

SL

all yours

## Multicultural Action Plan Progress Report (2012-13)

In 2012/13 the State Library of Queensland published its [first Multicultural Action Plan \(MAP\)](#) to creatively engage and collaborate with Queensland's culturally and linguistically diverse (CALD) communities to ensure inclusive and appropriate services. This Progress Report outlines progress made by State Library against the commitments and key performance indicators included in that Plan.

Goal 1	Improve Access to Library Services		Reporting
KPIs	Five per cent increase in use of <i>MyLanguage</i> website		Achieved. 25 per cent increase in Queenslander's site visits
	Five per cent increase in use of Languages Other Than English (LOTE) collection state-wide		Public library collection requests increased by 20 per cent  Collection turnover rate increased from 0.062 to 0.066 per item
Public commitments	Internal action	Measurable target	Progress to 30 June 2013
Continue to acquire and distribute a LOTE collection to all Queenslanders through public libraries	Promotion of and enhanced access to LOTE collection for all public libraries and their communities	<ul style="list-style-type: none"> <li>Expenditure on Collections: \$259,100</li> <li>Items acquired: 7,000</li> <li>Loans per year: 60,000</li> </ul>	Completed
Continue to support the <i>MyLanguage</i> website and work with public libraries and CALD communities to source Queensland content for <i>MyLanguage</i>	Work with public libraries and CALD community organisations to provide Queensland content for the <i>MyLanguage</i> website	<ul style="list-style-type: none"> <li>Increase of five percent in Queensland content from public libraries and community (Baseline will be the number of articles with Queensland content as of September 2012)</li> <li>Increase of five percent in current usage statistics. (Baseline will be statistics from 2011-2012 financial</li> </ul>	<p>A strategy for harvesting new content for Languages in Libraries and Case Studies is being developed within the Communication and Engagement Plan 2013-14</p> <p>Total visits for 2012-13 reported at 2610. 1476.1 visits between 1 January and 30 June 2013, an</p>

		year to be supplied by State Library of Victoria)	increase of 342 from previous six month period. Increase in visits to the <i>MyLanguage</i> web page for specific translated language information
	Support community based linguists to present at the national <i>MyLanguage</i> Conference.  Partner with Queensland Memory to facilitate an additional day to the <i>MyLanguage</i> Conference specific to Aboriginal languages and the languages of the Torres Strait	<ul style="list-style-type: none"> <li>• Presentation delivered</li> <li>• Workshop delivered</li> </ul>	Completed
Include English as a Second Language (ESL) and community focused modules into online social networking training package Looking @ 2.0	Partner with Learning and Participation to inform ESL and community focused modules of Looking @ 2.0	<ul style="list-style-type: none"> <li>• Looking @ 2.0 modules complete</li> </ul>	Looking @ 2.0 was launched on 15 July 2013. Modules were developed to be accessible by a diverse range of people, with predominantly image and video based instructions and easy to follow guides. Refer to the development of ESL and community focused modules in MAP 2013-2014
	Improve access to State Library online eresources by including language/s information in Find Database description in One Search	<ul style="list-style-type: none"> <li>• Description information in all relevant databases is updated to include language options</li> </ul>	Descriptions are being updated where relevant as renewals are undertaken with each vendor
Ensure public and staff computers are adapted for different languages	Ensure Managed Operating Environments for Public Access and staff computers can be adapted for different languages	<ul style="list-style-type: none"> <li>• Functionality is available on all computers</li> </ul>	Completed
Prioritise digitisation of Queensland migration and	Priority digitisation in 2012-13 and 2013-14 of Queensland migration	<ul style="list-style-type: none"> <li>• Increased digitised content of Queensland's migration and</li> </ul>	350 newly digitised images; 8 maps; and 1700 pages /

South Sea Islander heritage material held in SLQ's John Oxley Library	and Australian South Sea Islander heritage material held in the John Oxley Library	Australian South Sea Islander heritage available on One Search and other online spaces	searchable pdfs were made accessible on One Search on 1 July
Promote and support access to collection materials and eresources for CALD clients	Promote and support access to collection materials for CALD clients	<ul style="list-style-type: none"> <li>Use of CALD resources</li> </ul>	Archived websites relating to CALD communities including Irish, Scottish, Hebrew, Muslim, Polish and Italian ethnicities at <a href="http://www.slq.qld.gov.au/search/eresources/archived-websites">http://www.slq.qld.gov.au/search/eresources/archived-websites</a>
Ensure SLQ's corporate communications ( <i>What's On</i> and <i>SLQ enews</i> ) optimise accessibility for CALD communities	Ensure SLQ corporate communications (SLQ website, <i>What's On</i> and <i>SLQ enews</i> ) optimise accessibility for all communities including CALD communities	<ul style="list-style-type: none"> <li>Key communications available in print and online</li> <li>Key communications on the website are accessible and searchable</li> <li>Conform to AA standard per Web Content Accessibility Guidelines (WCAG) 2.0</li> </ul>	The public SLQ website is compliant in mobile, tablet and traditional view ports. Javascript on demand loading has been applied to image galleries to assist with poor bandwidth areas
Embed our brand <i>all yours</i> across SLQ ensuring that the needs of CALD communities are considered	Embed <i>all yours</i> across SLQ ensuring that the needs of CALD communities are considered	<ul style="list-style-type: none"> <li>50 percent of staff have participated in brand workshops by 30 June 2013</li> <li>At least two staff-generated initiatives have been operationalised by 30 June 2013</li> </ul>	Approximately 22 percent of staff have participated in brand workshops to date No staff generated initiatives have been actioned to date
	Language project as part of SLQ's <i>all yours</i> brand story. Identify translations of <i>all yours</i> in CALD languages	<ul style="list-style-type: none"> <li>Use of translations in appropriate contexts and formats</li> </ul>	Language collection project to be launched by 31 December 2013
	Develop new and support existing external partnerships with organisations that support CALD communities	<ul style="list-style-type: none"> <li>Partnership meetings (four times per year)</li> </ul>	Strengthening ongoing relationship with Multicultural Development Association (MDA) through <i>Work &amp; Welcome</i> program, and TAFE English Language and Literacy Services (TELLS) through volunteer program

Ensure the CALD sector is consulted as required in the development of services and programs	Language project as project as part of SLQ's <i>all yours</i> brand story. Identify translations of <i>all yours</i> in CALD languages	<ul style="list-style-type: none"> <li>Use of translations in appropriate contexts and formats</li> </ul>	Language collection project to be launched by 31 December 2013
	Develop new and support existing external partnerships and organisations that support CALD communities	<ul style="list-style-type: none"> <li>Partnership meetings (four times per year)</li> </ul>	Strengthening ongoing relationship with MDA through <i>Work and Welcome</i> program and TELLS through volunteer program
Establish a baseline and suitable methodology for regularly measuring CALD visitation to SLQ	No component action identified	<ul style="list-style-type: none"> <li>No target identified</li> </ul>	Commitment did not proceed

Goal 2	Co-create Queensland's Memory		Reporting
KPIs	Deliver three initiatives as part of the Queensland Migration Heritage Partnership		Completed
	Deliver a workshop and a symposium as partner in the 150 years of South Sea Islander celebrations		Completed
Public commitments	Internal action	Measurable target	Progress to 30 June 2013
Deliver training with CALD communities in creating articles for Wikipedia	Deliver training in Creating Content with Wikipedia in CALD communities	<ul style="list-style-type: none"> <li>Six workshop attendees from key CALD communities</li> <li>30 percent articles live on Wikipedia</li> </ul>	CALD workshop delivered in partnership with Queensland Memory in November 2012. Some attendance by CALD communities
Showcase CALD communities in online picture collections (Flickr Commons and Historypin)	Showcase CALD communities in picture collections (Flickr Commons and Historypin)	<ul style="list-style-type: none"> <li>Photo group sets established in Historypin and Flickr Commons</li> </ul>	Photo sets of Australian South Sea Islander, Chinese and Italian communities have been added to Flickr Commons
Work with CALD communities, national and state government departments, cultural institutions, museums and local government to support	Work with CALD communities, national and state government departments, cultural institutions, local libraries and	<ul style="list-style-type: none"> <li>SS Oronsay Resources Seminar conducted on 23 November 2012 in partnership with Queensland State Archives and the National Archives of Australia to discover Queensland's Oronsay records and resources</li> </ul>	Completed

<p>initiatives that reveal the migrant experience in Queensland including the Queensland Migration Heritage Partnership</p>	<p>museums to support initiatives that reveal the migrant experience in Queensland</p>	<ul style="list-style-type: none"> <li>• SS Oronsay Pin-a-Thon conducted on 23 November 2012 where passengers and their descendants can share images of their journey on the Historypin with the help of State Library staff</li> <li>• <i>Uncovered – The Heritage of the Orient Line</i> white gloves experience conducted on 30 November 2012 exploring original shipping records, promotional material, and other heritage items from the Orient Line ships in the State Library collection</li> <li>• Increased representation of Queensland migration heritage stories in John Oxley Library</li> </ul>	<p>Delivered May 2013. <i>A night in the JOL: From dancing to dressmaking: Brisbane's Greek and Italian heritage</i></p>
<p>Work with Australian South Sea Islander community groups and other agencies on activities in 2013 to mark 150 years of South Sea Islander presence in Queensland</p>	<p>Work with Australian South Sea Islander community groups and other agencies on various activities in 2013 to mark 150 years of South Sea Islander presence in Queensland</p>	<ul style="list-style-type: none"> <li>• Research Discovery Workshop with Australian South Sea Islander communities conducted in late 2012 to identify and prioritise heritage content for digitisation.</li> <li>• Australian South Sea Islander heritage symposium delivered in partnership with community organisations to mark Recognition Day 2013</li> </ul>	<p>Queensland Memory hosted a research discovery workshop for over 40 members of the Australian South Sea on 23 November 2012.</p> <p>State Library is collaborating with cultural precinct partners, the Queensland Museum, and Queensland Art Gallery   Gallery of Modern Art to develop and deliver <i>Memories from a Forgotten People: 150 years of Australian South Sea Islander contribution to Queensland</i>, a dynamic program of exhibitions and events occurring from June to November 2013 at the Cultural Centre Precinct at Southbank, with a concentration of activities from 16-18 August 2013.</p> <p><i>A Time for Telling</i> symposium occurred on 17 August 2013 as part of the weekend</p>

Seek opportunities to support CALD communities and showcase their diverse knowledge, stories, culture and creative outputs through The Library Shop events, sourcing relevant stock and partnerships with relevant groups	Seek opportunities to support CALD communities and, showcase their diverse knowledge, stories, culture and creative outputs through Library shop events, sourcing relevant stock and partnerships with relevant groups	<ul style="list-style-type: none"> <li>Inventory features titles that reflect immigrant history in Queensland. Titles sourced and available to clients in support of SLQ events and programming</li> <li>Inventory features books in languages other than English (with a focus on children's literature). Ten percent increase in stock in this area during 2012-13</li> <li>Content celebrating CALD communities in Queensland included in inventory as opportunities arise</li> </ul>	<p>Increase in inventory titles reflecting Queensland's immigrant history - these are available as appropriate for events (for example <i>Our Voices</i> launch)</p> <p>Significant increase in both inventory and sales of children's titles and activity sets in languages other than English</p>
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Goal 3	Extend learning and creative experiences		Reporting
KPIs	Raise awareness of CALD issues through social inclusion programming		Social Inclusion raises awareness of CALD issues through annually committing to deliver programming with, and for the benefit of, people from CALD backgrounds
Public commitments	Internal action	Measurable target	Progress to 30 June 2013
Develop a multicultural family literacy project, in partnership with regional CALD organisations and local government	Develop in partnership with regional CALD organisations and public libraries a multicultural family literacy project	<ul style="list-style-type: none"> <li>Pilot projects delivered in partnership with two regional public libraries and the Multicultural Development Association</li> </ul>	Two pilot programs developed and implemented with migrant and refugee families in Millmerran and Mackay. Third pilot launched at Toowoomba on 17 June running until 8 July 2013. Pilot project is under budget and in evaluation phase
Working with CALD organisations, deliver programs that target a CALD audience including: the annual Refugee Day Film Festival and other complementary events; the Mercedes Benz Fashion	Partner with the Romero Centre to host the annual Refugee Day Film Festival and other complementary events	<ul style="list-style-type: none"> <li>Deliver the annual Refugee Day Film Festival and ongoing related programs. Target audience: 200</li> <li>Further engagement with Romero Centre activities hosted at SLQ</li> </ul>	The Refugee Day Film Festival took place on the 22 July in Auditorium One of SLQ, featuring panel discussions, performances, film screenings and a community café. 200 people attended

Festival talks; the Australian Jewish Film Festival; <i>TedX South Bank Women</i> ; Creative Conversations <i>Arts Talk</i> refugee art exhibition; Anywhere Theatre Festival; <i>Live – Queensland</i> band culture exhibition and public programs	Lead the Mercedes Benz Fashion Festival talks in partnership with the Romero Centre	<ul style="list-style-type: none"> <li>Expand the Mercedes Benz Fashion Festival offer to include fashion and fashion related issues from CALD communities. Target audience: 100</li> </ul>	The Fashion and Cultural Identity talk was held 25 August. Speakers included Nadia Buick, Margaret Maynard, Juli Grbac and Faiza El-Higzi. 100 people attended and the talk is available as an audio webcast on the SLQ website. Audience satisfaction was 98%
	Partner with the Australian Jewish Film Festival to deliver the program at SLQ.	<ul style="list-style-type: none"> <li>Deliver film festival with approx. target audience of 200</li> <li>Broader Jewish community engagement with SLQ programs</li> </ul>	The <i>You Don't Have to be Jewish</i> film festival was held at SLQ on 16 and 17 February 2013  679 people attended across 11 sessions. Filmmaker Philippe Mora attended as a guest and held a master class
	Deliver <i>TedX South Bank Women</i> . Featured CALD elements in partnership with communities	<ul style="list-style-type: none"> <li>Program includes approx. 1-2 talks from women in CALD communities</li> </ul>	The inaugural <i>TedX South Bank Women</i> event was held at SLQ on 1 December 2012. 100 people attended and keynote speakers included author Michelle Law (published in <i>Growing Up Asian in Australia</i> , <i>Women of Letters</i> , and blog <i>Single Asian Female</i> )
	Deliver the Music Exhibition and public programming. Featured CALD communities within programming to highlight QLD diversity	<ul style="list-style-type: none"> <li>Programming highlights QLD's diverse population of music enthusiasts</li> </ul>	The <i>Solo Sessions</i> held from the 17-20 June and <i>Fete de la Musique</i> held on the 21 June featured local performers Zvonsky, Luz de Luna, Alvin Jhabutu Band, and Ravikesh Singh. 400 people attended the <i>Solo Sessions</i> and 200 attended <i>Fete de la Musique</i> .
	Partner with Anywhere Theatre Festival to deliver performances specifically addressing CALD communities	<ul style="list-style-type: none"> <li>Deliver approx. two performances that feature and address CALD communities</li> </ul>	Anywhere Theatre took place at SLQ in May 2013. Applications received from the community in 2013 did not contain CALD specific content
	Provide support to Creative Conversations <i>Arts Talk</i> refugee art exhibition	<ul style="list-style-type: none"> <li>Community engagement through art exhibition</li> <li>Strengthen partnership with <i>Arts Talk</i></li> </ul>	Completed
	Promote SLQ as a destination of choice for local	Promote State Library as a destination of choice for local	<ul style="list-style-type: none"> <li>Visitation to State Library</li> </ul>

CALD communities and international visitors	CALD communities and International Visitors	<ul style="list-style-type: none"> <li>• Destination Marketing Strategy in place for SLQ</li> </ul>	development and included in 2013-14 Operational Plan
Maintain social inclusion programming as core ongoing activity and establish participation models like the Creative Community Computing project	Maintain Social inclusion programming as core ongoing activity, for example Creative Community Computing (CCC)	<ul style="list-style-type: none"> <li>• Delivery of three Creative Community Computing (CCC) programs to CALD communities</li> </ul>	Sufficient hardware resources in place to deliver this project. Delivery to recommence September 2013, with an expected ten deliveries over the 2013-2014 financial year
	Establish participation models for social inclusion programming	<ul style="list-style-type: none"> <li>• Develop model for identifying people to accept 'free' spaces in paid programming deliveries to ensure equity of access</li> </ul>	Model in development. Exploration of best practice models with other organisations and developing a mode of delivery suitable to the space
Further develop external partnerships with organisations that support culturally and linguistically diverse groups	Maintain existing partnerships with community sector partners for example Queensland Program of Assistance for Sufferers of Torture and Trauma (QPASTT), Adolescent Drug and Alcohol Withdrawal Service (ADAWS), and Jabiru	<ul style="list-style-type: none"> <li>• Continue to work with existing partners on social inclusion focused programming (no set target)</li> </ul>	Ongoing
	Implement check-in system to aid active collaboration	<ul style="list-style-type: none"> <li>• System operational and adding to collaborative, creative and inclusive environment at The Edge for all users</li> </ul>	In progress. Plan for implementation in space in development. Working with existing Edge community to deliver on implementation
Establish a baseline and suitable methodology for regularly measuring CALD attendance and involvement in SLQ events and programs	No component action identified	<ul style="list-style-type: none"> <li>• No target identified</li> </ul>	Commitment did not proceed



<b>Goal 4</b>	<b>Develop our people and capability</b>		<b>Reporting</b>
<b>KPIs</b>	<b>100 per cent of SLQ staff have attended cultural sensitivity training</b>		<b>In train</b>
<b>Public commitments</b>	<b>Internal action</b>	<b>Measurable target</b>	<b>Progress to 30 June 2013</b>
Annual update of SLQ's Multicultural Action Plan (MAP) as part of a process of continual improvement	Update the State Library Multicultural Strategy/Action Plan that is integrated into SLQ Branch Plans	<ul style="list-style-type: none"> <li>MAP embedded in SLQ strategic planning process</li> <li>MAP completed on time and used as a forward planning document</li> </ul>	Completed.
Host the National <i>MyLanguage</i> Conference 2012	Lead in hosting the <i>MyLanguage</i> National Conference	<ul style="list-style-type: none"> <li>Successfully meeting conference objective of exploring how digital technologies can assist CALD communities to achieve greater social inclusion and maintain their linguistic and cultural identity</li> </ul>	Completed
Secure representation from a CALD peak body on Library Board of Queensland's Public Library Advisory Group (PLAG)	Secure representation from CALD peak body on Library Board's Public Library Advisory Group (PLAG)	<ul style="list-style-type: none"> <li>CEO of Multicultural Development Association appointed to PLAG and providing strategic advice on settlement issues</li> </ul>	Completed
Develop a Multicultural Workforce Strategy (MWS)	Develop the MWS	<ul style="list-style-type: none"> <li>MWS developed and aligned with the 2011-2015 SLQ Strategic Workforce Plan</li> </ul>	Completed
Seek opportunities to connect and partner with like-minded organisations across the Asia Pacific	Seek opportunities to connect and partner with like-minded organisations across the Asia Pacific.	<ul style="list-style-type: none"> <li>Develop productive working relationships with Singapore Design Council, in conjunction with World Architecture Festival.</li> <li>Develop and coordinate the annual Asia Pacific Design Library (APDL) Study Tour in partnership with relevant Asia Pacific contacts</li> </ul>	No data provided.
Conduct cultural sensitivity training for all SLQ staff	Conduct cultural sensitivity training for Communications Team	<ul style="list-style-type: none"> <li>90 percent of Communications Team has undertaken cultural sensitivity training by 31 December 2012</li> </ul>	Completed
	Conduct cultural sensitivity training for all SLQ staff	<ul style="list-style-type: none"> <li>100 percent of SLQ staff have undertaken cultural sensitivity training</li> </ul>	138 staff undertaken training, further sessions booked for September 2013