



Public Library: Cultural Diversity

Competencies

1. Understand the public library sector and the policies, issues and trends that impact on culturally diverse communities.

(e.g. local demographic profile; developments in community values; local government policy; LIS profession; ethical and legal issues; awareness of cultural practices...)

2. Understand the principles and practices related to providing information services to meet the needs of users from linguistically diverse cultures.

(e.g. provision of bilingual resources; reference services; information access; document delivery; establish mechanisms to allow participation of diverse community representatives in the library's programs; promote cross-cultural awareness for staff...)

3. Know and understand the importance of reading among all members of linguistically diverse cultures. Promote and support targeted programs for members of those communities with identified literacy needs.

(e.g. identify the need for particular language collections based on published standards and guidelines; participate in networks providing services for culturally diverse communities; engagement with other organisations and with community representatives; combined family events in languages other than English...)

4. Understand the management of resources in a broad range of formats, with a focus on other languages and cultural diversity.

(e.g. collection development and management; digitisation of collections; cataloguing and signage in languages other than English; cooperative agreements with neighbouring library services as a means of extending customer choices in other languages...)

5. Know and understand the application of leadership, finance, communication, marketing and management theory and techniques.

(e.g. strategic planning; organisational policy, planning and decision making; financial management; marketing and public relations; review and evaluation of library services; promotion of multicultural skill sets and diversity in staffing...)

6. Understand and use current technology and systems to manage all forms of information.

(e.g. library systems; web management, network management; mobile technologies, database creation and management; authentication and authorisations; content management; learning management systems...)

7. Understand the importance of digital literacy among culturally diverse communities, and assist in its development.

(e.g. technological profile of your community and its implications; cybersafety; intergenerational programs, introductory computing; lending of devices...)

8. Maintain currency of professional knowledge and practice.

(e.g. participation in professional organisations; attending formal conferences and workshops; participating in informal workplace learning activities; research and publishing in LIS...)