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Canada

Library and Archives Canada
Multicultural Initiatives

Multicultural Initiatives, Strategic Office
Library and Archives Canada
August 2006

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1. EXECUTIVE SUMMARY

1.1 Methodology

Between October 2004 and February 2006, the Multicultural Initiatives unit of Library and Archives Canada (LAC) convened email, telephone, and in-person focus groups with members of specific cultural communities and organizations in Canada, as well as library and archival service providers who work with diverse cultural and linguistic communities. The purpose was to facilitate better understanding of the needs and interests of cultural communities and service providers and to use these findings as a guide in developing LAC to better serve all Canadians.

Direct input from the communities that Multicultural Initiatives attempts to engage and serve is essential in determining LAC program, service, and collection orientations. The consultation process is also necessary to assess the efficacy of current initiatives and most importantly, to identify those who could be addressed but who are currently underserved by Library and Archives Canada.

In this case, consultations identified: general attitudes towards archives and libraries, community needs, barriers to access, and the relative awareness of LAC as an institution within communities of interest. A description of consultation activity and outcomes follows.

1.2 Outcomes

Many of the participants involved in the consultation process, whether service providers or cultural community members, viewed both the creation of Library and Archives Canada and the consultation process as positive steps to be encouraged. Many hoped that this dialogue would translate into tangible next steps, partnership opportunities, and the expansion of LAC resources for cultural communities and service providers.

1.2.1 Cultural Communities

In-person consultations were convened with members of the South Asian Community (Vancouver), Chinese Community (Vancouver), Somali Community (Ottawa), Black Anglophone Community (Montréal), Haitian Community (Montréal), and Italian Community (Ottawa).

These sessions revealed a great deal about the unique perspectives of each of the communities involved. Sessions also underscored that the priorities of one community cannot be assumed to be the priorities of another, and that there can be no "one-size-fits all" program to meet individual and community needs and interests.

Nevertheless, focus group outcomes did suggest some common threads *across* participant groups. While public libraries tend to be valued by the cultural communities consulted, formal archives are not similarly recognized or utilized by communities, though participants expressed a great deal of interest in identifying, preserving and making accessible their own community resources over the long term. Communities demonstrated different degrees of awareness and participation in this process to date, and partnerships and collaborative undertakings are desired to further such development.

For the most part, Library and Archives Canada was not a recognized entity within any of the communities consulted and the organization was urged to do more in the areas of outreach and promotion. Communication channels appropriate for each community were recommended to disseminate this kind of information.

Regional participants wish to be reflected in Canadian institutions at all levels and desire a voice at the national table. For cultural communities looking to develop community archives, the model of LAC as a central repository was often rejected; many communities would prefer to maintain and develop resources (archival or otherwise) at the local level with support from central bodies. LAC guidance is desired to assist in the identification, collection, and preservation of these materials.

1.2.2 Service Providers

Consultation outcomes suggest that within the professional archival and library communities in Canada there is a firm recognition of the importance of serving multicultural and multilingual populations. Still, both archival and library professionals face many challenges in their efforts to deliver high calibre collections and services to the diverse patrons in their regions. These challenges vary greatly with the size and scope of given service areas.

Many library service providers noted particular institutional hurdles when it comes to cataloguing in languages other than English and French, sourcing multilingual materials, and communicating with other professionals.

Archival professionals require comparable assistance to support resource description, community outreach, and preservation/digitization initiatives. Where community archives are concerned, organizations often have to rely on grants and volunteers to subsist; even well-established cultural communities may lack archives for this reason.

In both domains, the importance of digital initiatives and infrastructure was noted. Increasingly, community clients seek access to information in a digital form.

Most of the library and archival service providers consulted had only limited knowledge of Library and Archives Canada, its products or services, though many recognized that the institution offered resources of potential value to them.

Across the board, these professionals said that their clients had little or no understanding of LAC and its potential relevance to them; any contact was typically mediated by way of these service providers. Many felt that this mediated relationship was the appropriate one. Archivists and librarians who provide services to diverse communities seek arm's-length support and resources that would enable them in turn to better serve cultural communities.

1.3 Implications for LAC

A preliminary review of the findings described in this report points to a need for Library and Archives Canada to strengthen its capacity in a number of key areas:

- Capacity to provide support that enables regional/local public libraries, archives, and similar heritage institutions to more effectively deliver programs, services, and collections to Canadians
- Capacity to provide support that enables communities to build their local capacity to identify and preserve archival resources that are reflective of them and testament to their development in and contributions to Canada; and
- Capacity to offer diverse and inclusive collections, programs, and services, and to employ long term planning and infrastructure to ensure that multiculturalism remains an institutional priority

It remains for Library and Archives Canada to digest the consultation feedback carefully and determine how best to act on what was learned.

The full report of consultation activities and outcomes follows.

2. INTRODUCTION

This report summarizes the process and outcomes of Canadian cultural community consultations convened by Multicultural Initiatives, Library and Archives Canada (LAC), between October 2004 and February 2006. During this period, email, telephone and in-person focus groups were used to solicit feedback from members of specific cultural communities and organizations in Canada, as well as library and archival service providers who work with diverse cultural and linguistic communities. The purpose was to capture a current picture of the needs and interests of some of the external communities served by Multicultural Initiatives, and for LAC to use these findings as a guide to better serve all Canadians.

While the consultation process is an essential component of program, service and collection development within Library and Archives Canada, consultation sessions represent an integral relationship-building and outreach activity, the value of which can not be underestimated. The kind of qualitative feedback that emerges from this process helps to extend statistical data and allows for the introduction of a human element that is often lacking in quantitative surveys alone.

Here, this direct approach broadened the scope of feedback and resulted in a snapshot of the program and service offerings communities and professionals would like to see from Library and Archives Canada. The consultations identified: general attitudes towards archives and libraries, community needs, barriers to access, and the relative awareness of LAC as an institution within communities of interest.

It must be acknowledged that it is only through the participation of those who took the time to offer genuine and considered responses that such a picture could be established. It is hoped that participants will see their ideas and input reflected here.

2.1 Library and Archives Canada's Consultation Process

"The principle driving consultation is a simple, straightforward one that acknowledges the value of communicating between the service providers and those for whom the service is proposed."[1]

2.1.1 Background: Setting the Stage for Consultation

The consultation process of Multicultural Initiatives follows from broader consultations conducted with Canadians in the process of transforming the former National Library of Canada and former National Archives of Canada into **Library and Archives Canada**, a single, innovative knowledge institution designed to reflect and serve all Canadians. On May 21, 2004, the *Act to establish Library and Archives Canada* was proclaimed and a new knowledge institution for Canada was formally created.

During the implementation phase of the subsequent transformation, the process of building relationships with LAC clients and stakeholders has been a primary focus and an emphasis on the client remains paramount.

In 2004, Library and Archives Canada carried out a broad consultation with its stakeholders about the strategic directions proposed for the new institution. A consultation paper, *Creating a New Kind of Knowledge Institution: New Directions for Library and Archives Canada*,[2] provided an overview of the proposed directions for the new institution and posed questions to stakeholders. This document was made available on the LAC Web site in June 2004, and approximately 150 groups were invited specifically to comment on it via telephone, email, Web form or regular post.

With some stakeholder communities, there were additional, specific issues upon which LAC wished to consult. In these cases, Library and Archives Canada adopted a layered consultation approach, whereby the opportunity to provide written response about the strategic directions was supplemented by consultation sessions, focus groups or interviews.

[1] Library Board of Victoria [Australia]. (2001). *Responding to our diversity: Multicultural library service guidelines for Victoria public libraries*. Accessed January 12, 2006, from: http://www.libraries.vic.gov.au/downloads/Library_Network_Unit/multiculturalguidelines.pdf, 11.

[2] Here after, *Directions for Library and Archives Canada* (draft release, 2004), available at: http://www.collectionscanada.ca/obj/012012/f2/01-e.pdf

For example, interviews with representatives of the publishing community were conducted that focused primarily on proposed changes to the legal deposit regulations.[3] Likewise, sessions were held in every province and territory with representatives of the archival community. These sessions with archives representatives allowed for targeted discussion about the renewal of the existing grants and contributions program for that community, as well as more general discussion of the strategic directions for the new institution.

Library and Archives Canada's effort to consult with stakeholders is being complemented by a broad study of users and usage that is currently underway. LAC recognizes, however, that the effort to better know and understand users' needs will be an ongoing one as LAC pursues its strategic goal to have a clear and constant focus on the client.

[3] Legal deposit is the mechanism that requires Canadian publishers to submit copies of their publications to Library and Archives Canada. This is the means by which a comprehensive national collection can be gathered. For more information, see: http://www.collectionscanada.ca/6/25/s25-200-e.html

2.2 Multicultural Initiatives' Cultural Community Consultations

Ensuring that Canadian cultural communities are both represented in the collections and served well by LAC programs and services is a priority enshrined in the Library and Archives Canada legislation. In this vein, multiculturalism has been given a high profile in the design of the new organization.

In the foundation document "Directions for Library and Archives Canada" (2004)[4], a commitment to reflect the diversity and experiences of all Canadians was articulated:

"[LAC wants to] contribute meaningfully to the quality of life of Canadians of all ages, from all cultures and regions" (5).

"*Canadians must be able to find their own communities' heritage and culture within our collection. They must see themselves, their past, in what we hold. We will increase our efforts to ensure Aboriginal and multicultural communities' documentary heritage, especially that which represents their experience within Canadian society, becomes better represented in our collection*" (*Ibid*).

In this context, ongoing consultation work involves outreach to and participation from diverse community members and organizations in Canada with the purpose of strengthening relationships and awareness on both sides.

Within Library and Archives Canada, **Multicultural Initiatives** champions and coordinates the integration of multiculturalism across sectors and helps to establish relevant strategic directions for the institution. As an advocate for diverse communities, the unit ensures that both multicultural and multilingual perspectives are incorporated in the development and delivery of LAC policies, programs, services and collections. Multicultural Initiatives works in collaboration with cultural communities and associations, archival and library networks, language and cultural centres and other organizations that share common interests to coordinate programs, collections and services that are responsive to the interests of diverse communities.[5]

[4] A final version (2006) of the original draft document is available at: http://www.collectionscanada.ca/about-us/016/index-e.html

[5] For Multicultural Initiatives' activities in full, see: http://www.collectionscanada.ca/multicultural/

Consultations are used within the Multicultural Initiatives domain to facilitate better understanding of the needs and interests of cultural communities and service providers. Direct input from the communities that Multicultural Initiatives attempts to engage and serve is essential in determining LAC program, service, and collection orientations. The consultation process is also necessary to assess the efficacy of current initiatives and most importantly, to identify those who could be addressed but who are currently underserved by Library and Archives Canada. Often, these sessions represent a “first contact” and foster the foundation of long-term collaborative relationships; other times, they serve to extend existing relationships. Ultimately, focus group sessions of this nature help to foster dialogue and encourage diverse client participation in helping to shape a knowledge institution that belongs to all Canadians.

2.2.1 Consultation Structure and Highlights

Between October 2004 and February 2006, the Multicultural Initiatives unit undertook consultation sessions in three principal streams:

- As an initial step, Multicultural Initiatives solicited e-mail feedback from a variety of broad community organizations in response to key LAC documents and principally, *Directions for Change* (October 2004). E-mail submission feedback has since been incorporated into the document, "Consultation with Stakeholders on *Directions for Library and Archives Canada*: Overview Report of Findings, January 2005" (see: http://www.collectionscanada.ca/consultation/012012-300-e.html).

- Phase two involved telephone interviews with a sampling of service providers, in this case, librarians and archivists from across Canada who work with diverse cultural communities (November 2004). This feedback is summarized in this document.

- The third consultation component consisted of in-person focus groups with a number of cultural community members and organizations across Canada. This feedback is also summarized in this document.

    - In the 2004-2005 year, Multicultural Initiatives, in partnership with public libraries, conducted five in-person consultation sessions which focused on the following communities: the South Asian and Chinese communities in Vancouver (October 2004), the Somali community in Ottawa (November 2005), and the Black Anglophone and Haitian communities in Montréal (November 2005).

    - In 2006, a final focus group was held with members of Ottawa's Italian community (February).

Each of these consultations facilitated two-way learning: 1) they enabled Library and Archives Canada to glean more about the needs and interests of cultural communities and those who work directly with these clients in public library and archival settings; and 2) they introduced communities and service providers to the LAC collections, programs and services being developed to better serve all Canadians, particularly members of traditionally underserved communities.

3. CONSULTATIONS WITH SERVICE PROVIDERS

Telephone Interviews, November 2004

Library and Archives Canada recognizes that its mandate cannot be fulfilled without the support and collaboration of its numerous partners and networks across Canada. As part of this theme, LAC supports the development of *one national collection*, the notion that the collection (tangible and virtual, local and national) extends from coast to coast to coast through a variety of partner institutions and collaborative endeavours:

"*The new institution brings together a wealth of networks and partnerships that we can build upon to deliver our mandate. Our effort to connect Canadians with their documentary heritage should extend through Canada's 3600 public library service points, its 800 archives, its strong network of academic libraries, its school libraries, and other cultural institutions across the country.*" [6]

Links with Canadian service providers are integral to the development of such networks. The professionals who work for organizations such as libraries, archives and other cultural institutions operate on service frontlines and are well positioned to understand the needs and interests of their clients. Consultations with these service providers are a means of reinforcing networks and securing the input of those with expertise and experience in the field.

The professionals who participated in this phase of consultation volunteered their time and energy to this process and in so doing demonstrated an obvious commitment to the communities they serve.

3.1 Consultation Structure

In November, 2004, ten telephone interviews (each approximately one hour in length) were conducted with a variety of service providers from archival and library communities across Canada. The purpose of these interviews was to sample perspectives about the status of multicultural and multilingual collections and services in these areas. Participants included individuals from diverse backgrounds (from municipal archivists to community services librarians) with responsibilities for overseeing and supporting the development of multicultural and multilingual collections and services. The format of these consultations was open-ended to enable respondents to participate in an informal way.

[6] *Directions for Library and Archives Canada* (2004), available at: http://www.collectionscanada.ca/obj/012012/f2/01-e.pdf, 5.

To begin each session, a description of Library and Archives Canada and of the consultation process was provided by Multicultural Initiatives' staff. Both contextual and targeted questions were then posed to all respondents. Participants were asked to describe their respective organizations, the relative demographics of a given service area, and the programs and services currently provided to cultural and linguistic communities within respondent organizations, including those targeted to newcomers. They were also asked to speak to any perceived service gaps, outstanding needs, and service goals.

A second portion of the discussion focused on the interviewee or organization's relationship with Library and Archives Canada to date, including: which LAC services are utilized, how LAC might foster better communication and be more responsive to the regions, and ultimately, the means by which LAC might best achieve its national role for Canadians.

3.2 Consultation Outcomes

The majority of service provider participants expressed support for the consultation process. A number of individuals said that they appreciated the opportunity to be heard as well as Library and Archives Canada's efforts to seek input from communities. One participant felt that institutions such as hers had been asked for feedback time and again and wondered about the value of such process given the time and energy required to respond.

Service provider feedback indicates a firm recognition within the archival and library communities in Canada of the importance of serving multicultural and multilingual populations. This may be especially true of regions that welcome the largest numbers of new immigrants and that support the most diverse populations. Still, even where recognition is strong, human and financial resources may not be available to support active collections or community outreach/services on the scale and in the areas required.

3.2.1 Library Collections

While a majority of public libraries have maintained heritage language materials that reflect European immigration in the 1950s, many of these resources are no longer actively collected by respondent libraries. Some of the existing materials were simply inherited following the dismantling of the National Library's Multilingual Biblioservice program in 1994.[7]

[7] For a description of this service, see: http://www.collectionscanada.ca/multicultural/r25-220-e.html#a-3

In recent years, the focus has shifted to highlight the needs of newcomers to Canada. A number of urban librarians reported that materials in languages such as Chinese, Hindi, and Arabic are now in greatest demand within their metropolitan service areas. Participants noted that many of their clients now visit the library in order to access Internet and other communications technologies, settlement resources, citizenship materials and audio-visual materials to support second language learning. Service development (not simply collection development) is therefore a key priority.

Large library systems now strive to provide access to resources (electronic and otherwise) in the client's language of choice; where resources permit, outreach is designed to let cultural communities know what services are available to them by way of the public library system. Some communities appear to be more aware than others of the roles the public library plays.

While there has been recent growth and interest in principal collection areas and preliminary patterns might be noted, individual collections are based on client needs and available resources; thus, holdings can differ vastly from region to region and library to library.

3.3 Service Provider Challenges

3.3.1 Libraries

It was reported that many library and archival organizations lack the resources (both human and financial) to develop in the areas for which there is demand, including those mentioned above. To illustrate the point, one librarian in charge of multicultural programming and collections in a public library with a service population of more than 30,000, recently reported that she has a total multicultural budget of $1500 with which to develop all related collections and services. This reality circumscribes her ability to develop in the directions she feels are necessary.

A lack of financial and human resources was cited as the primary stumbling block to the development of multicultural and multilingual initiatives within library organizations. The implications of this resource shortfall vary with the size and scope of a given organization. For instance, while many larger institutions continue to develop their programs and services (consider employment assistance for foreign-trained professionals, advanced English language skills courses, assisted volunteer opportunities), many smaller institutions struggle to support a multicultural/multilingual focus in any capacity. Collections may not be duplicated across locations and so the proximity of other libraries in a given system may also limit a branch's ability to directly collect multicultural materials.

A lack of available tools to support collection development and particularly to assist with the selection of diverse language materials was a primary concern for many organizations.

The difficulty of sourcing reliable suppliers of multilingual materials was described as a "big issue" and one for which service providers seek support (e.g. lists of publishers/distributors of multilingual materials).

With the development of varied language collections comes mounting pressure for organizations to supply a corresponding level of bibliographic control and resource description. Even where materials suppliers offer preliminary cataloguing with their commercial resources, the level of description is often basic and requires development based on the unique needs of the host institution. Within libraries, cataloguing in original languages is often possible only where resources (both financial and human) are available. Cataloguing in non-roman scripts is rarely supported. Sizeable library systems often cope informally by relying on staff members to lend their diverse language expertise. A majority of participants in this category said that where cataloguing and services in languages other than French and English are offered, this practice is dependent upon the availability of staff members with proficiency in the required language(s).

A number of the institutions surveyed maintain staff directories that highlight particular language skills, but limited staff resources often make access problematic. This can be an imperfect system which does not always support consistency or rigour in description. An additional challenge is that within libraries, multilingual and multicultural collections may not be described at all which makes resource discovery difficult and resource sharing impossible.

Competing priorities present their own challenges; as one interviewee noted, "at one time we are trying to accommodate a lot of different people." Many diverse language groups in a given community may require resources and it is not always possible to address each of these.

Limited resources also imply that already underserved populations may never be addressed; without outreach, many potential patrons will not find their way to the services and collections targeted for them. Some communities are difficult to engage even where outreach is feasible. As one professional noted, "it is hard to convince some communities that the library offers anything beyond what the community itself provides."

For Canadian newcomers from regions in which public libraries are not a reality or are the unique domain of scholars and elites, the concept of *public* library services can be a new one. Without dedicated marketing resources, service organizations may lack the ability to connect with their communities in a consistent and effective manner.

A number of factors clearly influence the availability of multicultural/multilingual collections in Canadian libraries, including: the relative size of the institution, the level of priority ascribed (generally, based on the demographics of a given service area and competing priorities), availability of resources, the prevalence of networks (which may allow for cost-sharing and/or mutual outreach), and resource-sharing alternatives.

While most librarians may agree in principle with statements that underscore the need for multicultural resources and services, such as those developed by organizations like the Canadian Library Association,[8] such "best intentions" must be measured against the particular needs of individual libraries in conjunction with the communities they serve. In turn, these must be weighed against available funding. Consultation interviewees suggest more support (financial and otherwise) is required to address current needs, as Canada becomes more diverse than ever before.

3.3.2 Archives

Archival institutions face similar challenges to those noted above. A lack of financial resources for dedicated outreach makes it a challenge for archival organizations to solicit new materials and donations. One interviewee underscored the difference between large, institutionalized archives and community archives, and stressed that support programs must "be scaleable with ways for different types of archives to hook into them."

When it comes to provincial/municipal archives, a mandate to serve the historical records of government is often a priority; cultural representation is typically a by-product of this business function and local demographics. Where communities endeavour to develop their own cultural or community archives they may have to rely on grants and volunteers to subsist. For this reason, even well-established cultural communities may lack formal archival representation. In both municipal and cultural community archives, collection activity is often described as "reactive" rather than "proactive."

Whether a part of formal or informal organizations, many interviewees seek the capacity to describe materials at a more detailed level and to make their resources known to the public; digitization is considered a key opportunity in this regard. Resources to assist preservation and conservation are also needed.

3.4 Relationship with LAC

The majority of service provider participants noted that they had only limited and irregular contact with Library and Archives Canada. Those who had contact did so by way of the LAC web site, with visits most often initiated to accomplish specific tasks (e.g. to access genealogical resources on behalf of clients, rules for archival description and preservation, and copyright information). Resource discovery was at times described as haphazard or "accidental" and LAC was deemed in places to be "distant from our day-to-day lives and the ways we serve our communities." The term "remote" was used in many instances to describe LAC.

[8] See in particular, the Canadian Library Association's position statement, *Library Service to Linguistic and Ethnic Minorities*, (June 1987) at: http://www.cla.ca/about/minor.htm

However, most service providers acknowledged that LAC offers resources of potential interest to them and several expressed regret that they were not more familiar with these 'national' resources. Almost all interviewees said that their clients had little or no contact with or understanding of LAC and its related products and services.

It was noted that professional support offered by Library and Archives Canada might be more important to those who work in small organizations; in larger systems, professionals may be more likely to exchange information and best practices with immediate colleagues.

Several participants cited the importance of developing key contacts within LAC, and appreciated direct access to those who might be approached for support, advice, and assistance in navigating the organization and its resources. A number of interviewees suggested that they had already formed these kinds of fruitful relationships. In-person visits by service providers to Library and Archives Canada (395 Wellington Street, Ottawa) were described as formative and integral for suggesting the value of LAC products and services (even a single visit was deemed effective in this regard).

Archivists expressed some concern about the coming together of the former National Library of Canada and National Archives of Canada and the implications for the existing archival grants and contributions program. Where archives are concerned, a recommendation was made that Library and Archives Canada liaise with organizations that *represent* archives rather than deal directly with any single archives. Several interviewees suggested there is a lack of understanding on the part of LAC when it comes to regional issues. The comment was made that "we [archival professionals] understand our own needs; provide us a way to do what we need to do."

One professional noted the importance of having Library and Archives Canada involved in policy issues alongside the professional archival community, in a collaborative rather than leadership role. In this regard, LAC might see itself as a "partner" working with professional bodies to lobby for and address relevant policy issues. A persistent question emerged here as elsewhere: "How can regional institutions maximize their position so as to have some influence at the national level?"

One of the consistent and overwhelming themes to emerge from service provider interviews was the notion that Library and Archives Canada must first and foremost demonstrate its relevance to Canadian service providers (librarians, archivists and others working in cultural institutions) as a precursor to stressing its relevance to the Canadian public. It was deemed the role of the service provider organizations in turn to articulate their value to Canadians. This sentiment was often vehemently expressed. The goal according to many was for LAC to act as an *enabler*, supporting the work of professionals: "Help to us [service providers] helps us to serve clients in the community."

3.5 Roles for LAC

The question of roles that Library and Archives Canada might play in support of service providers generated a range of specific input. Participants said that they would like mechanisms for ongoing feedback and exchange with LAC; consultations were regarded as worthwhile, but regular contact is desired. Interviewees seek permanent opportunities for participation at the national level.

In addition to LAC to service provider contact, interviewees were extremely interested in service provider to service provider communication. Library and Archives Canada's potential role in facilitating communication between service providers (and fostering the development of knowledge pools/communities of practice) was mentioned time and again in the interviews. Exchange within both Canadian and international circles was encouraged. In this way, Library and Archives Canada might help to disseminate creative ideas and best practices in support of professional learning.

LAC was also encouraged to support digitization and preservation for digital projects ("digitization equals access and accountability") and the development of authoritative, publicly available, preservation guides. The institution was recognized for its lobby and advocacy role within the Government of Canada and was urged to continue this work.

A number of librarians called for the establishment of a service similar to LAC's former Multilingual Biblioservice, this time with support for new, hard to acquire language groups including those that target immigrants and aboriginal populations. The Biblioservice is remembered as an essential resource for librarians who lacked budgets to support collections of any size.

3.6 Specific Recommendations for Library and Archives Canada

Library and archival service providers encouraged Library and Archives Canada to:

- Offer ready-made marketing tools to support multicultural initiatives within distributed service organizations (e.g. issue bookmarks in a variety of languages to give potential clients the idea that "there may be something at the library for me")
- Continue to develop Web-based content (in the context of supporting the regions)
- Make research databases available to support regional patron inquiries (newspaper databases were of foremost interest); at least one professional suggested that patrons may be willing to pay for specific services (such as access to photographs and printing)
- Continue to solicit "regular and ongoing" feedback from communities; focus groups are a step in the right direction

- Act as a clearinghouse for diversity initiatives undertaken by professionals (i.e. best practices). Common questions asked by service providers were: “Who else is out there? What are some of the challenges that others face?”
- Ensure that LAC staff are represented at library association conferences and meetings in order to give presentations and to establish an in-person presence (the importance of personal contact was underscored)
- Notify service providers when new LAC products are released
- Hold information sessions between major conferences to cover topics and trends of relevance to service providers (e.g. highlight news about copyright and standards for electronic archiving); in this way, LAC would assist in “bringing the community up to speed”
- Provide access to more resource-sharing initiatives/rotation of materials, and expansion of interlibrary loan opportunities
- Sponsor international book fairs in Canada and travel subsidies to support access to foreign publishers at international sessions.

3.7 Connecting with the Service Provider Community

Interviewees agreed that Library and Archives Canada could do more to make archivists and librarians aware of its presence. LAC was urged to explore the following marketing avenues:

- Conduct newspaper/magazine advertisement awareness campaigns
- Promote key resources and services using a ‘Did you know?’ approach
- Highlight high-interest resources/collections to underscore the range of products offered by LAC
- Issue electronic mailouts that offer ongoing support for multicultural service providers
- Create an informational pamphlet targeted to service providers that suggests “What LAC can do for your library/archives?”
- Establish reciprocal links between LAC and service provider websites
- Offer multilingual electronic interfaces to support access in a client’s language of choice

4. COMMUNITY-SPECIFIC FOCUS GROUPS

4.1 Focus Group Structure

Some broad approaches governed the identification of invitees for each of the six in-person community consultation sessions hosted by Multicultural Initiatives and regional public library partners between October 2004 and February 2006. It was deemed important to solicit input beyond Ottawa and to conduct focus groups in disparate regions of Canada where feasible (in this case, Vancouver, Ottawa, Montréal). A balance was sought between newcomer perspectives and input from well-established heritage communities. All communities, whether newly arrived immigrant groups or long established heritage communities, evolve over time and thus periodic dialogue must be employed to ensure that programs, services, and collections evolve in tandem with these developments.

It was also a goal to reach out to community-specific organizations, including those that support a given community of focus as part of their overall service mandate. Often, the latter offer referral services, settlement and integration assistance to newcomers, and/or work to harmonize inter-group interaction. Again, the approach was to strike a balance of participation between members of the focus community and service providers who liaise with a spectrum of community members.

A secondary goal was to make contact with those who have not typically had significant dealings with LAC to date in order to maximize the two-way learning value of these sessions; while the focus groups facilitated information-gathering, they also presented opportunity to make Library and Archives Canada as a new knowledge institution, known to potential constituents who may not have had LAC on the radar to date.

Past focus group experiences suggested that the ideal size of discussion groups would be approximately 10-15 individuals—considerable enough to allow for broad themes to emerge, while at the same time optimal for dialogue.[9]

The approach employed here acknowledges the diversity within and between communities. Community members choose to speak from either their personal or organizational experiences and outcomes are the product of the opinions expressed by those who participated in these sessions; it cannot be assumed that these are the perspectives of a community writ large.

Descriptions of individual consultation sessions with members of each of the South Asian Community (Vancouver), Chinese Community (Vancouver), Somali Community (Ottawa), Black Anglophone Community (Montréal), Haitian Community (Montréal), and Italian Community (Ottawa) follow.

[9] It is important to note that group sizes were not artificially capped; invitations were sent to an average of 20-25 organizations/individuals per session and all of those interested and able to attend were accommodated.

5. South Asian Community Consultation, Surrey, BC

5.1 South Asian Community in Surrey

The pluralistic South Asian community in Canada, often termed the Indo-Canadian or East Indian community, is composed of individuals from a wide variety of ethnic, linguistic and religious backgrounds, with ties to countries such as India, Pakistan, and Sri Lanka. Described as one of the most diverse communities in Canada, the South Asian community in Surrey might more aptly be regarded as a number of heterogeneous *communities* rather than a comprehensive whole. It is from this perspective that discussion follows below.

5.2 Perspectives on Libraries and Archives

5.2.1 Libraries

Within the South Asian community in the Vancouver area, libraries are seen as important tools that facilitate access to information. Guests estimated that 80%-90% of community members are aware of libraries and the roles that they play, though this awareness was said to depend to some degree on individual educational attainment. Within many South Asian countries, libraries are familiar entities. For this reason, newcomers from this region often become immediate users of libraries in Canada.

Guests stressed that when new immigrants arrive to Canada, the number one priority is integration. In this case, English language library materials are often preferred to those in a first language. In many cases, English is not a barrier for South Asian newcomers. Immigrants who are more advanced in years may not be as familiar with libraries as younger generations and may require more first language support. Many challenges face senior populations who lack formal education and rely heavily on their families for support. Guests noted that libraries must strive to reach across the generations by offering materials in multiple languages (e.g. English and Punjabi).

Participants underscored that the histories of South Asian immigrants are not referred to in schools or reflected in school libraries. Many perceive collections to be inadequate in cases where the history reflected is not their own.

5.2.2 Archives

While the value of archives appears to be understood by many within the South Asian community, at present, there is a lack of systematic effort (from within or beyond the community) when it comes to collecting pertinent archival materials. To date, the relevance of formal archives has not been demonstrated to the community from a community perspective. Municipal archives were seen to hold little of interest for this community. Recent immigrants tend to be less familiar with the purpose and scope of archives. Guests noted that an educational campaign is required to make the purpose of archives clear to a broader audience.

Where South Asian archival materials are highlighted, the focus is often one-dimensional and limited to events and/or the hardships experienced by the community. Still, community members expressed their desire to contribute and share in a more formal way where archives are concerned. Participants said that a core archival collection, once initiated, will grow and develop a life of its own. Writers, historians and the media were seen as integral contributors to this process.

Support for a regional approach to development was encouraged by participants. Guests forwarded the opinion that archival collections must be supported locally with an Indo-Canadian task force to care for collections within the community. At the local level, the community is willing and able to raise awareness in this regard; the support of national partners is desired to complement this work. Guests suggested that a neutral, external organizing body is required to initiate coordination in this regard, given internal hostilities and competition that can polarize the community. Any such developments must respect divisions within the community (particularly as they pertain to spirituality), a potential hurdle where partnerships and access are concerned. That said, participants felt that disparate elements of the community might be brought together to achieve particular goals; opportunities for collaboration would be welcomed given the right approach. It was noted that many South Asian organizations already work well together and that the media is an active and unifying component of community life.

The community was described as a generous one, said to possess a great deal of “people power,” particularly in the form of retirees and others willing to give their time to volunteer. Guests expressed pride in their history and said that community members are eager to share their stories with others.

Participants suggested that a sustained effort is needed to carry forward a passion for both collections and access. Guests noted that in their countries of origin, religious scriptures have been successfully preserved, a fact that demonstrates that where there is need and ability, communities will rally behind such efforts.

While a neutral force may be required to initiate this work in the Canadian context, community members representing diverse groups wish to guide development by way of an advisory board or non-profit entity created for this purpose; only then will participation be attractive to a wider audience. Trust and relationship building are essential to this process.

5.3 Relationship with LAC

Guests said that few community members are aware of Library and Archives Canada. There was some understanding of collaboration between LAC and the Shastri Indo-Canadian Institute (based in Calgary, Alberta), an organization that promotes mutual awareness and understanding between India and Canada, primarily by facilitating academic activities.[10]

5.4 Roles for LAC

Library and Archives Canada is regarded as a potential facilitator where the coordination of community archives is concerned. LAC assistance is desired to support broad access, particularly by way of digital initiatives, and to identify and establish national networks. LAC was also viewed as a potential source for publisher and legal deposit information.

5.5 Key Messages Emerging from the South Asian Community Consultation

- Within South Asian countries, libraries are familiar entities; many new immigrants to Canada visit public libraries soon after arrival
- While libraries may be well recognized and utilized within the community, archives are not on the radar in the same way; an educational campaign is needed to expand awareness about the purpose and scope of archives
- Within the community, archival work has not been undertaken in a systematic way; a neutral coordinating body is desired to assist with this development and to support collections at the local/regional level
- The South Asian community in Vancouver is extremely diverse and differences (particularly spiritual differences) within the community must be recognized and respected
- Disparate elements of the community might be brought together to achieve particular goals; opportunities for collaboration would be welcomed given the right approach

[10] For further information about this organization, see http://www.ucalgary.ca/~sici/

- Community members representing diverse groups must guide archival development by way of an advisory board or non-profit entity created for this purpose; only then will participation be attractive to a wider audience
- South Asian history and perspectives must be incorporated into the Canadian education system (and be reflected in school libraries)
- There is need for public libraries to catalogue materials in Punjabi
- The community seeks to identify, digitize, and provide broad access to archival materials (via the Internet)
- An effort must be made to capture informal community stories
- Information service providers must be inclusive of disparate generations and perspectives (from established community members to recent immigrants)
- There is a desire for partnerships that bridge local and national interests
- To date, LAC has not been a presence within the community
- Library and Archives Canada's principal role was seen to be one of facilitator, supporting networks at the regional and national level and assisting local advisory boards/partners to accomplish their goals

6. Chinese Community Consultation, Vancouver, BC

6.1 Perspectives on Libraries and Archives

6.1.1 Libraries

Consultation participants noted that libraries are well utilized by the Chinese community in Vancouver and that the city is well served by libraries offering Chinese materials. According to participant service providers, Chinese titles are some of the most circulated materials within the Vancouver Public Library system. A cross-section of the population (including youth, the elderly and women) accesses libraries. Heavy usage by children and students was said to reflect the importance of academic performance and parental expectation in many cases.

Within the community, libraries and books are often considered tools for research purposes rather than professional interests. Working professionals were described as irregular visitors to libraries due to employment commitments, though many access libraries remotely via the Internet. Chinese immigrants tend to be aware that libraries offer something for them and many visit a public library soon after arrival in Canada.

Participants noted the importance of branch libraries and the convenience they provide to local communities. Still, guests said that libraries need to make clear just how collections are distributed across the Vancouver Public Library system (i.e. which branch obtains which collections?) Users value the ability to access a central system to explore collections beyond those available at the local branch library level. Guests suggested the need to develop collections that feature materials from Mainland China; while many community members have moved to Canada from this region, few materials are sourced directly from the area.

Instead, guests noted that a majority of resources originate in Hong Kong and Taiwan. Diverse resources would serve to acknowledge the Chinese in different communities (whether those with ties to Taiwan, Mainland China or Hong Kong) and would underscore the heterogeneous nature of the community. More formal and established access to international markets is required to support this collection development activity. Guests also thought it important to translate books published in Canada into languages other than English and French.

Participants noted that the Chinese community donates a large number of books to public libraries but said a more sustainable process is needed to see that appropriate materials find their way to library shelves. Guests expressed some concern over the quality of simplified Chinese books found in libraries and felt that more funds need to be directed toward these materials. Participant service providers noted difficulties in sourcing suppliers of these resources. A broader range of technical content is also desired by community patrons.

Guests said that Web-based library catalogues must be improved to facilitate broad access in Chinese; this was described as a considerable need within the community. It was suggested that the Internet might also be promoted as a search tool that provides access to library resources. Still, while youth and professionals may be regular users of the Internet, older generations often lack computer skills of any kind.

6.1.2 Archives

Participants said that formal archives are seldom utilized by the Chinese community in Vancouver, and that few community members are aware of archives. Guests noted that the experiences of newcomers to Canada have not always been well documented. Still, there is developing interest in this area. Within the community, there is also great interest in the topic of oral history. The goal now is to capture and disseminate this history, ideally in a digitized form. Assistance and expertise is required to both capture these materials and make them accessible.

It was noted that some community members have been storing archival community information as they await the development of an organized effort to bring these materials together. Guests noted an increased interest in Chinese genealogy and suggested this as a future area of focus. Resources are required to digitize materials and make them widely available. There is also need to document the progress of Vancouver's Chinatown and its historical value.

6.2 Relationship with LAC

Across the board, participants felt that Library and Archives Canada was unknown to the Chinese Canadian community in Vancouver. LAC was urged to demonstrate its regional relevance and to do so by moving toward a more concrete strategy at the local level. A higher profile for the institution is required and can only be fostered through active outreach.

6.3 Roles for LAC

Service providers noted the value of the existing Multicultural Resources and Services *Toolkit*[11] for professionals. LAC is regarded as a potential facilitator with a national coordinating role to play. The institution was urged to improve and promote its current services. It was suggested that one way of doing this might be to forward (via email) legal deposit information to service providers so libraries are aware of publishers and the scope of materials published. Other communications tools, in multiple languages, were encouraged such as, "Top Ten" lists featuring new and/or unique materials of potential interest to the community.

6.4 Key Messages Emerging from the Chinese Community Consultation

- The Chinese community in Vancouver tends to be well served by the public library system (VPL)
- Public libraries must regularly update Chinese collections and not rely on community donations for development
- Outreach/marketing must be done in a variety of languages beyond English and French
- Service providers seek access to publisher lists and other tools to assist collection development for communities; they would also like funding support to assist acquisition (LAC's former Multilingual Biblioservice was cited as a favourable service example here)
- LAC must promote its role to communities and demonstrate its relevance
- Library and Archives Canada should promote and make accessible a catalogue system that unifies Canada
- The organization should solicit ongoing input from the regions (perhaps by way of an advisory group)
- LAC must support networking and must frequently check-in with stakeholders
- LAC should offer assistance to smaller community groups that face space and budget constraints
- LAC should remain focused on archives as a priority ("archives have the ability to tell valuable stories")
- LAC should act as an advocate for funding

[11] Available via LAC's Multicultural portal at: www.collectionscanada.ca/multicultural

6.5 Connecting with the Chinese Community in Vancouver

Respondents said that Library and Archives Canada could do more to make its resources known to the Chinese community in Vancouver. LAC is encouraged to explore the following marketing avenues:

- More outreach is needed to encourage ongoing public involvement; partnerships can be used to assist cross-promotion
- LAC might facilitate other kinds of services, not just those offered by public libraries
- There is need to maintain a focus on schools/kids and educational outreach
- Alternate means of contact (such as Internet discussion groups) were encouraged
- Library and Archives Canada must work with community organizations and promote partnerships
- LAC might work in conjunction with community media

7. Somali Community Consultation, Ottawa, ON

7.1 Somali Community in Ottawa

Many members of the Somali community who live in Ottawa arrived as refugees to Canada as a consequence of civil war in Somalia. The number of arrivals was said to be “stabilizing” after an original influx of newcomers in the early 1990s. Community members noted that today, Somali heritage is represented in entirely new Canadian-born generations. The community was self-described as one in transition between settlement and integration.

Guests expressed an intense pride in and commitment to the value of the Somali language, (described as “rich and poetic” and a “source of self-esteem”), an important tie to home, legacy and origins. An attachment to the Somali language was said to be hard to foster in new generations, especially given limited opportunities for exposure. One guest pointed to the finite options for learning Somali within the university system in Canada.

Participants noted that oral communication and traditions predominate in this community, one in which information, history, and folklore have traditionally been exchanged by word of mouth rather than text; it is only recently that Somali has come into focus as a written language.

In this sense, recorded (or ‘documentary’) history may not be established to the extent evidenced in other communities. It was noted that this reality must be a consideration in any outreach and program development activity.

7.2 Perspectives on Libraries and Archives

7.2.1 Libraries

Focus group members reported that libraries are “not a Somali thing.” In many cases, older generations of Somalis have lacked access to formal schooling and exposure to the literacy values at the heart of Canadian library systems. As a result, they may have more difficulty integrating into the Canadian context than younger generations; isolation can be a concern in these cases. In Somalia, the elderly garner respect and reverence; the reverse was seen to be true in Canada where older generations are not included in community life in the same way. The ideological distance between Somalis born in Canada and those born in Somalia was viewed as a challenge. Participants wondered how to unite two very distinct generations with different experiences and unique relationships to Somalia.

Guests expressed concern for the next generations of Somalis, particularly those born in the Canadian context. The group struggled with some key questions: What is [youth] understanding of and connection to home? Can they possibly carry on traditions, language and legacy if they are in touch with their Somali origins in only a limited way?

How might older generations capture the attention of youth who are not always aware or interested in what has come before?

7.2.2 Libraries: Barriers to Access

At present, Somalis do not see themselves reflected in public library staff complements. One guest suggested the need to foster Somali youth employment opportunities in public library settings. Opportunities for youth volunteers were also desired. Where youth are engaged by libraries and library materials, the hope is that they in turn may introduce resources to their Somali parents, even where literacy is a challenge.

Partnerships between cultural community members and service providers were deemed necessary to foster mutual understanding and to address some of the challenges inherent in these relationships. Recently, behavioural issues relating to Somali youth visits to local public libraries led in places to conflict between library staff and some Somali families. Members of the Somali focus group reported that much harm had been done to the reputation of public libraries as a result of this kind of unpleasant interaction.

Library schedules (materials due dates) and fines were described by the community as difficult to understand and adhere to. One practical solution forwarded by a guest was for libraries to produce a dedicated 'library bag' (a memory aid for families) that allows users/students to store all borrowed library items in a single place.

Young Somali mothers who in many cases are responsible for rearing large families (at times single-handedly) face barriers to access; with many children and limited access to daycare options, these women encounter difficulty in accessing library services for themselves and their families. One guest posed the question: "How might we bring services *to them*?" Proposed solutions involved partnerships between library and service organizations such as the Somali Centre for Family Services, Ottawa.[12]

Both libraries and schools were seen to have a role to play in spreading the word about library services and collections. Children who learn about such services may convey the value of libraries to their parents. Information sessions with parents were recommended to raise awareness and to address inter-generational hurdles.

That the library serves as an educational tool is not always a message disseminated or understood between generations. Word of mouth is a key means for transmitting this information within the community.

[12] See: http://somalifamilyservices.org/index.php

7.2.3 Archives

While many Somalis maintain personal archives, formal archiving is not considered a common practice within Somali culture. The need to collect and preserve documentary heritage is a relatively new concept for Somali-Canadians. Until now, much energy has been focused on pressing settlement issues and the establishment of a Somali community in Canada. With much of this initial work accomplished, broader issues such as how best to engage with Canadian institutions and how to document the history of the community in Canada, have become a focus and new direction.

It is thought that little recorded information about the Somali-Canadian community exists but that work might be undertaken to explore the extent of these materials (given available resources). Members of the group believe that it is time to think about creating a legacy for the next generation. For this work to begin, research guidance and practical support (e.g. transportation and daycare support for researchers) are required.

7.3 Somali-Canadian Publishing

Somali publishing is limited in Canada and Canadian-published Somali resources produced in the Somali language appear to be rare. A lack of access to mainstream publishers was cited as a significant barrier here. It was noted that dedicated resources are required to foster and sustain Somali publishing in Canada. Recent attempts to launch a Somali-Canadian magazine ended due to a lack of funding and support from mainstream publishers. However, community members identified the Somali Resource and Heritage Centre, Ottawa, as a key publishing resource within the community.[13] The Centre is a source for published and self-published work, educational resources, and language dictionaries.

Even where Somali books and other resources are produced and/or made available in Canada, there is a perceived unevenness in the quality of these materials. Guests noted that not all members of their community would agree as to which resources were most appropriate.

7.4 Relationship with LAC

Library and Archives Canada is not well recognized within the Somali community in Ottawa; fewer than one quarter of the guests assembled knew of LAC before they were contacted for this session. The focus group was described as an introductory exchange and a “good start”; similar opportunities for collaboration have been lacking to date. Prior to the session, little was known about LAC’s provision of event and cultural space. Many community members expressed interest in such opportunities after learning of these.

[13] See: http://www.angelfire.com/ma3/somheritage/

7.5 Key Messages Emerging from the Somali Community Consultation

- Partnerships are essential for moving forward; meaningful “working relationships” and collaboration are desired
- To reach and serve this community, institutions need to be proactive in their outreach efforts; libraries and archives must solicit different points of view from within the community and be inclusive of Somali youth
- Libraries must strive to create a “sense of belonging” in order to welcome the Somali community; one guest spoke of a positive library experience that allowed him to access Somali resources (in this case, traditional songs) via audio
- Audio resources are especially important in a community that mobilizes around oral tradition (particularly where achieving literacy is a struggle)
- Visual displays featuring recognizable Somali materials and collections proved to be a draw for the community. Somali community members suggested that where such resources are evidenced, the community will follow; there is a strong desire to see themselves reflected in resources as well as physical library environments (it was suggested that even a simple poster featuring Somali people has meaning because it presents images that Somalis can relate to)
- The Somali community requires advice on how to approach archival research and how to develop community archives
- There is need to reach new generations of Canadian-born Somalis in innovative ways, namely via the Internet and other electronic means (given competition from video games and other media)
- A vast number of Internet resources exist about Somalia and Somalis but often traditional songs, poems and proverbs in the Somali language are inaccessible to those without this language capacity (consider, many youth born in Canada have never been exposed to the Somali language); again, audio resources distributed via the Web are described as desirable
- Making the link between libraries, archives and education is essential
- Somalis want to have a stake in local institutions (including public libraries), to feel that “this is their [organization] too”; they want to be reflected in collections but also to see themselves reflected in staff complements
- While formal, printed resources focusing on the Somali community may be rare, it was noted that many “resources in people” are located within the Somali community; expertise exists to develop community content
- LAC might play a role in connecting those interested in publishing/documenting the Somali experience in Canada with the resources to make this happen; community members wanted to know, “if Library and Archives Canada is not a direct source of funding, who is?” The community requires sponsorship to develop cultural products and resources given the difficulty of accessing mainstream Canadian publishers and advertising dollars
- Relevant communication channels must be employed to demonstrate the extent of library and archival services in the community (e.g. information about mobile library programs might be circulated)

- Libraries could help to foster access and employment opportunities for Somali youth

7.6 Connecting with the Somali Community in Ottawa

The following were suggested as potential marketing channels to support contact with the Somali community in Ottawa:

- Community radio (in Ottawa, particularly CKCU and CHIN radio)
- Print brochures
- LAC participation in Somali community events (e.g. provision of print materials, staffing of information tables)
- Reciprocal presentation opportunities (information exchange sessions)
- Connections with community groups that speak to both youth and elders
- In-person visits to Library and Archives Canada (395 Wellington Street, Ottawa) in order to link Somali community researchers with LAC guidance and expertise
- Relationships with Somali media outlets; these channels may not be obvious (for example, local community radio is a key source of information within the community)

8. Black Anglophone Community Consultation, Montréal, QC

8.1 Black Anglophone Community in Montréal

Efforts to describe the Anglophone Black community were summarized as “complex” at best. The Black community in Montréal was described as “issues based”; while individuals may rally behind a particular initiative, the notion that the community is uniform or in any way homogenous is a facile one. Even the terminology, ‘Black community’ (singular) has its limitations; at times, ‘Black communit*ies*’ is employed to reference its diverse and pluralistic nature. One participant underscored the following: “You cannot just talk about black communities in a specific place; you must consider the history of Blacks in the world (Africa, Caribbean); all of these histories are reflected in what it means to be part of that society.”

Where there are histories in common (the Middle Passage, slavery) there are also a great many differences *within* communities. Attempts to identify sub-divisions within the Black community are often problematic. It was noted that regardless of an individual’s *particular* experience, “the history of Blacks is not part of the Canadian psyche from the halls of power, all the way down.”

Participants said that they fail to see themselves reflected in literature, history, politics, and other facets of Canadian life. Participants stressed that “Black history *is* Canadian history.” One participant noted that Canada “is not the most welcoming place” despite prevalent mythologies that insist it is an open, accepting, and diverse nation.

Guests noted that the English-speaking community in Montréal has been in transition for some time (political, linguistic) and that within the city, language is integral to identity. There was consensus that the experience of being Black and Canadian is unique for each successive generation; those age 25 and under “identify themselves differently”; “the young ones coming up are the issue—kids need a sense of purpose,” one participant said. Another underscored the need to recognize women in the community.

Participants called for “truth telling” in the realms of education, politics and history: “History as it is taught [currently] does not have the ability to create change.” Participants suggested that organizations such as Library and Archives Canada might play a significant role in helping to establish and re-establish the history of the Black community and other communities in Canada.

As an annual event, Black History month, for some, has become so commonplace as to become “inactive”; something more is desired. Members of the Black community would like the Canadian government to recognize that they are Canadians and to acknowledge past wrongs (“we did have slavery in this country”).

As a response, the government might put resources into mapping Black history and underlining the message that “we [Blacks] contribute and we are Canadians.”

8.2 Perspectives on Libraries and Archives

8.2.1 Libraries

Participants commented that their views on the role of libraries/archives are likely atypical; most of those who attended this consultation session suggested they had an existing interest in libraries/archives and research and that they represent some of the most avid users/supporters of these organizations. They noted that this interest is not reflected in the lives of a majority of community members and that “most people don’t take children to libraries.”

The importance of mobile libraries and their ability to take collections and services to people was noted and said to be especially significant for those residing in outlying communities. Still, community members said that libraries are often regarded as “dead places,” and “inactive” environments, especially by youth. Libraries are seen to lack strong outreach programs that might encourage latent interest. Students tend to use libraries only when they are told to do so; this often results in negative associations. Libraries must become more interactive if they are to engage.

Within the community, literacy is an issue for some. It was noted that where this is the case, even youth who appear to be able to read do not always derive meaning from resources. For this reason, struggles with literacy can be difficult to detect. It was noted that parents do not always encourage their children to read. Children also lack information literacy skills such as the ability to evaluate Web resources. There is a recognized need to reach children very early; “once kids enter their youth, it may be too late.”

Participants also recommended that references to Blacks be extended in many venues. Black experiences need to be reflected in text books and curriculum; it was suggested, for example, that the history of the underground railway might be incorporated in educational materials. This kind of recognition would go some way to addressing the invisibility of Blacks in these resources to date.

According to participants, existing library materials and collections often exhibit a lack of sensitivity. As one participant noted, “It is a myth that materials don’t have colour.” While it was thought that there are many materials available that reflect the Black community in Canada, it was said to be more of a challenge to find materials that deal with diversity and multiculturalism as topics.

The organization and cataloguing of Black Canadian materials/collections was a prominent concern for many guests. Participants want to see Black materials cross-referenced within libraries so that they might be discovered in multiple locations by a variety of means (i.e. not merely because they are housed in a special ‘Black Studies’ section). Black Studies sections in libraries were described in terms of the ultimate Catch-22; while this domain may be necessary at times to facilitate resource discovery, it reinforces ‘otherness’, relegating the Black experience to a single place (and dimension) in a collection.

8.2.2 Archives

Participants felt that within the community, archives (described most often as ‘personal papers’) are viewed as relevant to an individual; they are rarely considered valuable interpretive tools for a wider community. Participants also said that the community evidences a lack of planning when it comes to identifying and protecting potential archival materials.[14] Community members believe that this absence of strategy has often resulted in the loss of community information.

While guests expressed interest in developing such planning mechanisms, the idea of sending materials out of the immediate community for formal archiving is less appealing. It was agreed that it may not make sense to store community materials at a national institution such as Library and Archives Canada. Participants said that “Ottawa seems far away” and remote to their lives.

One participant noted that work must be done to “*create* a kind of interest” in the Black community rather than relying on those with particular interests (say researchers) to uncover this information. Participants said that they would like to see more people from within the Black community get involved in the library and archival sciences.

Within the Black Anglophone community in Montréal, those who operate in informal information roles desire advice and information when it comes to collection storage and preservation for which technical expertise may be lacking. These individuals often work with items they “are not equipped to handle, but that we don’t want to send to Ottawa.”

[14] Specific examples were offered to illustrate that valuable community history has been purged to date due to this lack of archival planning.

8.3 Relationship with LAC

Within the Black Anglophone community in Montréal, knowledge of Library and Archives Canada is described as atypical. Participants suggested that LAC needs to better inform the community about the institution and its services. The consultation process was described as a useful and necessary one. A number of participants agreed that they would like to be involved in "anything to support the effort to have Black Canadians seen as Canadians."

8.4 Roles for LAC

Participants suggested that an appropriate role for LAC is one of facilitator. Library and Archives Canada should ensure access to its resources on behalf of the Black community and wider society and develop opportunities for regional collaboration. This role must foster a balance between government and independent institutions—"not duality, but *partnership.*" Individuals who perform information roles within the community (especially where they are not professional librarians and archivists) hope to benefit from LAC expertise. It was suggested that links (particularly virtual links) be made between organizations and institutions, as well as local libraries and universities. Participants expressed interest in seeing LAC align with other kinds of grassroots organizations such as local resource centres. They feel "the door is wide open" for such partnership possibilities.

8.5 Key Messages Emerging from the Black Anglophone Community Consultation

- The Black Anglophone community in Montréal is extremely diverse; in moving forward, it is essential that a variety of input is solicited, from all demographics within the community (particularly youth)
- Members of the community want to be viewed as contributing and valued Canadians; many participants referenced the relative invisibility of Blacks to date
- Participants seek "truth telling" (current and retrospective) within Canadian institutions
- Libraries must become active and engaging places to attract youth; outreach is essential in this regard
- Support for literacy (both basic literacy and information literacy) is required within the community
- Community experiences need to be reflected in educational resources and curriculum
- Support is needed to help identify and develop community and archival collections
- Local/regional archives may be preferred over centralized archival repositories
- Non-professionals who occupy information roles seek support and advice, particularly as it pertains to archival principles and preservation

- Partnerships and collaborative arrangements are desired both with LAC and other groups; community members expressed that they are open to such networks

8.6 Connecting with the Black Anglophone Community in Montréal

- More might be done to create recognition of Library and Archives Canada and its various roles, particularly those with relevance to the Black community
- Participants would welcome a media campaign to let their community know about LAC holdings that are relevant to the Black Canadian experience; it was deemed worthwhile to underscore that these resources are both well preserved and accessible
- Public television, pamphlets, and even public transit surfaces (“paid for by Canadians”) might be used as potential vehicles to disseminate this kind of information

9. Haitian Community Consultation, Montréal, QC

9.1 Haitian Community in Montréal

Participants noted that there is a need for the Haitian community to learn more about the history of Canada as a means to help community members find their place in Canadian society. Similarly, participants wanted those both within and beyond the community to gain a better understanding of Haitian experiences.

Haitian organizations in Montréal currently provide youth and other members of the community an opportunity to learn Creole, the Haitian heritage language. To assist with this activity, members of the community said it was important to preserve Creole broadcasts from the local Haitian radio station.[15] Teaching support is desired to assist with the overall objective of teaching and preserving the heritage language in the community.

9.2 Perspectives on Libraries and Archives

Many guests mentioned the importance of neighbourhood public libraries to the development of their community. The host library, Bibliothèque Parc-Extension, was cited as an example of an organization that provides valuable services in an area that is home to an increasing number of cultural communities.

Several service providers expressed regret over the disappearance of LAC's Multilingual Biblioservice program. They urged a similar program be instituted to help them access books and other materials for which they lack resources.

Participant service providers also saw a role for LAC to oversee a network by which resources or information about new resources might be shared in order to better serve communities. It was noted that because no single institution has the resources to do everything in this field, the sharing of information, services, and programs is essential. Large city libraries might be encouraged to share resources with smaller organizations. The notion that "cooperative reference services" might be offered through the network of libraries in Canada was also introduced. Those who work with Haitian and other communities in library settings urged an inventory of multicultural resources at Library and Archives Canada, with outcomes being made available to them.

Participant perspectives on archives were more general and focused on the role that archives might play in the preservation of community heritage and culture (particularly preservation of the Creole language).

[15] The radio station CJWI (AM 1610), identified as "CPAM Radio Union", serves the multicultural francophone community in Montréal with a substantial portion of programming for listeners from the Haitian community, including that in the Creole language.

9.3 Relationship with LAC

Participants supported the consultation mechanism and recommended that this consultation session be the first of many. It is by way of such sessions that community organizations and Library and Archives Canada can exchange information about the Haitian community, its needs as they relate to libraries and archives, and the LAC mandate. Guests recommended that follow-up meetings involve other potential partners (at all levels) if success is to be achieved.

It was also recommended that Library and Archives Canada target conference presentations and information kiosks to specific clientele: a kiosk or presentation about multicultural resources, among many others at annual conferences, has less impact than activities targeted specifically for service providers who are directly involved with cultural service provision (say, to the Haitian community).

9.4 Roles for LAC

Members of the Haitian community said they would like to have Library and Archives Canada's help in identifying resources in its collection that relate to the history of the Haitian community in order to facilitate their use by community researchers. Potential partnerships might be developed to meet this need. LAC was seen as a conduit for information between the community and the larger Canadian society.

The role of the institution was seen to be one of facilitator, ensuring access to published and archival documents which help communities to better understand themselves and others. Consultation participants said they would benefit from the compilation and distribution of publication lists highlighting Haitian authors and resources. These materials might be distributed more widely as a means to disseminate information about Haitian culture. Participants were also interested in having LAC exhibitions travel to their communities so that they might learn more about Canada and other Canadians.

9.5 Key Messages Emerging from the Haitian Community Consultation

- The Haitian community would like to know more about Canadian history and society and would like other communities to learn something of Haitian-Canadian perspectives; Library and Archives Canada was viewed as a potential facilitator in this regard
- Haitian participants desired to know more about the scope and role of LAC. For example, can the organization assist with the preservation of heritage languages (such as Creole)? Will the institution help the community to identify current Haitian holdings/items of relevance to the community? Might Library and Archives Canada circulate resource lists both within and beyond the community?

- It was recommended that similar consultation sessions be held in future with the goal of facilitating partnerships; opportunities for feedback/exchange should be ongoing
- Service providers seek resource and information-sharing tools to support collection development activities of interest to the Haitian community; they also seek opportunities for professional information exchange in regard to multicultural/multilingual collections and services

9.6 Connecting with the Haitian Community in Montréal

- Travelling exhibitions might highlight collections of interest to the Haitian community; Canadiana exhibitions might also be taken into the community to foster community knowledge about Canada
- The Library and Archives Canada Web site should be clear and simple to allow for easy navigation
- Newsletters (including hard copy formats) might be used to promote LAC activities
- Library and Archives Canada might circulate publication lists of items of interest to the Haitian community (say newly released titles published by Haitian and Haitian-Canadian authors); information about current Haitian holdings is also desirable
- Further consultations are recommended

10. Italian Community Consultation, Ottawa, ON

At the outset of the Italian community session, participants asked for information about the consultation process. Which organizations had been contacted, what were the criteria for inclusion, and would the information gleaned ultimately be shared? Following some explanation, the consultations were referred to as a "great idea, long overdue." This session was also described as timely since it coincided with the development of some key research projects within the community, including exploration of the work of Italo-Canadian fresco painter and stained glass artist, Guido Nincheri.[16]

10.1 Italian Community in Ottawa

The presence of the Italian community in Canada and the contributions of Italian Canadians have long been established. Session participants referred to the distinct layers that exist within the Italian community in Ottawa and noted that the particular era of settlement is a key factor that influences community character. For instance, Italians who arrived in Canada to work on the railroads in the early years of the twentieth century were seen to have very different experiences from subsequent generations.

Today, sizeable Italo-Canadian communities can be found in disparate regions of Canada, and many of these reflect the large post-war influx of Italian immigrants to Canada in the 1950s and 1960s. At that time, newcomers aimed to integrate and adapt to the 'Canadian' way of life. Participants said that today, recent arrivals often retain their language and culture, a reflection of a modern move away from the notion of 'melting pot.' It was suggested that this connection to tradition and heritage is often more pronounced for Italo-Canadians (a term favoured by session participants) than for Italians at home. A number of the children of second and third generation Italo-Canadians attend weekend language schools, often in cases where one parent is Italian or the children were born in Canada to Italian parents.

The Italian community in Ottawa was described as both "a united community and a divided community." Several participants pointed out that Italy itself is a very diverse country with clear demarcations between regions in which language and culture can vary a great deal. Language remains a prominent issue today and participants noted the many dialects spoken, each representing a language *distinct* from Italian--a fact not always recognized beyond the community.

[16] A description of Guido Nincheri's work was submitted by a family member (Montréal) subsequent to this meeting.

As one participant put it, “I can speak my mother’s dialect, but if asked, I say I don’t speak Italian.” When this guest’s family arrived in Canada in the 1950s it was important to assimilate: “If you were connected [to home] with a sense of pride in heritage, that was enough; language often fell by the wayside.”

At times, language is viewed as a barrier within the community since regional traditions predominate. Culture, relationships (especially where new immigrants seek to join family in Canada), the ideology of Italy, and the tie to community (not necessarily language), were described as the integral anchors of Italian life. These anchors-- particularly a commitment to family life-- are often paramount in the lives of Italo-Canadian children who may not speak any Italian.

In Ottawa, the Preston Street (or Corso Italia) area has long been a focal point for the Italian community. Today it is still recognized as “the heart of Little Italy.” Community members identify Preston Street as “their Italy” and meet there to recognize all kinds of occasions and celebrations. While it was noted that new immigrants from Italy today are unlikely to move in and around Preston street (and more likely to move to more suburban areas beyond the city centre), participants referenced the continued ties to the neighbourhood and acknowledged that they “have left a stamp here”; successive generations each claim the area for their own.

Guests noted that what is recognized as ‘Italian culture’ today is not what Italian culture was 100 years ago; to the second or third generation today, the heritage represented by Preston Street *is* Italian culture. Regardless, Preston Street represents a kind of “home base” which centres around the businesses, schools, and churches found there. Many community members are working to maintain that stamp for generations to come.

10.2 Perspectives on Libraries and Archives

10.2.1 Libraries

In general, libraries were seen as vehicles that connect people with the past and provide links to history (including family history). According to many participants, public libraries in the Ottawa area lack Italian representation; there is a sense that there is nothing at the library for them. While guests recognize a need to focus on Italo-Canadians and their contributions to society, they have yet to see relevant materials on library shelves.[17] Given that this is the case, libraries are not considered a priority within the community. Guests felt that fewer in-person visits to the library were made today than in the past, but acknowledged that more use could be made of these organizations. Participants also suggested that they could play a more significant role in facilitating the acquisition of books from Italy.

[17] However, it was noted that the Italian community has donated books to the Ottawa Public Library in the past.

Participants suggested that electronic resources, (deemed essential for connecting with youth), are preferred vehicles for highlighting information about Italians in Ottawa. The Internet was viewed as an invaluable tool to promote Italian culture and resources. Youth generations were said to be eager to learn about their roots and guests acknowledged that this demographic could only be reached by “going high-tech” to support interest in electronic resources.

Guests encouraged libraries to find additional ways to take resources to the consumer. Many participants felt that partnerships were required to generate interest. They underscored the need for libraries to meet with the community on its own terms, where community members gather. Participants noted that Italian community members are willing to share their stories where the venue is agreeable to them and community buy-in has been secured. In the past, the community has had to learn about culture in an “assimilated environment” (say, public libraries that do not necessarily reflect their interests). While partnerships with other heritage organizations are encouraged, a more centralized approach is not similarly welcomed. “Place, pride, accessibility, ownership” were described as the key tenets to guide new undertakings.

10.2.2 Archives

There is a desire within the community to make archives accessible, both digitally and/or on loan via community cultural centres. A recent initiative held at an Italian community facility inspired the sharing of cultural artifacts (a large number of these transported from Italy) and demonstrated the interest in doing so; older generations were eager to tell their stories in this case. Community members have already identified potential locales for similar exhibits and exchange; partnerships between institutions are necessary to facilitate this process. A number of community institutions lack the space/storage and professional expertise to support collections directly.

Participants noted requirements for archival assistance and Web support, and stressed that, given the right approach, community members and researchers would be willing to undertake much of the leg work required: “We can collect, but to put it all together, we need someone else.” Participants noted that content exists: “It is in the communities but getting it out of communities is a sensitive thing.” Ownership is a top-of-mind issue and key questions prevail: “Who owns [these items] and how do you retain [them]?” There is a reluctance to ‘hand off’ community materials without the assurance of a “safe place” where preservation and accessibility are priorities.

Infrastructure is required to allow Italians across all regions of Canada to connect and share (facilitation of this goal was suggested as a potential role for Library and Archives Canada). According to several participants, a “big goal” is the development of an Italo-Canadian museum, a single location to serve as a “national Italian Canadian place where we can house our treasures.”

10.3 Relationship with LAC

Participants said that within the Italian community, Library and Archives Canada is recognized first and foremost as an architectural landmark (395 Wellington Street, Ottawa); most are not users of the institution and have yet to discover its mandate. However, it was reported that some academic members of the community had positive things to say about LAC and that there was a general appreciation for its archival role.

In some cases, LAC was seen as a potential source of key historical information, including that concerning the internment of Italian Canadians during WWII. Making such information public was deemed essential in order for all Canadians to learn from this history.

10.4 Roles for LAC

Professional assistance and partnerships are desired from Library and Archives Canada. The organization is encouraged to:

- Support the development of infrastructure to ensure cultural materials can be shared nationally
- Facilitate partnerships to ensure accessibility (important not only for the Italian community but for all Canadians; there is also a need for information sharing *between* communities)
- Offer expertise to assist cataloguing, archival development, and preservation within communities
- Continue the consultation process by participating in broader meetings within the community facilitated by way of community associations; there is need to assemble a cross-section of people as part of a community network[18]

[18] An additional hardcopy list of current and proposed Italo-Canadian community initiatives was provided by a consultation participant

11. CONSULTATION OUTCOMES

11.1 Cultural Communities

Multicultural Initiatives' community consultation sessions revealed a great deal about the unique needs, interests, and perspectives of each of the communities involved. Sessions underscored that the priorities of one community cannot be assumed to be the priorities of another, and that there can be no "one-size-fits all" program to meet individual and community needs and interests.

Nevertheless, focus group outcomes did suggest some common threads *across* participant groups. Dialogue revealed that public libraries tend to be valued by the cultural communities consulted (though actual usage can vary by community). Formal archives are not well recognized or utilized by communities, though participants expressed a great deal of interest in identifying, preserving, and making accessible their community resources over the long term. Communities demonstrated different degrees of awareness and participation in this process to date, and partnerships and collaborative undertakings are desired to further such development.

A pronounced focus on the needs of youth was evident in each of the sessions and participants suggested that stronger links be made between education and libraries/archives. Participants advised the latter institutions to expand their outreach efforts.

For the most part, Library and Archives Canada was not a recognized entity within any of the communities consulted and the organization was urged to do more in the areas of outreach and promotion. Consultation was welcomed and viewed as a positive step, but regular, ongoing opportunities for exchange are sought between communities and organizations such as LAC. Regional participants wish to be reflected in Canadian institutions at all levels and desire a voice at the national table. The model of LAC as a central repository for archival community materials was often rejected; many communities would prefer to maintain resources (archival or otherwise) at the local level with support from central bodies.

Participants were interested to learn more about Library and Archives Canada and asked that the organization do a better job of promoting its collections and services, especially those with relevance for individual communities. Communication channels appropriate for each community should be employed to disseminate this kind of information. Participants were hopeful that LAC expertise might be gained to assist development of community resources and looked forward to enhanced collaborative relationships in future. Many guests expressed their readiness to participate in this way.

11.2 Service Provider Communities

Within the professional archival and library communities in Canada there is a firm recognition of the importance of serving multicultural and multilingual populations. Still, both archival and library professionals face many challenges in their efforts to deliver high calibre collections and services to the diverse patrons in their regions. These challenges vary greatly with the size and scope of given service areas. To draw on a library example mentioned earlier in this report, where large urban library systems have moved to offer ever more developed services to Canadian newcomers, small regional libraries may struggle to support even basic cultural or linguistic collections.

Within the consultation context, many library service providers noted particular institutional needs in the areas of cataloguing in languages other than English and French, sourcing multilingual materials, and communicating with other professionals.

Archival professionals require comparable assistance to support resource description, community outreach, and preservation/digitization initiatives. Where community archives are concerned, organizations often have to rely on grants and volunteers to subsist; even well-established cultural communities may lack archives for this reason. In both domains, the importance of digital initiatives and infrastructure was noted. Increasingly, community clients are seeking access to information in a digital form.

Many archivists and librarians stressed the importance of professional networks. These networks were described as essential for disseminating best practices, fostering learning opportunities, and developing collaborative initiatives. A majority of respondents encouraged the exchange of ideas between professionals in Canada and beyond, and felt that more could be done to facilitate these relationships.

Most of the library and archival service providers consulted had only limited knowledge of Library and Archives Canada, its products or services, though many recognized that the institution offered resources of potential value to them. Across the board, these professionals said that their clients had little or no understanding of LAC and/or its potential relevance to them; any contact was typically mediated by way of these service providers. Many felt that this mediated relationship was the appropriate one. Archivists and librarians who provide services to diverse communities seek arm’s-length support and resources from LAC. In addition, Library and Archives Canada was urged to further its advocacy role within government.

11.3 Implications for Library and Archives Canada

A preliminary review of the findings described in this report points to a need for Library and Archives Canada to strengthen its capacity in a number of key areas:

- Capacity to provide support that enables regional/local public libraries, archives, and similar heritage institutions to more effectively deliver programs, services, and collections to Canadians
- Capacity to provide support that enables communities, in turn, to build their local capacity to develop resources and to preserve these materials for the future; and
- Capacity to offer diverse and inclusive collections, programs, and services, and to employ long term planning and infrastructure to ensure that multiculturalism remains an institutional priority

11.3.1 Mediated Access to Canadians

Since very few public library/archival patrons were aware of LAC and its holdings and services, service providers felt it specious to say that LAC had regional reach to serve clients directly, especially given LAC's finite human and financial resources and concentrated physical presence in Ottawa.

As evidenced in this report, regional librarians, archivists and para-professionals overwhelmingly expressed the view that LAC should pursue indirect support to client information access through the vehicles of regional public libraries, archives and similar cultural organizations. This model allows for those with experience and expertise in local issues/communities to serve regional clients and in this, represents the greatest value for Canadians.

However, service providers were willing to see LAC as a potential facilitator, enabler, and partner that could *enhance* their ability to serve Canadians. They hope to benefit from LAC's capacity to coordinate pan-Canadian networks and partnerships, to connect service providers with one another, (as a means to disseminate best practices, and exchange information and resources), and to develop its professional advocacy role, particularly in the federal government context. Participants desired to know more about the programs and services offered by LAC and encouraged further outreach in this regard.

11.3.2 Empowering Communities

The model of LAC as a central repository located chiefly in Ottawa was unpalatable to many of those consulted, whether service providers or community members. Communities seek to guide the development of their archival legacies in local contexts, with arms-length assistance from national organizations that support this development through appropriate resources and expertise. Collaborative initiatives that capitalize on the strengths of both parties are welcomed and many communities expressed a desire to initiate and further partnership discussions.

11.3.3 Enhancing Diversity in LAC Programs, Collections and Services

Consultation outcomes do not negate LAC's need to continue to develop cultural diversity in its collections, programs and services, particularly in the form of digital resources that enhance accessibility across geography. Even where community capacity building was described as the priority for Canadian cultural communities, LAC was encouraged to embrace its mandate to serve all Canadians and to provide access to documentary heritage in all of its forms. LAC must endeavour to become ever more inclusive of cultural communities, from established heritage groups to newcomer communities who have lacked representation in Canadian institutions to date.

11.3.4 Strategic Challenges for LAC

It is important to note that much of the feedback received during the consultation process is in line with the guiding vision and principles outlined for LAC in the foundational document *Directions for Change*. The latter document echoes similar commitments to prioritize clients and to serve Canadians where and how it makes the most sense to them. This approach means, for example, understanding clients enough to know that those in cultural communities across Canada are not always looking to access LAC services directly. Nevertheless, they may appreciate being reflected in LAC public programming, including Web content.

Still, consultation outcomes challenge Library and Archives Canada to respond to some critical strategic questions: What types and levels of support are required by library, archival and community partners to best serve the needs of cultural communities? What specific approaches are likely to have the greatest impact for LAC and diverse cultural communities in Canada? For instance, is a funding program required to serve libraries (similar to that of National Archival Development Program in the archival domain),[19] or is an entirely different approach necessary here? How can LAC ensure that regional organizations gain equitable participation at the national level and that balance is achieved in the partnership process?

[19] For a description of this program, see: http://www.collectionscanada.ca/archivists/042-200-e.html

Feedback from this round of consultations will be closely examined to help guide LAC in fulfilling its mandate as an inclusive, innovative knowledge institution.

CONCLUSION

An overwhelming number of the participants involved in the consultation process, whether service providers or cultural community members, viewed both the creation of Library and Archives Canada and the consultation process as positive steps to be encouraged. Many hoped that this dialogue would translate into tangible next steps, partnership opportunities and the expansion of LAC resources for cultural communities and service providers. It remains for Library and Archives Canada to digest the consultation feedback carefully and to work out how best to act on what was learned. We have asked, we have listened; the challenge now is to respond.

Prepared by Sarah Pollard, MLIS
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Multicultural Initiatives, Strategic Office
Library and Archives Canada

APPENDIX A: Acknowledgements

Library and Archives Canada (LAC) wishes to thank the following individuals and organizations that have helped to make the community consultation process possible through partnership:

Ravi Basi, Surrey Public Library

Jan Fu, Vancouver Public Library

Philip Robert, Ottawa Public Library (Rideau Branch)

Pierre Meunier, Bibliothèque de Montréal, Ville de Montréal

Monique Khouzam, Bibliothèque de Montréal, Ville de Montréal

Diane Fréchette, Bibliothèque de Montréal, Ville de Montréal

Nathalie Préfontaine, Bibliothèque de Montréal (Bibliothèque Parc-Extension)

Michael Murphy, Ottawa Public Library (Main Library)

Library and Archives Canada also wishes to thank all of those community members, cultural organizations and service providers who offered their time and expertise to the consultation process. It is only through the participation of such parties that LAC can learn and develop to better serve all Canadians.

APPENDIX B: List of Participants

Telephone Interviews with Regional Service Providers

Carrie-Ann Smith, Pier 21, Halifax, NS
Reuben Ware, City of Vancouver Archives, Vancouver, BC
Rosemary Griebel, Calgary Public Library, Calgary, AB
Gloria Romaniuk, Ukrainian Cultural and Educational Centre (Oseredok), Winnipeg, MB
Angela Mehmel, Winnipeg Public Library, Winnipeg, MB
Barbara Buxton, Port Moody Public Library, Port Moody, BC
Nancy Marrelli, Concordia University Archives, Montréal, QC
Janice Rosen, Canadian Jewish Congress National Archives and Reference Centre, Montréal, QC
Lysanne Ferron, Laval Public Library (Multicultural Library), Laval, QC
Magdalena Vanderkooy, Toronto Public Library (Malvern District), Toronto, ON

Vancouver

South Asian Community Consultation

Surrey Public Library (Strawberry Hill Library)
7399 122 Street, Surrey, BC
October 22, 2004, 12:00pm-2:00pm

Raj Badh, Fraser Health Authority, South Fraser Health Region, Newton Public Health Unit
Ravi Basi, Surrey Public Library
Melanie Houlden, Surrey Public Library
Gurbir Gill, Surrey Delta Immigrant Services Society
Moninder Bubber, Simon Fraser University
Kamaljit Bal, Progressive Intercultural Community Services Society
Param Grewal, Progressive Intercultural Community Services Society
Satnam Singh, VIRSA
Mijin Kim, Library and Archives Canada

Chinese Community Consultation

Vancouver Public Library (Central Library)
350 West Georgia Street, Vancouver, BC
October 25, 2004, 12:00pm-3:00pm

Peter Liang, SUCCESS
Tess Chang, Fairchild Radio
Baldwin Wong, City of Vancouver
Jan Fu, Vancouver Public Library
Shelagh Flaherty, Vancouver Public Library
Ravi Basi, Surrey Public Library
Tania Tong, Surrey Public Library
Charles Yang, Taiwanese Canadian Cultural Society
Wendy Jang, Richmond Public Library
Mijin Kim, Library and Archives Canada

Ottawa

Somali Community Consultation

Ottawa Public Library (Rideau Branch)
377 Rideau Street, Ottawa, ON
November 8, 2005, 11:00am-1:30pm

Mengis Tsegaye, Local Agencies Serving Immigrants (LASI) –World Skills
Mohamoud Hagi-Aden, Better Beginnings, Better Futures, South-East Ottawa
Abdirizak Warsame, Ottawa-Carleton District School Board (Multicultural Liaison Officer)
Shoon Omar, Lowertown Community Resource Centre
Abdirizak Karod, Somali Center for Family Services
Rukia Warsame, Somali Centre for Family Services
Wali Farah, Ottawa Community Immigrant Services Organization (OCISO)
ZamZam Tani, Carlington Community and Health Services
Abdi Yunis, Somali Community Elder
Ikram Jama, Somali Community Researcher
Philip Robert, Ottawa Public Library (Rideau Branch)
Mijin Kim, Library and Archives Canada
Sarah Pollard, Library and Archives Canada
Brooke Storey, Library and Archives Canada

Italian Community Consultation

Ottawa Public Library (Main Library)
120 Metcalfe Street, Ottawa, ON
February 21, 2006, 11:00am- 1:30pm

Domenico Ricci, Villa Marconi
Paolo Siraco, Centro Giovanile Formativo ItaloCanadese/ Italian Canadian Youth Formation Centre
Gino Marrello, Associazione Culturale Savuto-Cleto
Joe Cotroneo, Preston Street Business Improvement Association / Owner, Pub Italia
Luciano Pradal, Community member / Researcher
Angelo Barone, Canadian Italian Business and Professional Association
Antonina Rizzo, Community Member
Michael Murphy, Ottawa Public Library (Main Library)
Mijin Kim, Library and Archives Canada
Sarah Pollard, Library and Archives Canada
Brooke Storey, Library and Archives Canada

Montréal

Black Anglophone Community Consultation

Bibliothèque de Montréal (Bibliothèque Parc-Extension)
421 rue Saint-Roch, Montréal, QC
November 29, 2005, 11:00am-1:30pm

Tanya Best, Black Community Resource Centre
David Austin, Alfie Roberts Institute
Antonia Sealy, Barrow Institute of Community Leadership
Aubria Sealy, Barrow Institute of Community Leadership
Dr. Myrna Lashley, John Abbott College
Diane Fréchette, Bibliothèque de Montréal, Ville de Montréal
Mijin Kim, Library and Archives Canada
Sarah Pollard, Library and Archives Canada

Haitian Community Consultation

Bibliothèque de Montréal, (Bibliothèque Parc-Extension)
421 rue Saint-Roch, Montréal, QC
November 30, 2005, 11:00am-1:30pm

Réal Bathalon, Institut Interculturel de Montréal
Frantz Saint-Léger, Association Haitiano-Canado Québécoise d'Aide aux Démunis
Josephe Sélicitades, Association Haitiano-Canado Québécoise d'Aide aux Démunis
Lysanne Ferron, Bibliothèque Multiculturelle, Ville de Laval
Elisabeth Dembil, Carrefour de Liaison et d'Aide Multi-ethnique (CLAM)
Sbahani Bouchra, Carrefour de Liaison et d'Aide Multi-ethnique (CLAM)
Yves Jean, Carrefour de Liaison et d'Aide Multi-ethnique (CLAM)
Frantz Lafoutaut, Association des Enseignants et Enseignantes Haïtiens du Québec (AEEHQ)
Diane Fréchette, Bibliothèque de Montréal, Ville de Montréal
Normand Laplante, Bibliothèque et Archives Canada
Sarah Pollard, Bibliothèque et Archives Canada