



## 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...)