiating their identity/identities. Using conceptual frameworks and theories from cultural studies, this paper presents survey and interview findings that explore how Western Australian public libraries develop their collections on Asia, focusing specifically on media and other non-book formats.

### **Who’s reading what? Superdiversity and public library multilingual collections: a case study**

*Louisa Willoughby, Simon Musgrave, Steve Wright & Tom Denison (Monash University)*

Australia has long been a multicultural society, and its population growth continues to be driven by migration from overseas. At the same time, migrant communities are increasingly superdiverse – in other words, they come from a wide range of language and cultural backgrounds with different socio-economic profiles and migration trajectories. Superdiverse migrants often possess complex language repertoires, extending



beyond both the English dominant in Australia and the majority language(s) of their place of origin. Superdiversity thus poses challenges for libraries in terms of both understanding the language needs and desires of their patrons (which may not be readily discernible from large-scale demographic data) and in terms of servicing these needs over an increasing array of languages. In this paper we report on a pilot study conducted between 2016 and 2018 in a public library system based in Melbourne's southeast that aims to unpack some of these issues. Drawing on analysis of borrowing data as well as the views of library staff and patrons, we demonstrate that borrowing behaviour for language other than English materials does not align neatly with the proportion of speakers for each language recorded in the local community at the 2017 census. Rather it reflects a complex array of factors including the availability and presentation of quality materials, level of English proficiency of speakers/readers of the language, migration histories and commitment to language and cultural maintenance. We close by reflecting on how these insights might inform multilingual collection management and help in identifying opportunities for further research and collaboration.

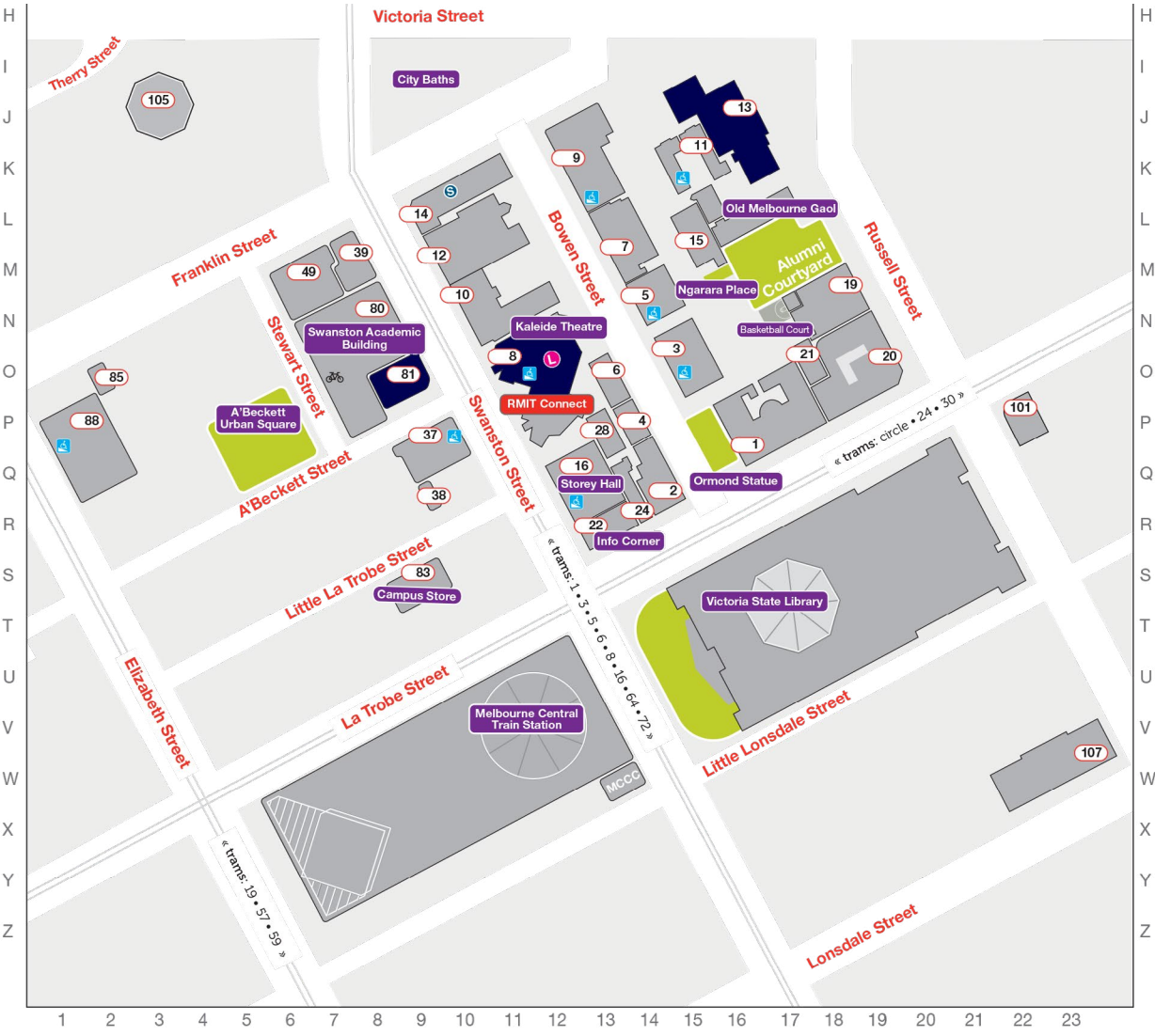
### **Histories and practices of multiculturalism in Australian libraries: a case study of the Victorian Working Group on Multicultural Library Services (1979-2001)**

*Kieran Hegarty (RMIT University)*

Four decades on from the first National Conference on Multiculturalism and Libraries, this paper will examine how libraries and librarians have historically understood and responded to the emergence of multiculturalism in Australia. The group responsible for the 1980 conference, the Working Group on Multicultural Library Services (Victoria), formed the year prior, and played an active role in translating the emerging policy orientation of multiculturalism into a set of practices in the Australian library sector. The Fraser Government's adoption of the recommendations of the Galbally Review in 1978 energised this small group of librarians who sought to implement its guiding

principles of respecting community differences and supporting cultural and linguistic maintenance through information access and provision. This was largely achieved through measuring and improving the linguistic diversity in collections and services according to the presence of 'ethnic minorities' among potential user groups. Over the next two decades, the group was active in continuing to support such changes to library services and collections across the state, lobbying and promoting these "multicultural library services", that is, "fair and equitable library service[s] to all Victorians, whatever their culture or language". In doing so, the group sought to position libraries as a central pillar in supporting cultural maintenance and the promotion of "intercultural understanding" in a multicultural society. Using primary sources from the group and interviews with key group members, this paper will reflect on the emergence of this "multicultural librarianship" in Australia, outlining the assumptions, ethics, and politics of such practices. By reflecting on this history, I hope to show how cultural difference has been defined, inscribed and reinforced in conventional library practices. In doing so, I ask if such practices and understandings can be disrupted to re-imagine, rather than reproduce, dominant narratives around national identity, culture and heritage.

# MAP & VENUES



- Building 8**      Kaleide Theatre
- Building 13**    Emily McPherson
- Building 81**    Oxford Scholar

# NOTES



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