

# World Languages Collection Policy

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## 1. Policy Statement

Christchurch City Libraries provides World Languages Collections to reflect, and appropriately resource, the increasing cultural diversity in our community. They aim to support cultural groups of significant size and/or need living in the local community.

World Languages Collections exclude resources for Māori and Pacific Island<sup>1</sup> peoples, as these groups are supported by specific collections and buying practices, and the general library collection. These collections also exclude resources from countries where English is the indigenous language.

World Languages Collections:

- Support the Christchurch City Council’s strategic direction **Strong Communities**, in particular the goal, “Celebrate and promote Christchurch’s identity, culture and diversity by supporting cultural groups and organisations.” (Long Term Council Community Plan p60)
- Will have regard for the guidelines included in the Standards for New Zealand Public Libraries 2004, “Where a Local Authority has a population of 2,500 or more identifying as users of a language, then that Local Authority should provide book-stock for that population.” (L.1.4)  
The Library Manager has responsibilities to:
  - Provide collections in the languages of the community which include fiction and non-fiction for both adults and children. Large type, talking books and videos should be provided in languages other than English where possible if there is a need.(L.2.2)
  - Conduct periodic surveys of user and non-user groups to assess the effectiveness and efficiency of the library in meeting the needs of the ethnic community. (L.2.6)

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<sup>1</sup> Commitment to Pacific Island communities derived from LIANZA Statement on [Library and Information Services to Pacific Peoples](#)

- Act as a distribution centre for multicultural information produced by other agencies and provide referral services for people with special needs, for example, interpreters, translators. (L.2.6)

Accordingly, World Language Collections are recognised as an important area of Library content and are reflected as such in the Christchurch City Libraries' Content Development Policy.

**Review:**

The World Languages Collection Policy will be reviewed every five years, coinciding with the release of new census data, or more frequently if required.

## 2. Scope

### 2.1 Definition of World Languages Collections

World languages collections support:

- **Migrant groups**

Numerically, migrants are the largest group supported by World Languages Collections.

Migrants are individuals or communities who have chosen to leave their homeland and settle in New Zealand by choice. They have prepared for their arrival, and know they can return to their homeland for visits, or return permanently if they cannot settle.

World Languages Collections support recent migrants for whom English is a second or subsequent language. Resources provided for this group vary according to the needs of the individual migrant group but are established to enable them to connect with their language and culture and maintain access to their first language.

Migrant groups supported by World Languages Collections are identified primarily through census and immigration data.

Currently Christchurch's largest migrant groups relevant to this policy are Chinese, Korean, Indian and Japanese. (Census data 2006, see Appendix 1).

- **Refugee communities**

Unlike migrants, refugees do not choose to leave their homeland. Refugees arrive ill-prepared and often traumatised, with little in the way of possessions or financial resources. English will again be a second or subsequent language and the New Zealand culture may be totally unknown. It is not uncommon for refugee communities to include some people with little or no literacy in their own language.

Currently, Christchurch's largest refugee groups are Afghans, Somalis, Ethiopians and Kurds. (*Refugees, newer and established migrants : a CCC resource guide, p.6*)

Because of the unplanned nature of refugee arrivals, the Library is not usually able to predict which new communities will require a World Language collection.

- **International students**

International students attending language schools or learning centres in New Zealand also use library resources to maintain a connection with their language and culture.

- **General public**

Traditionally the Library has held collections of French, German, Dutch and Spanish resources. These have been collected for general readership and learning, or for earlier migrant groups. These collections will continue to be supported with some content additions.

Additionally the general public uses the wider World Language collections for lifelong learning, travel and recreation purposes, and more recently to gain a greater understanding of the cultures of our recent migrant and refugee communities. They also provide materials for customers fluent in more than one language wishing to retain that fluency.

## **2.2 Collection purpose**

- To reflect the diversity of new settlers to Christchurch
- To provide first language resources for new settler communities
- To provide recreational 'own language' resources for English language students
- To provide resources for first or subsequent generation New Zealanders to retain or develop the languages of their ethnic communities
- To provide lifelong learning and recreation resources in a variety of languages for the general public

## **2.3 Collection scope**

Collections will include all formats relevant to the needs of the particular group. Possible formats include online resources, books, magazines and newspapers and audiovisual resources. Format options are often influenced by availability in a particular language, as well as customer preference.

Strong collections of particular languages may be located at designated library locations rather than distributing the resources around the library network. This enables comprehensive collections to be kept together, and enables staffing expertise to develop in these locations in regards to customer service and collection management. (Appendix 2 contains data for usual area of residence for larger ethnic groups relevant to this policy).

Collections may be located at libraries close to areas where significant numbers of a particular group live. Strong collections of other resources relevant to the group may also be a factor in determining where a particular collection is located.

Items in some formats will be included in other collections e.g. Chinese DVDs, or DVDs with a Chinese language option will be housed in the general DVD collection.

Resources for both children and adults will be collected. Resources specifically appropriate for children will be housed in the children's areas of library locations.

## **2.4 Collection size**

A minimum collection size is required for an effective, viable collection. The minimum stock number needed to establish a collection is usually 200 items, with a growth/ maintenance level of up to 100 items per annum. This stock number is derived from the collection funding formula which allocates a per capita budget proportion to world language collections.

Factors that need to be considered in conjunction with this minimum size include:

- Availability of adequate stock (i.e. able to source the minimum 200 stock items and these items being of suitable quality)
- Availability of funds to establish the collection
- Ongoing publication of suitable material to enable the collection to be regularly refreshed
- Availability of a variety of media, and media appropriate to the needs of the group
- Size and predicted growth rate of the migrant or refugee group

## 3. Collection Management

### 3.1 Establishing a new World Language Collection

When exploring the appropriateness of establishing a new World Language Collection, the relevant ethnic community will be consulted to identify key needs and preferences (e.g. recreational material, format of material, balance between adult and children's material, oral or written tradition).

New collections for migrant groups are established on the basis of:

- Population size of the migrant group, based on census and immigration data, but taking into account how long members of the group have been resident in New Zealand (see Appendix 3)
- Number of speakers of a particular language.
- Customer demand for a first language resource
- Availability of suitable resources
- Availability, or lack of availability, of alternative sources of relevant materials e.g. other institutions providing accessible and suitable resources

New collections for refugee groups are established on the basis of:

- Need of the group at the time
- Customer demand
- Availability of suitable resources

Collection profiles are established and take account of:

- Library use patterns
- Format preferences
- Familiarity with technology
- Balance of recreational reading resources, lifelong learning resources, other specific needs
- Literary tradition of the country of origin
- Oral or written tradition of the culture
- Religious or cultural practices
- Considerations relating to the specific language e.g. Traditional or simplified characters for Chinese

Data from the 2006 Census has revealed two major trends for language use in Christchurch:

- Continued increase in number of Korean and Chinese (Sinitic (nfd), Northern Chinese, Yue and Min) speakers.
- Although total numbers are fewer, large percentage increases in numbers of Spanish and Hindi speakers.

To a large extent these trends reflect changes at a national level:

- The number of people born in India who were living in New Zealand, more than doubled between 2001 and 2006. The number of people born in the Republic of Korea, South Africa and Fiji also increased significantly.
- New Zealand's changing ethnic composition and the impact of migration within the five years between 2001 and 2006 was reflected in the increasing diversity of languages spoken. Between 2001 and 2006, the numbers of people in New Zealand able to have a conversation about everyday things in Hindi almost doubled, from 22,749 to 44,589. The number of people able to speak Northern Chinese (Mandarin) increased from 26,514 to 41,391, the number of people able to speak Korean increased from 15,873 to 26,967, and the number of people able to speak Afrikaans increased from 12,783 to 21,123.

*QuickStats about culture and identity* (Statistics New Zealand)

<http://www.stats.govt.nz/NR/rdonlyres/5F1F873C-5D36-4E54-9405-34503A2C0AF6/0/quickstatsaboutcultureandidentity.pdf> (21/6/07)

### **3.2 Selection**

Selection of resources is managed by Content selectors and the Ethnic Services Librarian.

Before selection, profiles of each language community are determined by appropriate library staff in consultation with key community contacts.

Local language schools, existing library suppliers, and libraries already providing a particular World Language collection will be consulted as appropriate for advice and support in terms of identifying and sourcing appropriate materials for new and existing collections.

Due to the small New Zealand market segment for resources appropriate to World Language Collections, purchase is contracted to external providers. A significant number of resources are also acquired through donations.

### **3.3 Donations**

Donations are accepted where items are in good condition and they meet usual selection criteria for the particular collection.

Terms of donation required to be clarified with potential donors are:

- Donor has read the Donations Policy and accepts the conditions
- Donated items that are not considered acceptable for the collection will be put in the Library's book sale
- Some items may be of a specialised or valuable nature. If the donor wishes to reclaim these items should the Library choose not to accept them for the collection, the donor must make this clear at the time of donation. It will then be the donor's responsibility to collect the items from the Library.

Information about suitable donations and the process the Library uses will be available for customers in a variety of languages.

### **3.4 Accessibility**

Cataloguing of resources will be consistent across all language collections. Specific language expertise will be sourced externally where it is not available from Christchurch City Libraries' staff.

Where relevant, items from the wider Library collections will be catalogued to enhance their usefulness for migrant and refugee groups. For example, items such as DVDs which include multiple language options will be catalogued to include information about these options.

To enhance customer access, World Language Collections will be displayed effectively and attractively.

### **3.5 Deselection**

Ongoing collection maintenance is required, with consideration given to:

- Age and physical condition of the resources
- Changes in collection use
- Continued relevance of the content
- Currency of information
- Use of items

Where possible, popular and core items will be repurchased as required to maintain attractive collections.

Due to the changing nature of refugee and migrant groups, there may be occasions when there is no longer a need for a specific collection. Factors influencing this decision are:

- Population shrinking significantly over a sustained period of time (this may be the result of changes in immigration policy or groups moving to other regions)
- Diminishing demand for the resources
- Group no longer requiring a dedicated collection

If a collection is no longer required, the Library will endeavour to offer it to another library or community group where the collection would be of value.

### **3.6 Performance measures**

Ongoing performance of the collections will be monitored in terms of:

- Provision of collections of languages in relation to the demographic composition of the local community. (This will be monitored as data is released after each census).
- Loans from World Language Collections reflective of the proportion of the community using these languages.

## Appendix 1. World languages most commonly spoken in Christchurch

World languages most commonly spoken in Christchurch. Census 2006.				
Language	Number of speakers			
	1996	2001	2006	% increase since 2001
French	4,674	4,848	5,385	11.08%
Sinitic (not further defined)	1,461	2,304	4,251	84.51%
Korean	1,659	2,349	4,011	70.75%
German	3,372	3,396	3,837	12.99%
Japanese	2,934	2,934	3,450	17.59%
Northern Chinese	2,007	2,349	3,216	36.91%
Yue	2,028	2,427	3,045	25.46%
Dutch	3,042	2,799	2,853	1.93%
Spanish	1,050	1,338	2,034	52.02%
Hindi	357	576	1,260	118.75%
Russian			1,131	
Afrikaans			993	
Malaysian			816	
Arabic			756	
Thai			744	
Italian			729	
Min			699	
Tagalog			630	
Persian			606	
Gujarati			390	
Bahasa Indonesia			321	
Romanian			315	
Greek			276	
Vietnamese			258	

Source: Statistics NZ, 2006 Census

### Notes:

Includes all of the people who stated each language spoken, whether as their only language or as one of several languages. Where a person reported more than one language spoken, they have been counted in each applicable group.

All census data is randomly rounded to protect confidentiality. Individual figures may not add up to totals, and values for the same data may vary in different tables.

Where available, data from 1996 and 2001 has been included. The data is from Statistics New Zealand's table, *Language Spoken (15 Most Commonly Spoken Languages) and Sex, for the Census Usually Resident Population Count, 2001*. It gives comparative data for all Christchurch's most commonly spoken languages (as at 2006) except for Russian, the 15<sup>th</sup> most commonly spoken language in Christchurch, but outside this level for the country as a whole in 2001. (Data at a country wide level is not presently available 2006.)

Numbers for Arabic, Thai, Persian and Vietnamese speakers have been included as these languages are currently represented in the Christchurch City Libraries' World Language Collections.



## Appendix 2. Area of usual residence by ethnic group

This table includes data relevant to some of Christchurch's more recent migrant and refugee groups.

Area of usual residence by ethnic group								
	Shirley Papanui	Fendalton Waimairi	Burwood Pegasus	Riccarton Wigram	Hagley Ferryhead	Spreydon Heathcote	Banks Peninsula	Total
Chinese	1,233	2,811	525	4,605	1,374	1,146	21	11715
Taiwanese	30	237	36	168	18	12	0	501
Korean	834	1,497	534	1,170	273	255	6	4569
Dutch	549	297	609	408	414	453	105	2835
Indian	435	411	357	606	603	396	9	2817
Fijian Indian	30	24	18	21	54	15	0	162
Japanese	414	486	243	333	450	252	27	2205
Filipino	168	90	114	219	243	156	9	999
Thai	123	156	57	147	144	90	3	720
Russian	90	147	81	96	171	114	6	705
Ukranian	18	15	18	9	27	18	0	105
Afghani	111	108	60	39	90	105	0	513
Iranian/Persian	21	57	39	36	36	9	0	198
Kurd	45	15	30	6	39	6	0	141
Egyptian	96	108	24	120	30	27	0	405
Arab	24	75	6	69	21	18	0	213
Middle Eastern	18	24	6	51	15	6	0	120
Vietnamese	81	30	27	78	42	39	0	297
Somali	72	3	9	69	84	33	0	270

Source: Statistics NZ, 2006 Census

## Appendix 3. Ethnic groups: years of residence in Christchurch

This table provides data for ethnic groups within the scope of communities covered by Christchurch City Libraries' World Languages Policy. . Data is ordered by residence of less than five years in Christchurch.

Ethnic Groups: Years of residence in Christchurch. Census 2006.							
Ethnic Group	< 1 Year	1 Year	2 Years	3 Years	4 Years	<5yrs total	5-9 Years
421 Chinese	483	546	981	1,704	1,305	5019	2,256
443 Korean	609	327	363	606	420	2325	918
431 Indian	198	192	213	261	240	1104	429
442 Japanese	390	147	138	123	114	912	375
100 European nfd	207	147	138	120	93	705	222
414 Other Southeast Asian	102	108	123	132	93	558	270
444 Other Asian	30	222	66	102	108	528	105
511 Middle Eastern	141	66	93	114	114	528	306
531 African	78	75	105	99	84	441	225
411 Filipino	117	51	42	63	30	303	126
127 German	111	54	30	57	42	294	96
611 Other Ethnicity	27	45	48	51	63	234	231
521 Latin American	63	39	36	36	21	195	66
122 Dutch	60	39	27	18	39	183	105
441 Sri Lankan	3	15	21	30	27	96	129
413 Vietnamese	9	12	18	9	15	63	27
124 Polish	15	12	12	6	3	48	9
126 Italian	15	18	6	9	0	48	24
400 Asian nfd	9	6	6	15	9	45	18
412 Cambodian	0	15	3	15	12	45	75
125 South Slav	3	12	6	15	6	42	36
123 Greek	6	0	3	3	0	12	9
410 Southeast Asian nfd	3	0	3	0	0	6	6

Source: Statistics NZ, 2006 Census

This table includes all of the people who stated each ethnic group, whether as their only ethnic group or as one of several ethnic groups. Where a person reported more than one ethnic group, they have been counted in each applicable group. Therefore the total number of responses in the table will be greater than the total number of people.