

BCLA Multicultural Services Interest Group Meeting Minutes

Date: November 16, 2023 from 9:30-10:37AM

Location: Zoom

Present: Yasmin (Burnaby Public Library), (Surrey Libraries), and Andrea (West Vancouver Memorial Library)

Agenda:

1. Update on work with Studio Nuvo, the student-run/faculty-led design agency at Vancouver Community College, to design a new logo for MSIG
2. Update on continuing education event for Spring 2024
3. Roundtable
4. Next meeting & action items
5. Other

MEETING

Land Acknowledgement

We started the meeting with a land acknowledgment.

1. Update on Studio Nuvo

Emily, our Chair and also our led on this project, was unable to attend this meeting. This update has been postponed until our next meeting on Thursday, February 22, 2024.

2. Update on continuing education event for Spring 2024

Ravi, one of the co-creators of the cross-cultural and anti-racism workshop that the group would like to offer as a train-the-trainer workshop, is currently on leave. Laura, one of Ravi's colleagues from Surrey Libraries, shared that Ravi wants to make some changes to the the workshop before offering a train-the-trainer workshop for members of our Interest Group, and any other member of the library community that would like to attend. No BCLA membership would be required to participate in this continuing education workshop.

Ravi would like to make the workshop more accessible to newcomers who speak Farsi, Mandarin and Arabic and include more current examples of racism from the news.

Laura will email Andrea or Emily once Ravi is back from leave. The group will consider the feasibility of offering this workshop in 2024 at our next meeting.

3. Roundtable

The Roundtable is when we share information about multicultural programming, services and collections that we are offering or would like to offer at our library systems.

Laura - Surrey Libraries's program called "Shifting the Story: Challenging Stigma" was well-attended. This program features brave community members who talk to registered patrons about their experience with stigma, including mental health, substance use, disabilities, 2SLGBTQIA+, Indigenous experience, immigrant experience, living unhoused, and other topics. 3 sessions were held at 3 different branches. Given the success of this program, Surrey Libraries may run it again.

Surrey Libraries is also trying to secure the Human Library designation from the Human Library Organization (www.humanlibrary.org) which has headquarters in Copenhagen, Denmark.

Surrey Libraries now has settlement workers who speak Spanish coming to select branches 3 days a week. They have also partnered with Options to offer seven Circle of Care sessions to help newcomers adapt to Canada.

Street SMART (Surrey Mobilization and Resiliency Table) workers are also partnering with the City Centre Branch to help people facing homelessness. For more information, check out this press release: <https://www.surrey.ca/news-events/news/surrey-introduces-street-smart-pilot-support-people-experiencing-homelessness>

Yasmin - Burnaby Public Library is moving forward with EDI recruitment strategies. The system recently hired 2 EDI coaches to come to assess current practices and facilitate some brainstorming sessions.

The Tommy Douglas branch makes bus passes available to patrons.

The Cameron Branch has space restrictions that impair the Branch's capacity to meet the high demand for English classes. The demand from newcomers for English classes has spiked in the last 3-6 months and the demographics have changed: 90% of recent newcomers are Farsi speakers and they have in many cases, come to Canada very recently (e.g. arrived 2 months ago). This Branch will be moving to Lougheed Mall until the present site has a newer, bigger building.

Cameron Branch created a display for Diwali and staff got really involved. The Branch is also trying out a Spanish book discussion group.

Yasmin also shared that when a person signs up for a new library card at any Burnaby branch, they are given \$5 dollars worth of free printing each month. If a patron doesn't use their \$5 worth of printing in a given month then the \$5 doesn't carry over to the next month. However, there is no expiry on the \$5 worth of free printing - patrons get \$5 of free printing each month in perpetuity. This initiative has been very popular and helped remove barriers to accessing library services.

Andrea - West Van Library recently installed five publicly available soundproof pods from Inbox (four of them are for a single occupant and one is for two people). More information about these pods is available here: <https://inboxbooths.com/> Use of these pods is free, no registration is required and they

offer newcomers a quiet and private space in which they can have work on their resumes, speak with prospective employers over the phone or online, etc. The soundproof pods are available to all patrons.

The possibility of pairing Chromebooks with the Inbox pods was discussed as an additional way to remove barriers for newcomers.

4. Next meeting and action items

Our upcoming meetings are as follows:

Thursday, February 22, 2024 from 9:30am-11:00am

Tuesday, May 14, 2024 from 9:30am-11:00am

All of our meetings are held virtually in the hopes that people from across the province can join us.

No BCLA membership is required to attend any of our meetings.

5. Other

No other items were raised.

Meeting adjourned at 10:37am.