Public library provision to the Asian communities in Nottinghamshire with special reference to those from the Indian sub-continent

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PUBLIC LIBRARY PROVISION TO THE ASIAN COMMUNITIES IN NOTTINGHAMSHIRE WITH SPECIAL REFERENCE TO THOSE FROM THE INDIAN SUB-CONTINENT

by

Shobha Brahmbhatt

A Master's Dissertation, submitted in partial fulfilment of the requirements for the award of the Master of Arts degree of the Loughborough University of Technology

September 1990

Supervisor: L. G. Durbidge, M.A., F.L.A.

Department of Library and Information Studies

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ABSTRACT

This dissertation studies the provision of the public library service to the Asian communities in Nottinghamshire who have come from the Indian sub-continent.

Chapter 2, 3 and 4 discuss the positive efforts being made by the Nottinghamshire Library Division in meeting the needs of the Asian communities since 1978 and also the attempts being made to create a multi-cultural library service in the present multi-cultural society in Britain.

The dissertation analyses the problems and reasons behind them which the library division is facing at present which are mainly: the provision of the right material to the Asian community, recruiting Asian staff, promotion of the library service to Asian individuals, acquiring knowledge and familiarity of users' interests and the associated problems and, identifying the potential users.

Chapter 5 looks into the possible solutions and other suggestions for problems and future improvements.
CHAPTER 1

1. INTRODUCTION

Looking at the provision of public library services to Asian people in Nottinghamshire, it is essential to go back into the history about their immigration in the United Kingdom from Indian sub-continent and the reasons behind the immigration. It is also necessary to look into their cultural background including characteristics, religions and languages for better understanding and get familiar with their life-styles.

1.1 Immigration: a historical view

British society has been based upon the constant arrival of different groups of immigrants. A study of British history reveals that there has been steady immigration into the country for the past two thousand years, though there are now legal restrictions upon it, it seems likely to continue.

The past two and half centuries have seen large scale immigration of French, Irish, Jews from Eastern Europe, Russia and Germany, Germans, Ukrainians, Poles, Yugoslavs and people from the Indian sub-continent. During the second world war the United Kingdom suffered a big blow to industries as a result of heavy loss of human
lives in the war. This situation created a shortage of skilled labourers and workers in industries. There was a need for cheap labour and the U.K. government started to look for workers outside the country and succeeded in obtaining it from India, Pakistan and Bangladesh from people who were already looking for jobs and better living conditions. Also they were then holders of 'British subject' passports therefore, visas were not needed to enter the United Kingdom. (1)
This was the starting point and also this was the first influx into the United Kingdom from the Indian sub-continent. They were unskilled, poor, not literate in English but willing to accept any terms of employment and living conditions.
The tightly-knit family structure of Asian society meant that close links were maintained between those who had settled in the United Kingdom and those who remained at home. The employment opportunities in Britain led to the migration of more Asians, coming mostly from the same areas and even the same villages, as those who were already in the country.
There were many differences between the separate groups of immigrants, in terms both of their backgrounds, and of their reaction to British society and their motives for entering Britain. Although they tended to be grouped
together by the British, who knew little of their different places of origin, in fact there was as much diversity among the coloured immigrants themselves as there was in the forms taken by their relationships with the native population of Britain. (2)

The Indians and Pakistanis were completely different in their attitude towards British society. They came from countries which had achieved their independence by the time the flow of immigrants began to reach large proportions, so that there was inevitably a different attitude towards Britain from that of people whose countries were still under colonial rule. Moreover, some of them came from well established communities with a long history and highly elaborate social systems.

Another influx of Asians came to Britain from East Africa during 1960's and 1970's who had been there since 1890. Most Asian families originally emigrated from India and Pakistan to East Africa between 1890 and 1935 and, in a second period, between 1945 and 1960. Many families had been in East Africa for three or four generations and some of them had never seen India or Pakistan. (3)

In East Africa about 70% of the Asians lived in towns and cities where they formed a commercial middle class. Asians also worked in the professions and in the civil service. Unlike most of the people who have come to
Britain directly from the Indian sub-continent, the Asians from East Africa were already accustomed to many of the features of urban life and, to living within a bureaucratic system before they came to Britain. Post-independence political changes caused a great deal of upheaval and anxiety amongst the Asian population causing them to seek immigration to Britain, India and other parts of the world.

About a quarter of all the Asians in Britain have come from East Africa. Mostly, East African Asians have come from Uganda, Kenya and Tanzania. Some have come from Malawi and Zambia. (See map 1)

In short, for this dissertation the word 'Asians' refers to people both from the Indian sub-continent of India, Pakistan and Bangladesh, and to people from East Africa whose families originated in the sub-continent. (See map 2)

In 1976 it was estimated that there were about 796,000 Asian immigrants in Britain.

390,000 came from India
226,000 came from Pakistan: The Indian sub-continent
20,000 came from Bangladesh
160,000 came from East Africa: (3)
AFRICA: CHIEF PLACES OF ASIAN ORIGIN

MAP 1

SOURCE: Project Pahechan - Asian Youth Development Centre
SETTLEMENT IN BRITAIN FROM INDIAN SUB-CONTINENT AND EAST AFRICA

MAP 2

SOURCE: Project Pahechan – Asian Youth Development Centre
1.2 Cultural background and ethnic languages

The nature of life in India and Pakistan is utterly different from the nature of life in Britain. The religious tradition is neither animistic nor Christian but mainly Hindu or Muslim. These were firmly established religions which could not be challenged by the impact of Western Society.

The familiar structure of society in India and Pakistan was based upon the loyalty of the individual to the family unit, rather than the individual's own role. So, where there was one member of the family in Britain, he was expected to keep up his links with other family members who were at home and to send them money. When others came to Britain from the family or the same village, they would concentrate in the same area. Their religions, customs, culture and languages were completely different from British society. Therefore, the communities from India and Pakistan that established themselves in Britain continued to maintain their own way of life as far as possible.

The Indian sub-continent is vast, about as big as Europe. About 636,000 Asians have come to Britain from only six small areas. (See map 3) These are as below:

India:  
1. Punjab state  
2. Gujarat state (some people have come from
INDIAN SUB-CONTINENT: CHIEF PLACES OF ORIGIN

MAP 3

source: Project Pahechan - Asian Youth Development Centre
the northern part of Gujarat state, known as Kutch.

Pakistan: 3. Mirpur District (in Azad Kashmir)  
4. Punjab  
5. North West Frontier Province

Bangladesh: 6. Sylhet District

As mentioned before almost all the people in Britain from the six areas listed have come from farms. Their families are generally small landowners who live off their own land. There are also a few people who have come from the towns and cities in these areas.

Students, doctors, lawyers and other professionals who have come to Britain have come from all parts of the sub-continent and not from these six areas only. Most of them have come from urban rather than rural backgrounds.

Group origins

India: People from Punjab State are known as Punjabis or Indian Punjabis. People from Gujarat State are known as Gujaratis.

Pakistan: People from Mirpur are known as Mirpuris. People from Punjab are known as Punjabis or Pakistani Punjabis. People from North West Frontier Province are
known as Pathans.

Bangladesh: People from Sylhet District are known as Bengalis or Bangladeshis or Sylhetis.

Most people emigrated to East Africa from two areas of the Indian sub-continent.
1. Gujarat (India) : Gujaratis
2. Punjab (India and Pakistan) : Punjabis

Religious groups

Most Asian people in Britain from the Indian sub-continent and East Africa are Hindus, Sikhs or Muslims.

Hinduism:
Hinduism is a major religion in India and about 80% of the total population of India is Hindu. Hindus believe in reincarnation and in the sacredness of all life. According to their philosophy, the act of taking life is wrong. So most devout Hindus are strict vegetarians.

Most people in Britain from Gujarat (India) and East Africa and a few people from the Indian Punjab are Hindus.

Sikhism:
Sikhism is a reformist movement of Hinduism which was founded in Punjab in the sixteenth century by Guru Nanak. Although Sikhs are a minority in India, they make up the
majority in Punjab. Most Sikhs wear five religious symbols of their religion including a steel bangle, uncut hair and beard. Many Sikh men wear a turban to cover their long hair. Some devout Sikhs are vegetarians.
Most people from the Indian Punjab and a few people from East Africa in Britain are Sikhs.

Islam:
Islam was founded by the Prophet Mohammed in Saudi Arabia in the sixth century A.D. Muslims believe in one god, Allah. Muslims have a clear code of practical and spiritual guidance in the Muslim holy book 'Koran', which is regarded as the direct word of Allah.
Almost all Pakistanis and Bangladeshis are Muslims.

Ethnic languages
There are several hundred different languages (and several hundred more dialects) in the Indian sub-continent. Which language Asians in Britain speak depends on which part of the sub-continent they originated from. Most of the Asians in Britain speak one of six languages. (or a dialect of one of those languages)

India:
People from Punjab State speak Punjabi.
People from Gujarat speak Gujarati.
People from Kutch (Northern Gujarat) speak a dialect of Gujarati called Kutchi.
Pakistan: People from Mirpur speak a dialect of Punjabi called Mirpuri. People from Punjab speak Punjabi. People from the North West Frontier Province speak Pashto.

Bangladesh: People from Bangladesh speak Bengali. Most Bangladeshis in Britain speak a dialect of Bengali called Sylheti.

East Africa: People from East Africa speak the language the area from which their families originated i.e usually Gujarati or Punjabi.

Hindi language
Hindi is the administrative language in Northern India, so Indians from towns and cities or with some educational background may speak Hindi as well as their own regional language.

Urdu language
Urdu is the administrative language of Pakistan. So Pakistanis from towns and cities or several years' education may speak Urdu as well as their own regional language.

Bengali language
Bengali is the national language of Bangladesh and is spoken by all Bangladeshis though there are some regional variations.
Written languages

Three completely different alphabets are used in India. Which alphabet is used, depends on the country and the language. Urdu and Punjabi in Pakistan are written in the arabic alphabet. Hindi, Gujarati and Bengali are written in the devnagri alphabet. Punjabi is written in India in the gurmukhi alphabet. (See Appendix 1 ethnic languages)

Most of the Indians in Britain originally settled in the South, especially in London and the South East. Most of the Pakistanis settled in the North, especially in West Yorkshire and Lancashire. Similarly some Asians are settled in big cities i.e. Birmingham, Manchester, Coventry, Nottingham etc.

As this topic is about Asian communities in Nottinghamshire, it is essential to examine and study the settlement and the population of Asian people in Nottinghamshire.

1.3 Asian population in Nottinghamshire

The 1983 survey of Nottinghamshire indicates that the total population of Nottinghamshire is 992,200. (See map 4)

4% of the population of the county is estimated to be of minority ethnic origin. There are about 36,000 to 39,000 people. About half are of Afro-Caribbean, a quarter of
NOTTINGHAMSHIRE

Nottinghamshire: Total Population: 992,200
(DPCS Mid-1983 estimate)

SOURCE: Nottinghamshire County Deprived Area Study 1983/1984
Indian and a quarter of Pakistani and Bangladeshi origin. (4)

According to Nottinghamshire County Deprived Area Study -
1983 Nottinghamshire is divided in 210 zones. The
distribution of persons born in India, Pakistan and
Bangladesh is highly concentrated in certain zones. (See
table 1 ) Only 34 of 210 zones in the county have above
average proportions. 27 of the 34 zones with an above
average proportion of persons born in Asia are in
Nottingham city as are all zones with more than 3 % of
such persons. 24 of these zones are within the Nottingham
Inner Area and they include all the zones with over 3 % of
persons who are Asian born. (See map 5 ) The highest
proportions are in Lenton, Forest Fields, Sneinton and the
Meadows. Three of the seven zones with a higher than
average proportion of persons born in Asia which are
outside Nottingham fall within the West Bridgford area of
Rushcliffe Borough. Of the remainder, two are in Gedling
District, one in the Littleworth area of Mansfield and one
in Beeston. (5)

Since the 1981 census survey, no particular survey has
been carried out of the Asian community in
Nottinghamshire. (6) The estimated figure of Pakistanis
(80 % Mirpuri) and Punjabis is higher than Gujaratis,
Bengalis etc. in this county. (7)
### TABLE 1

**SOURCE:** Nottinghamshire County Deprived Area Study 1983/1984
ETHNIC MINORITIES

Greater Nottingham area

NB There are no areas with above average numbers of New Commonwealth households outside Greater Nottingham.

SOURCE: Nottinghamshire County Deprived Area Study 1983/1984
However, the constant flow of immigrants and sizeable population of the ethnic minorities have challenged the British government and British society, and it is the government's responsibility towards ethnic minorities to help them to settle in the United Kingdom.

Similarly, libraries of most of the counties in Great Britain including Nottinghamshire are facing the big task of providing an adequate, effective and multicultural library service to all the groups of ethnic minorities.
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1. Interview with Mr. S. Khan. Councillor and team leader of Project Pahechan on 3-5-90.


3. The interview with Mr. Gurmailsingh, Project Pahechan on 8-2-89.

4. Information provided by Policy Development Unit, Department of Leisure Services, Nottinghamshire County Council.


6. Interview with Mr. Alan Simpson, Research officer, Community Relations Council, 3-5-90.

7. Interview with Mr. S. Khan, Councillor and team leader of Project Pahechan, 3-5-90.
The public library is a department of the local government; as such its functions are, in part, those of the local authority. Local authorities are responsible for the environment, the security of the public and its properties, social and welfare services, education, recreational and cultural facilities within a community. Local authorities in the Great Britain have a particular responsibility, under the terms of the Public Libraries and Museums Act 1964, to provide a comprehensive and efficient library service for all persons desiring to make use thereof. (1)

The Public Libraries Research Group of the Library Association (PLRG) has described the aims and objectives of the public library service as follows:

to contribute to sustaining the quality of life in all its aspects - educational, economic, industrial, scientific and cultural - and promote the concept of a democratic society, in which equal opportunity exists for all to develop into true citizens. This contribution is effected through the public library as a multi-purpose information, education and culture agency. It should make freely
available the records of man's experience in the form of
books and related materials to all who may ask and thus
promote and foster the free flow of information and ideas.
(2)
In order to fulfil its requirements under the Act 1964
and to achieve the above mentioned aims and objectives a
library authority should have the desire to provide
adequate and efficient services to the whole local
community.
In the Library Association's Policy Statement of Library
and Information Services for our multi-cultural society
(3) to provide and maintain such buildings and equipments,
and such 'duties' clause (section 7) of the 1964 Act is
stressed, namely that a local authority's public library
should try to achieve a comprehensive and efficient
service by keeping adequate stocks, by arrangements with
other library authorities, and by any other appropriate
means that facilities are available for the borrowing of,
or reference to, books and other printed matter, and
pictures, gramophone records, films and other materials,
sufficient in number, range and quality to meet the
general requirements and any special requirements both if
adults and children and by encouraging both of adults and
children to make full use of the library service, and by
providing advice as to its use by making available such
bibliographical and other information as may be required by persons using it. Thus Public Libraries are involved with a number of functions: educational, social, technical, recreational and cultural. Some people want materials in order to maintain their cultural identity, some people want materials for learning English as a second language, or for such matters as their legal rights and entitlement to welfare benefits. (4) Therefore, the maintenance and development of a sound public library service is as important to the community at large as to each of its members and it has vital role to play to improve the life chances of mankind.

Library provision for ethnic minorities

The existence of a multicultural society in the United Kingdom requires a great response from library authorities to identify and meet the special requirements of their multi-racial areas and it is their duty to fulfil the "special requirements" of the population they serve and provide a range of services to meet the requirements of many special user groups. Each library and information service should ensure that all its services reflect the cultural and ethnic make-up and particular needs of the community and of the county as a whole.
In the policy statement of the Library Association recommendations are made to the particular needs of various 'disadvantaged' groups including ethnic minority communities to provide adequate service. These are:
* to assess the social, ethnic and cultural make-up and distribution of the population it serves
* to consult with local ethnic minorities
* to identify the scale and diversity of the particular library and information needs of individual ethnic and cultural groups
* to identify the implications of these requirements for the operation of all aspects of its services and to encourage adults and children of ethnic minority origin to make full use of its facilities (5)

To provide an effective library service to minority groups authorities can provide certain facilities e.g. reading and other audiovisual materials in English and other necessary languages, community information and local studies services, exhibitions and displays etc.

Secondly, libraries should investigate opportunities for co-operation with other authorities for acquiring library books and materials which are difficult to obtain locally or are a rare request. The use of inter-lending library loan services should be encouraged.

Thirdly, libraries should liaise and co-operate with adult
basic education, supplementary schools, courses about English as a second language and many other education and community programmes.

Further, libraries need to deliver the service specially to ethnic minorities because:
* they need materials or equipment which the library does not traditionally provide
* they need help and encouragement to use the library
* they are offered a deficient service (6)

A multi-cultural service is one that recognises that the various ethnic minorities are a permanent feature of British society and the aim of such a service is to develop the ethnic minority service as an integral part in all respects.

Members of ethnic minority groups have a right to maintain and develop their own culture and language. If library authorities take positive action to identify the extent of the need for this provision, the ethnic minority communities will get the library service they require.

This dissertation aims to look at library provision for the Indian sub-continent population within the Asian community. It examines how far the Nottinghamshire Library Division is responding to the need to make special provision for these communities, in accordance with the Policy Statements made by the Library Association and the
Library Advisory Council, in their publications: Library and Information services for our multi-cultural society and The libraries' choice respectively. Secondly, how far it reflects in its provision the needs of a society which brings together people from many different cultural backgrounds.

2.1 Nottinghamshire: Policy documents

In Nottinghamshire the basic philosophy and desire to provide library services to ethnic minorities resident in Nottinghamshire stands out in policy documents relating to work with all age groups.

The Adult Book Selection Policy Document (January 1988) states:

* it is a basic principle of public librarianship that material should be provided for the use of the various interest groups who comprise the total community

* this principle applies equally to the material reflecting the language, customs and interests of the various racial and cultural groupings as well as the indigenous population (7)

Similarly, according to this policy statement the development and promotion of the children's library service is based on the firm belief that all children and young people, irrespective of race or culture should be
aware of the richness of cultural diversity and the positive contribution this makes to the society in which we live.

Books and other materials in different languages stocked at most of the service points, publicity literature, exhibitions and displays and many different activity programmes reflect this policy.

Nottinghamshire Library Services aim to meet the information, recreational, educational and cultural needs of all people in the community and to reflect the fact that we live in a multi-cultural society.

2.1.1 Equal opportunities employment policy

Another aspect of Nottinghamshire is its policy as an Equal Opportunities employer. Policies without practice will always fail. The library division of Nottinghamshire is an equal opportunities employer. It reflects this not only in policy but also in practice.

The library division has recognised that ethnic minorities are discriminated against on the grounds of race and colour and, they are under represented in the library profession. It has taken positive steps to encourage multi-ethnic recruitment as is demonstrated by its job advertisements which all state that:

We particularly welcome applications from the Asian and
Afro caribbean communities because we recognise that they are under represented in the library profession.

(See Appendix 2)

Further, its above mentioned policy statement reflects the view about equal opportunities in books and other materials, staffing, cultural activities and promoting library services to the Asian community.

At present there are approximately nine people from Asian and Afro-Caribbean origins recruited on various levels as library assistant, trainee librarian and professional librarian.

To provide a library service more adequately to ethnic communities two main groups are formed of professional staff e.g. an ethnic services panel and multi-cultural services support group. These groups meet regularly for discussions and suggestions for improvement of library services to Asian and other ethnic minority communities.

The positive desire and to promote library services to all age groups and all community groups and to recruit more Asian and Afro-Caribbean staff will lead to real and permanent changes in behaviour and ultimately to changes in attitude.

2.2 The present stock of books and other materials

The provision of books in the five main Indic languages
Urdu, Gujarati, Hindi, Punjabi and Bengali commenced in 1974. The initial collection was located in the Nottingham Central library and selection was managed by the Nottingham Central Area Librarian using the language skills of a number of community volunteers. Gradually as the demand for books and materials increased more funding was allocated and presently, most of the libraries of Nottinghamshire hold a good amount of stock in the five main languages which cater for the Asian community. Many children and parents prefer dual language titles and children's spoken word cassettes, these are stocked at the majority of libraries in the county and at all the city libraries.

In addition to books, a number of city libraries stock popular magazines and periodicals e.g. *Daily Jung*, *Punjab Times*, *Film fare* and *Stardust*. There are approximately 20 in English, 9 in Urdu, 4 in Punjabi, 4 in Hindi, 7 in Gujarati. These are stocked and circulated at libraries throughout the county. (8)

A range of classical and popular sound recordings for children and adults are available at the Central and many other branch libraries.

It has proved difficult to identify the popularity of adult spoken word cassettes but a small number are
available in some libraries at present. It is practically difficult to estimate the total of existing Asian stock in the county with accuracy but in March 1990 the stock was counted in the Nottingham Central Area comprising four libraries. They had a total of 8,199 Asian books in five languages. (See Appendix 3)

The Education Library Service provides collections of mother tongue material in the five Indic languages to two types of schools:

1. Local Education Authority (LEA) maintained schools where mother tongue teachers are employed. (use is made currently by 14 schools) Some material is also lent to individual teachers for use elsewhere in the county as a result of the present community settlement pattern.

2. Voluntary/support schools (use is made currently by 16 of these): this service is promoted by open evenings at the county library. Stock being available immediately. (There are 1500 books on loan at present)

(9)

In 1986 a survey was carried out to establish the demand for books and other materials in different languages in various libraries and, according to the result, Asian stock provision was made. (See Appendix 4)
2.3 Acquisition and selection programme

The multiplicity of languages in the United Kingdom presents major problems for libraries in acquiring mother tongue materials for minority communities. The basic factors relating to acquisitions of Asian stock from Asia also creates many confusions and delays due to the shortage and inadequacy of bibliographical aids, unreliable postal systems and difficulty in obtaining export licences, political and cultural barriers and the number of languages and scripts involved. So to import books from the Asian sub-continent is not only expensive but very difficult and time consuming.

It is essential for library services to be informed and become knowledgeable about Asian publications through selection aids. The accession lists are available from the Library of Congress Offices in New Delhi, Karachi and Dacca. There is a list of accessions in the modern languages of India, Pakistan and Bangladesh issued by the India Office Library and Records, Foreign and Commonwealth Offices. (10)

The Indian National Bibliography can be useful source for selecting material as well. There are many firms of book suppliers who usually supply transliterated author and title lists on special request so that reasonable
bibliographic control can be kept of materials through catalogues and indexes.

For the acquisition of Asian book stock, there is also the option of hiring foreign language stock from Birmingham public libraries in Asian languages. There was well established need and demand for literature in Indian languages in the U.K. and Birmingham public libraries were encouraged and assisted to set up a library of Asian languages (LAL) in order to provide small loan collections to other public libraries in the country. The LAL has a stock of nearly 18,000 books and a public library can hire collections of 50 or 100 books at a fee of £30 or £50 respectively. The collections are usually changed three times a year. The languages represented in the LAL are including Urdu, Gujarati, Punjabi, Hindi and Bengali. Even if permanent stock is purchased by any library authority it is better to hire some collections to keep stock up to date, fresh and aid selection by monitoring the popularity of new titles and authors.

Recently, many library authorities in the East Midlands have been improving and developing services to the Indic language speakers and all have experienced similar problems in connection with a lack of knowledge of Indic languages and difficulties associated with providing good supplies of relevant books from various library suppliers.
Similar problems have been encountered amongst the libraries in the greater London Area in order and to attempt to pool language resources and to exert greater influence over suppliers, an Indic Languages Purchasing Co-operative was set up in the South East five years ago. A supplier's brief was devised and selected Asian booksellers agreed to provide books on approval in the five languages. These were inspected at co-operative book selection meetings and mutual help and guidance was given in the overall interests of better and more informed stock selection. (12)

The South-Eastern Co-operative was managed by the London and South-Eastern Regional Library (LASER) Interlending Agency which has its equivalent in the East Midlands Regional Library System (EMRLS).

Three library authorities in EMRLS expressed interest in the LASER co-operative and Leicestershire, Derbyshire and Nottinghamshire gained access to the approvals collection created for the London libraries. Though this facility was very useful, it was difficult to operate and the stock requirements and language balance of the LASER libraries were often different from the need of the three East Midlands authorities. (13)

Eventually, it was agreed to set up a local co-operative scheme modelled on LASER and this came into existence
three years ago as LNDN Indic Language CO-operative which consists of Leicestershire, Nottinghamshire, Derbyshire and Northamptonshire. It is not managed by the EMRLS Regional Council but is controlled by a steering group of representatives from these four authorities including a co-ordinator provided by Leicestershire.

LNDN has provided its own stock policies to the suppliers which are used and the latter send approvals at predetermined intervals to language specialists in each authority. After evaluation books are forwarded to St. Barnabas library, Leicester. A combined book selection meeting then takes place and orders are placed through normal domestic book ordering channels. (14)

Not only are books acquired in Nottinghamshire through the LNDN scheme but selection help is sought for appropriate acquisition from community leaders, youth groups, teachers and individuals' requests.

Nottinghamshire libraries cater for only five main Indic languages but they also acquire books in other languages e.g. Tamil, Marathi if requested by a particular reader or for special projects using inter-lending loan services from other public libraries. This type of request is very rare and in the past books have been provided to the reader from Westminster library through the inter-lending loan service.
As mentioned above only the selection of books is done by LNDN but in the acquisition of audio-visual material it seems there are no criteria nor a particular system in practice. Sound recordings are purchased from Birmingham and selection is done through either a supplier's suggestion, informal conversation with users, publicity literature, requests by users or a librarian's own knowledge and experience. (15)

2.4 The Current situation

Comments on the existing provision of library service to the Asian community which are mentioned below are made from factual observation, self-experience, discussion with some members of the community and some professional staff. They are intended to be constructive and are made with the hope that they will be helpful.

1. The present stock of books and audio-visual materials in libraries are inappropriate to readers' needs. As a result most of the stock is not used at all.

2. Most of the books are out of date and in poor condition.

3. There is insufficient coverage of materials in English about the Indian-Subcontinent e.g. religions, costumes, customs, geography, famous people etc. for the benefit of general knowledge for the public and to reflect a multicultural society.
4. It appears that the services are used by the same Asian users most of the time. The user group is not increasing significantly.

5. Not enough has been done to bring to the notice of the Asian communities the existence of the services provided for them. Except for the Central library other libraries are rarely used particularly for books and sound recordings.

6. In most of the libraries including the Central library community information for the Asian community is not adequate. Organised information about directories of ethnic minority organisations, a list of local translators and interpreters, new book lists etc. should be compiled and made known to Asian people. Though Asian books in different languages are kept separately, fiction and non-fiction books in the same language are shelved together. A user who is interested only in cookery books would face a big task in identifying a particular book which would be enough to put him/her off from using a library. To facilitate readers' choice it would help if they are segregated.

7. There seems to be a lack of prominent guiding signs at the entrance of some libraries as well as on the shelves and a lack of effective display of books and other materials.
8. In the locality where there is a concentrated Asian population using a library, the Asian material is not given prominence and some is kept hidden away from public access in some libraries.

9. For the last two years there has not been any special staff who are familiar with Asian languages to deal with this field. Therefore, there is a lack of coordination in the provision of services and difficulty in carrying out adequate book selection.

2.5 What has been done so far?

In July 1988, an Anti-racism Strategy Group was formed within the Library Division with the purpose of providing information and suggestions on the practical implementation of suitable policies. The departmental training officer and the professional staff from the Policy Development Unit, were invited to attend meetings of the group thus ensuring that divisional work and initiatives were carried out within an appropriate context. The group has addressed a number of topics in detail and its work complements the co-ordinating role of the Ethnic Services Panel, and also links with the departmental Anti-Racism Planning Group. (16)

In collaboration with the Youth and Community Division, an
'Asian Kit' has been developed at Project Pehchan* staffed by youth workers. Funding for books and materials is provided by the library division. The collection comprises approximately 150 books, magazines and cassettes at present. A further £3000 has been allocated from the current year's book fund to develop and to establish a library for Asian young people which was opened in April 1989 with regular and careful evaluation. (17)

A major 2 days workshop was planned and organised for February 1989 entitled 'Reflecting a multi-racial society - Strategies for the library service.' Detailed planning of the workshop had been undertaken by the Strategy Group. Most of the concerned professional staff and Asian and Afro-Caribbean staff of approximately 30 people were invited to take part in this seminar. The speakers, from the Policy Development Unit, Birmingham City libraries, Nottingham Mushroom Bookshop, the Blackworkers Support Group, Team Resources for Youth (Youth and Community Division) and Project Pehchan were invited to participate and express their views and also share their experience in this workshop.

The main objectives of this workshop were:
* to enhance understanding of a multi-racial society

(* Project Pehchan is the Asian youth development centre which started in 1984 in Nottinghamshire)
* to examine present practice and strategies adopted by other library authorities
* to consider practical strategies for improvements at a county and a local level

The following topics were discussed in the workshop.

* Implications of anti-racist strategy for stock selection policies including adult, junior and sound recordings
* Stock selection and stock management: implementing an anti-racist strategy
* Identifying and developing contacts with minority communities
* Image of the library service and stock promotion
* Staff training - cross cultural communication
* Procedures when responding to the public: complaints concerning our anti-racist strategies, racism displayed by members of the public (18)

As an outcome of this workshop many positive recommendations were made for the future developments and improvements in library services. At present, the Ethnic Services Panel and Anti-racism Strategy Group are looking at these with a view to their implementation by appropriate staff.

A follow up meeting regarding the recommendations took place in February 1990 at Bulwell library. A summary of
the workshop findings, feedback from discussions within panels, sections and districts were discussed in the meeting.

Positive action is already being taken in many appropriate libraries to improve library services to ethnic minority communities as a result of this workshop. e.g. weeding of the stock which is biased and presents negative images of a multi-cultural society, the provision of proper guide signs and appropriate positioning of shelves of Asian interest stock.

Last year a survey was carried out in Nottingham district libraries about the popularity of newspapers and periodicals. According to the results many more new titles of newspapers and periodicals are being purchased for those libraries. (19)

In April 1990, a multi-cultural bookfair was organised at St. Ann's library which was attended by nearly 50 library staff. During this fair the subjects of Asian bookstock, periodicals, large print and talking books were discussed and appreciation of the co-operation between the staff for making a special effort to provide multi-cultural services was recorded. Similarly the co-operation and the guidance of the staff from other libraries e.g. Northamptonshire and Leicestershire were paid tribute by the organisers. (20)
Nottingham North district is the area where the Asian population is highly concentrated. There are six libraries, Sherwood, St.Ann's, Top Valley, Bestwood, Bulwell and Basford situated in this district. Often events are held to promote the library service to the Asian community by these librarians. One of the successful events was organised in October 1989 at Forestfield neighbourhood centre at Wollaton Road. Many books and materials including those in Asian languages were displayed and library services were publicised which created a great response from the local community. (21)

Recently, in the above mentioned district letters have been sent to local schools from libraries to establish the mothertongues of Asian children and to identify the community groups' characteristics and living styles so libraries can provide materials and services to the Asian community with success.

Further, very attractive coloured bookmarks in five different languages were designed, produced and distributed to the members of Asian groups by Nottinghamshire libraries. The pattern was carefully chosen according to a particular group. At the back of the bookmarks is a list of popular authors printed in five main languages which are stocked in Nottinghamshire libraries. This is an excellent example of promoting a
library service to the Asian community. (See Appendix 5)
The facility of typewriters with Indic scripts is available at the Central library for community use as well as use of the premises for meetings. Booklists such as 'Black Echoes' and 'Many cultures, many Faiths' were produced and distributed and occasionally sales are organised of locally produced literature e.g. JIPAC New citizens periodical.
The Arts Division has promoted a wide variety of arts events of multi-cultural interest in the libraries. A large number of activities were organised for children and young people in 1988. Over 400 events were held during the summer attracting 13,000 children from different cultural backgrounds.
A major promotion on the theme of 'Flames and shadows' was held in October 1987 to celebrate the various festivals of light through the medium of stories, puppets, dramas and art.
Furthermore many local events were organised in different libraries. For example, in 1989 at Beeston library a week of activities for children based on an Indian theme was organised which included an Indian exhibition, displays, story telling session and an Indian dancing workshop. In running such events, strong efforts were made to utilise the talents of local black artists and story tellers.
In libraries with special display areas, exhibitions and displays by local groups and artists are arranged as well as events of general interest. As for example during 'Books for India week' in October 1984, a large exhibition of Asian books was held in the auditorium at the Central library.

Another major event took place in the county library for two weeks in July 1990, entitled 'Black Images' in the form of an exhibition which represented Asian and Afro-Caribbean communities, their culture, behaviour and life styles. Photographs, pictures, paintings and literature were exhibited on each floor of the Central library. The purpose of this event was to give better understanding and knowledge to all age groups and all different backgrounds of people in Nottinghamshire. Various community centres, organisations, institutes and groups were consulted for materials, guidance and support to make this event successful. Many schools were invited to attend this exhibition. (22)

Thus many library activities were organised and are being organised for promoting an awareness and appreciation of the minority cultures to the existing society of Nottinghamshire.
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CHAPTER 3

3 STAFFING

The recruitment of people from various ethnic backgrounds in organisations who provide services to the general public is generally considered to be of major importance for meeting the requirements of ethnic communities effectively. However, the staff situation in these sectors e.g. education, law, social services, national health services is unsatisfactory as it still does not reflect the multi-cultural constitution of British society. Positive efforts are being made by some authorities to utilise the skills of bilingual and bicultural people. Similarly public libraries need to actively recruit people with special skills in order to achieve a high quality service to ethnic minorities. The advantage of having people with special expertise cannot be overemphasized especially in relation to the selection, acquisition etc. of suitable materials, and to provide information services to users who are unable to speak English. The recruitment of special staff has proved invaluable for bridging the gap in communication and co-operation with ethnic communities. Positive consideration should be given to encouraging recruitment from ethnic groups. According to the Policy
Statement of the Library Association, each library and information service is recommended:

* to encourage the employment of men and women of various ethnic and cultural backgrounds

* to encourage people of ethnic minority background to enter librarianship as a career

* to ensure that the provision of services and materials for ethnic minorities forms an integral part of the basic library service, and becomes the responsibility of all staff. Such a duty is not neglected by the appointment of specialist librarians in this field.

(1)

The library service should not be judged only by the adequacy of its provision of materials useful to ethnic minorities but also by staff attitudes. Priority should be given in recruiting professional and non-professional staff who have consideration for the needs of ethnic minorities, desire to make contacts and are able to familiarise members of minority groups with the library's resources. Where there is a concentrated population of particular communities, it is necessary that library staff with a knowledge of at least one relevant language should be directly involved with the service.

Standards for multi-cultural public library service propounded in Australia state: It is important that
linguistic and cultural characteristics be appropriate for the task for which a person is employed, and that libraries recognise the wide range of categories of ability including oral fluency, reading and writing skills, familiarity with the general culture and high level formal education within the culture, and combinations of these. (2) Some years ago an idea was introduced by the State Library of Victoria (Australia) which involved the exchange of staff with language skills between libraries when the demand for such skills arose. (3) This can be an ideal solution for many libraries where there is a shortage of staff with a language expertise. It is also essential to explore the possibilities of part time or voluntary help which can be provided by members of ethnic minorities. Emphasis also should be placed on including library service to ethnic minorities in library schools curricula for those who wish to pursue a career in this particular field and also to help other students to become aware of the present situation of British multi-cultural society.

3.1 Current problem in recruiting staff from Asian communities

Staffing has always been a major problem in some library authorities. The recruitment of professional staff from
ethnic minority communities is especially difficult. Often job advertisements are seen in the newspapers and in professional magazines for an ethnic or Asian librarian stating that applicants 'must have a librarianship qualification, experience in community relations work in large multi-cultural area, fluency in two to three Asian languages, initiative, pleasant personality, good communication skills' etc. It is too much to ask for a new breed of librarian for whom the library schools provide very little training and when the concept of a librarianship career is alien to most people in the existing Asian communities. If they can be found they are often underpaid by the library authorities. Eventually, in many cases, unqualified persons are recruited as ethnic librarians who have no idea of librarianship or community work and they are expected to be responsible for the provision of library services for the ethnic minorities for, say, the whole county. There are many reasons for there being a shortage of professional Asian librarians in these communities. Librarianship is not very popular or well-known among the Asian communities. For some people librarianship does not appear as an attractive or interesting career. For some the career of librarian is too academic and intellectual. Another reason for not attracting people from Asian
community groups for librarianship is long working hours including late nights and Saturday work which is difficult specially for Asian women with families. Most Asian people (specially women) are shy or lack confidence for working with the general public. Most importantly, library jobs are very low paid compared with e.g. civil service and social services.

Neville Price has suggested some solutions to the problem (4). Firstly, to create situations whereby unqualified people from ethnic minorities might be employed in libraries and obtain special training so that they can understand and cope with the demands of the library service for the communities. This way it would be possible to recruit people with flair and personality having some basic qualifications to become available for training. They would not be called librarians but be an outreach or a community worker.

Secondly, some Asian librarians who are qualified overseas as a librarian should have their qualifications recognised in this country. With the provision of some special training in community librarianship or crash courses their qualifications could become acceptable. Another solution could be to obtain qualified librarians from overseas by offering employment and issuing work permits to those who wish to emmigrate to the United Kingdom. After
recruitment a library authority should provide special training for them.

In the library division of Nottinghamshire's Leisure Services Department employment of Asian people is low as a whole. Currently only one professional librarian from the Indian sub-continent has been recruited and another student at library school is to be appointed in September 1990, subject to completion of the course.

Most of Nottinghamshire's library managers recognised that positive moves need to be made. It is considered that experience at a non-professional level could give confidence and practical assistance to individuals who may later go on to qualify. As a result for the last few years a pre-professional trainee scheme has come into existence which recruits 8 to 10 people for a one year contract who would like to enter librarianship as a career for whom this training would help to obtain admission to a library school. With the introduction of this scheme people from Asian and other minority communities are encouraged to apply for posts in the Library division because it is recognised that such staff are under represented in the library service when there is a need for professional staff with language skills to deal with present users and to promote a library service to ethnic communities.
Two Asian pre-professional trainees were appointed in September 1987 with eight other trainees under the pre-professional training scheme for a one year contract. At the end of the year they succeeded in obtaining places in library schools but failed to qualify for bursaries. Unfortunately the library authority could not provide financial support to enable the trainees to qualify as librarians. This scheme has failed to some extent to attract candidates from ethnic communities, as there is no guarantee for a trainee after the year to obtain a place in a library school or acquire a job after completing a course successfully.

Recently most professional and non-professional library jobs are being advertised in community centres and youth clubs to encourage people from different cultures to apply for jobs but still the response is very low. More efforts and publicity are needed to attract people. Unpublished papers about the employment of black workers (5) by the library division have made some suggestions to overcome this problem. They are as follows:

1. the library division should make contacts with local career officers. They should be made more aware of the type and level of the work in libraries and the particular skills and qualities required. The emphasis should be that the library authority has the
sincere desire to encourage applicants from minority groups for all levels of posts. So people from minority groups can get advice, guidance and encouragement from career officers to apply for the library service.

ii. many Asian youths do not recognise the library service as a possible career option because of a lack of awareness and knowledge about the role of a library assistant or librarian. Therefore, the library authority should invite school groups, specially those with a high proportion of ethnic minority pupils to visit libraries to consider the library service as an employer. During all these visits it is better to involve an ethnic minority staff member to talk and lead the library tour who will have more impact speaking about his/her work experience to different groups.

iii. contacts should also be made and talks arranged about the public library service and recruitment as both a service provider and an employer at community centres, Asian youth clubs, Asian women organisations, temples, mosques, cultural festivals and celebrations etc.

iv. vacancies should be advertised not only in local English newspapers but in Asian newsletters,
magazines, job centres, Nottingham Polytechnic, Nottingham University and on Nottingham radio's Asian programme which is broadcast every Friday evening.

The unsuccessful candidates from Asian minority groups with either irrelevant qualifications or poor skill in filling an application form should be given encouragement and guidance for future job applications. At present the library service in some districts, e.g. Broxtowe and Nottingham districts give advice and feedback to candidates who are unsuccessful which has proved very useful and reduced bitter feelings amongst such applicants. One of the solutions to attract and recruit ethnic minority staff used by the library authority is that of filling pre-professional posts through the Nottinghamshire Opportunity Scheme which is explained in section 3.3 of this chapter.

It is equally important to monitor the rate of change achieved in the recruitment of Asian people in the library division through implementation of the above solutions.

3.2. Section 11 posts for ethnic minorities

The Home Office Circular no. 15 in 1967 was issued to all local authorities. Under the provisions of the Local Government Act 1966 powers were given to the Home Office
to "pay grants in respect of the employment of staff to those local authorities who, in the Minister's opinion, have to make special provision in the exercise of any of their functions in consequence of the presence within their areas of substantial numbers of immigrants from the commonwealth whose language or customs differ from those of the rest of the community." (6)

In Nottinghamshire under this provision in September 1978, an ethnic minorities librarian was appointed to the division of Library and Information. The librarian's main responsibilities were to provide and develop an effective library service to all ethnic minority communities all over the county. However the librarian concentrated on the provision of service in the main five indic languages which were Hindi, Punjabi, Urdu, Gujarati and Bengali for the Asian community. The librarian was made directly responsible to the Nottingham District Librarian and participated in policy making through membership of the ethnic minority services panel of the library division. The panel co-ordinated all work in this field and also was the link with the rest of the library services. (7)

The main duties of the librarian were the selection of all adult books and other materials for five Asian languages and liaison with Nottingham district childrens' services specialists in the selection of junior material. Being
familiar with only a couple of Asian languages it made very difficult for the librarian to deal with the other languages without any assistance or support from the staff. He managed to get continuous help on a voluntary basis from community leaders and other volunteers in book selection through establishing and maintaining excellent contacts with Asian communities. However, a significant proportion of the ethnic librarian's time was devoted to maintaining contacts with various communities through liaison with community leaders and through visiting different community groups, centres and organisations.

The increasing demand for services to ethnic minorities has led to significantly increased expenditure over the past 10 years, as well as a considerable development in the workload of the responsible librarian. There has also been expansion in the Asian communities since 1978. However, there was no other librarian with an ethnic minority background appointed under section 11 funding or in the main stream service until 1988, when another appointment was made. This librarian works as a main stream librarian and has been unable to provide much support to the ethnic minority service librarian who has spent all his time in acquiring, selecting and maintaining Asian language stock and information including dealing with inquiries and reservations and at the same time
working and keeping contacts in the communities. It was a big task to manage the responsibility single handed without much support from the authority, and for the last three years he has been unable to provide full time service because of ill health and has now retired. Since then there has not been any appointment made for this particular post. For the last three years the library service to ethnic minorities has been suffering to some extent. Delays in processing books and other stock, irregular subscription payments and dissatisfaction of users towards the ethnic minorities service provision has been experienced by the author. Somehow the library division has been coping with these problems by acquiring voluntary assistance and with the help of staff with language skills from other divisions. However, there are many needs still not being met adequately by the library service and there is still more to be done. It is now essential to appoint the right person and maintain and develop Asian library services to meet demands. The Section 11 post funding was allocated with good intentions but unfortunately the implications of this post proved negative. Instead of the integration of Asian library service to main services, the section 11 post and Asian services were isolated from other library services and the main objective was not fulfilled. With reference
to this situation, the Anti-Racism Strategy group meeting held in October 88 discussed the Section 11 appointment amongst other topics. It was suggested that in the long term such posts should be used to stimulate the whole staff; they should be involved in the general service provision and engage in training for other field staff.

(8)

3.2.1 Section 11 posts: New arrangements

Central government recently set up a team to undertake a scrutiny of the operation of the section 11 funding. The findings of the scrutiny were reported in September 1989. As a result the government has published a revised circular which summarises the proposals and considers their implications for the local authority. (9)

The main recommendation of the report was to propose legislation the emphasis from a long term subsidy of separate services to 'funding change in mainstream services.' Taking this aim into consideration, ethnic minority needs should be met as far as possible from mainstream programmes. So the role of section 11 should be to assist ethnic minority communities to benefit fully from the mainstream organisation and the objective will be to use section 11 funding to remove barriers to opportunity.
The main changes in funding arrangements proposed in a draft Circular are:

* the emphasis will be put on practical projects working to identified needs.
* all projects will have to be regularly monitored and reviewed against recognisable performance targets.
* in advance of formal legislative change arrangements are being made for some section 11 funding to be redirected to innovative projects that tackle ethnic minority need.
* local authorities will be strongly encouraged to work with voluntary organisations and to identify a proportion of projects for the voluntary sector. (10)

Though the proposals include a move to project based funding, they apparently prevent the use of section 11 funding for the simple provision of materials in ethnic minority languages. (11) The provision of materials for ethnic minorities is funded from the mainstream budget in Nottinghamshire but it can be seen as a threat to other existing services in the country whose fundings are allocated from the section 11 scheme for the provision of materials in ethnic languages.

Therefore, because of the present significant size of the ethnic minority communities the main objective of section 11 funding is to enable authorities to make special
provision in the exercise of any of their functions. The proposals in the draft circular are also intended to enhance the opportunities available to members of these groups.

In order to make progress a Nottinghamshire Leisure Services committee paper is currently in draft which proposes re-designation of the present Ethnic Services Librarian's post to Senior Librarian (Asian community services) and the provision of two Liaison Officers (Asian services) posts to work within Nottingham District to develop significantly this area of provision which has been neglected. (12)

3.3. Nottinghamshire Training Opportunity Scheme

The Nottinghamshire Training Opportunity Scheme (NTO) came into existence in September 1989 after the County Council found it was not possible to run a scheme successfully under the government's Employment Training Programme. NTO aims to help people of all ages facing up to unemployment and helps in the search for work. It offers many advantages to attract people of different age, race and sex. NTO offers unemployed adults who are over 18 years of age a chance to prove their abilities. The scheme hopes to ensure a secure future by providing:

* firm job prospects
* high quality training
* a guarantee of a full time permanent job if training is successfully completed
* wages geared to the rate for the job
* employee status (13)

The attractions of the scheme are reflected in the number of applicants. 1,285 applications were received in the NTO's first year of operation. Training places were allocated to 114 people. Details of all applicants are filed so they can be considered as more vacancies occur. (14)

3.3.1 Trainee Professional Librarians

The library division showed a keen interest in NTO. As there is a shortage of ethnic minority staff the library authority managed to sanction two posts as trainee professional librarians. These two trainee posts are allocated specially for graduates (or equivalent qualifications from overseas) from the Asian (including Chinese and Vietnamese) and Afro-Caribbean communities.

The scheme provides opportunity to obtain library experience at the same time as gaining a professional postgraduate qualification in librarianship and information studies. The training involves:
* attendance at Loughborough University for library and
information studies on a part time basis
* work experience as a Resource and Information assistant at the Nottingham District Community Relations Council
* work experience as a trainee librarian with Nottinghamshire libraries

Applicants should have the qualifications and qualities as follows:
* be currently resident in Nottinghamshire
* be of Asian (including Chinese and Vietnamese) or Afro-Caribbean origin
* have a keen interest in library work and a desire to work with the general public
* good communication skills

The training is for a 2 year period and trainees will get wide experience of library work at semi-professional level and can gain the postgraduate degree in librarianship and information work. After gaining qualification they can enter the library service as a professional librarian either with the County Library Service or with the Community Relations Council.

This is an opportunity for people from ethnic groups who really wish to pursue a career as a librarian. The scheme began in September 1989 when two trainee librarians were employed. Unfortunately one trainee did not continue but
another trainee librarian is heading for a second year. Similarly, selection of two more trainee librarians is under consideration. (See Appendix 6)

Once again, in this respect the library authority has proved itself an employer believing in equal opportunity, not only on paper but also in practice.

3.4 Staff training and multi-cultural awareness in staff

As discussed before responsibility is laid on library authorities to make adequate provision for the various communities they serve. It is desirable to establish a general strategy to meet the needs of the various community groups. It is very important that this strategy should be understood by staff of the library at all levels and the community it is designed to serve.

Therefore, to effect strategy staff training particularly in serving ethnic minority groups is essential. Through this training staff learn how to deal effectively with different categories of users with special needs and, how to call upon and handle the resources that are available to help them in this area of their work.

Staff training needs to cover the following aspects:

* information about English and ethnic minority languages materials, the nature of the materials and problems
related to them. For example racism in materials is an important issue for staff to learn about.

* information about the provision of the service to ethnic communities e.g. what services are available, the role of the library staff, the role of the ethnic minorities librarian and how they can work together with maximum efficiency and effectiveness.

* cultural awareness about users. To deliver a multi-cultural service, it is important to train existing staff about the various cultural backgrounds of ethnic communities especially Asian communities as there is a great deal of variation among them. For instance, library staff should be made familiar with the variation of language, costume, customs, characteristics and life styles etc. so staff may identify with, appreciate and respect the values of communities.

* awareness about Asians as a category of users. Staff should become familiar with some Asian people's unfamiliarity with the concept of a library service, their unease in using the service, their shyness and communication problems in the English language. There should be appropriate initial and in-service training programmes designed to provide multi-cultural education by the library authority. Such training should
include not only information about the backgrounds and situations of ethnic groups, but also a librarian's attitudes to those of other cultures and ethnic communities, his/her fears, experience, views and feelings of the current multi-cultural situation and ideas about future developments.

It is equally important to involve ethnic minority staff in these training programmes for suggestions, exchanging views with other staff and sharing experiences which could become useful for further improvements and establishing good staff-user relationships.

According to the Policy Statement of the Library Association (15) each library and information service is recommended:

* to ensure that all staff become sensitive to the particular needs of individuals of ethnic and cultural backgrounds and to promote good race relations
* to ensure that staff receive appropriate race and cultural awareness and equal opportunities training to enable them to have a better understanding of the lifestyles and particular requirements of the groups they serve; taking advantage of external training facilities as appropriate.

It will be helpful to invite staff at all levels to participate in training courses which would help to
establish the fact that a multi-cultural library provision is a responsibility of each member of staff and a part of the main library provision. Non-professional staff training is of the utmost importance as they are 'front line troops.' It would enhance professional development and encourage positive thinking and initiatives. More importantly, it would help a great deal to support and understand the work of an ethnic minorities librarian. Training should be given in practical skills and the handling of interpersonal relations. For example, to distinguish books of different languages by identifying scripts and avoiding the prejudging of ethnic minority needs by appearance before giving him/her a chance to speak.

Further, training is important to the evaluation of functions, performance, analysis and measurement of an ethnic library service. It is not possible to provide adequate service to Asian communities without the full co-operation and back up of the rest of staff. An ethnic minorities librarian has to work with his/her own initiative but there is a great need of support and help from staff which eventually would lead the ethnic minorities service towards integration in mainstream services.

Last but not the least, the staff is always the most
expensive element of a service, and is the key element in ensuring success. However, the view was repeatedly expressed to The Libraries Choice working party that formal training for work with the disadvantaged including ethnic minorities was of far less importance than understanding, sympathy, a friendly personality and a relaxed style of the staff. (16)

Courses on anti-racism are being arranged for staff by Nottinghamshire Leisure Services Department. Courses and training are also being organised on a regular basis for library staff by Nottinghamshire library authority on disadvantaged groups, for instance, deaf, blind and disabled people. There is a urgent need to organise training for a multi-cultural library service for ethnic minority groups who are also 'disadvantaged' in British society.
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CHAPTER 4

4 LIBRARY USERS, NON-USERS AND ASSOCIATED PROBLEMS

It is a well-known fact that over half of the population in England do not use public libraries, in the sense of registering to borrow books etc. from the lending library service. This applies to the Asian community as well. It seems that most public libraries in the United Kingdom have not fully succeeded in attracting a bigger proportion of Asian people into using libraries. Nottinghamshire is no exception; it has been experienced that the usage of the Asian material and services is very limited. Only a small proportion of the Asian communities take advantage of present facilities and these services are used by the same users without any significant increase in them.

There are various aspects involved which cause this situation such as: the difficulties associated with the provision of Asian materials, a lack of resources, problems of staff training and lack of Asian staff, promotion of Asian library provision, unassessed needs of Asian people etc. Some of these have been discussed in chapter 3 and others will be explored in chapter 5.

When considering consumers and non-users many more factors are involved which prevent them using the library service.
Many members of ethnic minority groups have a lack of awareness of the availability of Asian stock. Some see public libraries as irrelevant to their lives. Radha Rasmussen (1) examines this situation very precisely and explains that multi-culturalism involves four basic fundamental concepts such as equality, tolerance, understanding and diversity. The notion of equality implies equal access to resources and services available in the community. Ethnic minority communities are often denied this equal access for several reasons: often because of their inability to communicate in English, because of their lack of awareness of the existence of various resources and services or, because of certain cultural beliefs that may inhibit them from making use of such services in the community.

Of the Asian people who use Nottinghamshire libraries for borrowing books on a regular basis, a few have standing complaints about the lack of new stock. Every time they visit libraries hoping to find new titles they are disappointed. This situation eventually leads them to not using the libraries. They are reluctant to consult the staff because of the language problems and are unaware of the system that staff can acquire new books or borrow books from other libraries on loan for them, or they can reserve a particular book by filling in a reservation card. As
most readers judge a library by what they see on the shelves and bearing in mind the relatively small shelf-stock it is essential to feed shelves continuously with new titles and try to anticipate demand rather than wait for 'a string of reservations to pin-point a popular title.'

Various reasons are observed in the Asian communities for not using libraries:
* many Asian people have become habituated to the idea that libraries are there only to serve the needs of the white community.
* some Asian people are unaware of the existing Asian library provision.
* some Asians are too shy to use libraries.
* for some people the image of a library and library staff is frightening.
* some people need help and encouragement to use a library.
* some need materials which the libraries do not normally stock.

Therefore, the library authority needs to make the best efforts to make a greater impact on the Asian public.

4.1 Non-users and assessing their needs

Each library and its staff must develop their own methods of assessing needs of non-users and should devise
programmes to meet them. General observation is useful by library staff in areas where minority groups are significantly concentrated. It is essential that the library authority formulates a definite policy in relation to meeting the needs of Asian people, a policy which is known and followed by the whole staff.

To assess the needs of Asian communities in Nottinghamshire it is helpful to see them as two main groups: first generation and second generation. These two groups can be classified in four different categories:

i. people who are completely illiterate.
   (There is a sizeable population of people in this county especially of the first generation who are in this category mainly women who have come from rural areas)

ii. those who are literate only in their own language.
   (Some first generation people are fluent in their own language and some of these are also fluent in Hindi, the national language)

iii. those who are fluent in English and also in their own language.
   (Most Asian people who are between 25 to 50 years of age come in this category.)
iv. those who are literate in the English language only.
(Younger generation who have emigrated to this country at a very young age or who are born and raised in this country can be counted in this category. Though some of them learn their mother language at supplementary schools, they prefer to read materials only in the English language.)

However, this may not indicate or establish reading habits. Most first generation Asian read very little, as many of them come from the Indian sub-continent and East Africa, an environment with strong oral traditions, joint family system, bright weather throughout a year and busy social lives. Therefore books were a low priority in their lives. There is also very little development of public libraries in those countries. So the concept of a public library is alien to many of them. Even after getting settled in this country there is little change in this situation. Factors for example social pressures, economic problems, family commitments, feelings of insecurity and a struggle to make ends meet at the end of the day play a major part in their lives which make them unable to use libraries. So mainly illiteracy, lack of awareness, lack of leisure time and lack of interest play a vital role.

People who are illiterate or with bad eyesight can often
make good use of Asian talking books and other audio visual material. At the moment there are very few talking books in Indic languages purchased by libraries of this county. The concept of talking books is still fairly new among Asian people. There is a great need for publicity for this facility in Asian communities.

Similarly large print books in Asian languages are available in bookshops which can prove useful for elderly people and people with bad eyesight. Though the range of talking and large print books available is inevitably limited, libraries can help by making special needs known to the relevant organisations and publishers.

Further, a library can look into the provision for 'English as a second language' materials for those who wish to learn or improve their English. The provision of an adult literacy collection in libraries especially in basic English for people who are illiterate is necessary. It is equally necessary to strengthen the place of the public library in the literacy movement and to encourage its continued involvement as the programmes evolve into adult basic education. (2) Theory and practice in the provision for the adult illiterate and their tutors could well move together if some of the current library practices are widely adopted. At the moment public library involvement with literacy schemes is quite
limited. Public libraries should liaise with all Asian adult literacy classes and organisations. There are such organisations run by the Teaching English as a Second Language (TESLA) Unit at Berridge Centre, and by Joint Indian, Pakistani, Afro-caribbean Company (JIPAC) in Nottingham. These organisations purchase literacy materials for their pupils. Public libraries can provide materials to them on bulk loans or on a regular basis according to their needs. They also have a key role to play in enabling the individual member of the general public who is looking for information on literacy and they should be positively encouraged to use libraries as Resource Centres.

The possibility of starting Adult literacy classes in libraries for English ought to be considered. Careful planning is needed to start new ventures. For example:

* identifying the library resources for literacy e.g. staff available, space, equipment, money, materials etc.
* identifying target learners, new learners, families and their friends/relatives etc. by compiling a community profile.
* identifying agencies which provide literacy services in the particular area.
determining evaluation strategies e.g. measures to use, information to be collected, methods to adopt, such as survey, activity log etc. (3)

Many Asian people have not acquired a good working knowledge of English, particularly women. As a consequence they always remain in the smaller group of their community. Particularly some women who are restricted because of their social customs and religious beliefs. There is very little inter-action with the outside world. The knowledge of English language is an important factor in their personal development and one which the library can aid.

Asian people who are literate in their first language and who live in the inner cities, disabled or housebound are potential readers. The provision of mobile library services is made by Nottingham library authority but the response is very low. Once again there is a need to promote the Asian library service in these areas. Their husbands, children, other relatives and friends may be encouraged to act as delivery agents.

Children from Asian communities face particular difficulties if they are to live happily in British society without losing their own cultural heritage. Libraries need to be aware of this situation and provide adequate materials about the history, geography,
festivals, customs etc. of their countries in their own languages. There are homes where children have no access to books and will never express a demand for them. Libraries should utilise their resources on the basis of demand rather than need. Librarians can only meet the needs of such potential groups by taking materials to them. Nottinghamshire children's library service has taken positive steps by taking the children library bus to inner cities area where Asian communities are concentrated. Films and slides are being shown to promote the service.

Badges and book marks are being produced to attract children but still there are more efforts and follow-up plans needed to attract a larger number of the public. Supplementary schools for teaching their mother tongue language have been organised by the Asian communities resident in Nottinghamshire. They receive small finance and support from educational authorities. They operate with little equipment and few teaching materials. Though the Nottinghamshire Education library service provides bulk loans of mother tongue materials to them public libraries can also play a vital role by providing multi-lingual materials to these voluntary organisations, by organising regular meetings and liaison with teachers about assessing
their needs and by arranging class visits to public libraries to promote the service.

Furthermore, at present a small percentage of Asian youths use libraries. Provision of stock for their interests and their level is equally important for libraries. At present when the education system has become more project based, non-fiction books on various subjects about their countries not only fulfill their school education purpose but are also essential for them to maintain their identity and for the general knowledge of all young adults in the community.

4.2 Promotion of reading interests and other library activities

Another equally important element of the library's role is to educate users about library provision and to stimulate interest in them about books and other materials. At the same time it is necessary to educate and create interest in the host community regarding the culture, religion and customs of the Asian minority groups in their midst.

Jaswinder Gundara (4) has tried to analyse the problem and states that to stock appropriate materials on our library shelves is only half the battle, the crucial aspect being to promote its use.... further, the need for expanding the
range of minority materials is often dismissed on the grounds of inadequate use. Yet it must be recognised that the process of winning over sections of the community which have been ignored for so long, of breaking down age old prejudices is a long term process. While aiming to provide a representative selection of books the stock must acknowledge and reflect the tastes of its readers. In an area where books have little or no place in some homes libraries must seek to win the confidence of potential users including people who have anti-library attitudes by providing a range of books which includes those within their scope and interests. Nottingham County Library invited some Asian elderly people from the community centre to participate in some of Indian cultural activities as a part of the multicultural exhibition 'Black Images' in the first week of July 1990. The county library was visited by nearly 30 Asian elderly people and most of them were stunned and pleasantly surprised to see the library and its Asian materials for the first time in their lives. Some of them have shown keen interest in borrowing books, talking books and other sound recordings. These kind of events should be held by libraries on a regular basis for various groups of the Asian communities and there is a need of more development in these areas. Identification with different
communities brings greater awareness of community needs which needs immediate attention by this county. These sort of problems are common in other authorities as well. But, in the library service of the Borough of Brent(5) a 'revolution' has taken place in the last two years. After carrying out a study of the profile of Brent and its community, a major review of the service took place and many significant improvements and innovations have been put into effect. The service has been totally restructured on community oriented lines. The improvements include expansion of materials provision, setting up of a service for the housebound and a new mobile library service, more recruitment of ethnic minorities staff and rearrangement of the staffing structure and duties. The combination of dramatically increased resources, a community oriented structure and enthusiastic and committed specialist librarians has made a real impact on the minority communities. Similarly in libraries at Wandsworth some activities have been introduced for Asian elderly people. (6) For example a club for Asian elderly people has started at the library, organised by the library staff and staff from the local social service department. It is hoped that the pre-dominant interests of the elderly will be examined and discussed through lectures, filmshows, outings and other
events. The classes for English as a second language are held at the library once a week and are well attended by the elderly people. A weekly housing advice session is also provided by a local housing officer. Wandsworth libraries' experience about the promotion to Asian communities is that to be effective all publicity must be backed up by personal contact. A more effective way was a door to door approach and dialogue with voluntary and statutory bodies.

Recently Nottinghamshire also experimented with an idea for the young generation which was overwhelming. The Leisure Services department set up a Writer in Residence Project which operated for a four month period from October 1988-February 1989. The project which was based in the inner city area of Sneinton, had the aims of encouraging creative writing and establishing groups of young writers in the community and raising the awareness and interests in literature of young people in the area generally. The writer Liz Ward was appointed for the post. Sneinton is a busy inner city area with a high proportion of ethnic minority groups. The 11 to 21 years age group was selected and a great response was achieved. Informal writing sessions in the library made the venture successful. The library double decker bus was used as a mobile workshop for writing poems, pieces of prose and
short stories and became very popular amongst children and young adults. The project proved very rewarding because it was a way of reaching parts of the community who would be less likely to join in projects like this in any other contexts, especially Asian girls who are unlikely to go to youth clubs or out in evenings. Furthermore, the writer was not simply interested in the best handwriting, ideas, imagination or originality. Each piece of work was appreciated and mounted on the walls in the local library. The main purpose was to generate interest and talent in the community about literature. (7) Thus with some efforts and new ideas it is possible to create interest in reading and library activities.

4.3 Survey

As discussed before, people from different cultures have different needs and make different demands on library services. The library division of Nottinghamshire must have some ideas of the take up and success of the services that the library authority provides and to monitor whether the different ethnic minority groups in this county are using these services in proportion to their numbers in the population. This can be done only if the library division has some means of recording use and users by different groups.
Another reason to record and monitor the usage of services is to justify the funding that library services receive, either from Section 11 or the local authority. If the library division wants to apply for more funding there is a need to produce statistics to support the case. Though the Asian communities in Nottinghamshire have expressed their appreciation of the services provided for them, there are no actual figures produced to substantiate this and there is a great need for detailed statistics to facilitate adequate and effective service. A survey of the library provision to Asian communities should be undertaken. Without knowing the demands of Asian communities it is nearly impossible to provide materials and services which they would like to have. Therefore, first of all it essential to discover the needs of the communities by a questionnaire or a survey.

The information needed to be found out by survey is:

* what population of the communities use libraries analysed by age and sex.
* what do they use a library for?
* what are people's reading/listening interests?
* how well do their interests match with present Asian library service provision?
* what would they like to see in the libraries?
  - particular authors
subject range
special needs e.g. talking/large print books/videos
perceptions of the service
- access to Asian material
- staff assistance
why non-users do not use libraries?
- lack of awareness
- lack of interest
- family commitments

As race is the sensitive issue, any system of monitoring adopted ought to be simple to administer and should not cause embarrassment to staff or public. The library division and staff must be quite clear about the reasons for doing a survey and at the same time a responsible member of staff involved in a survey should clarify to Asian communities the reasons for a survey and should put the emphasis on accurate and precise answers to a questionnaire.

After carrying out a survey by questionnaire or interview the analysis of results can be used to improve the Asian service accordingly.

Before carrying out a survey it is important to gather information about:
the population structure of the Asian communities,
size, spoken language, age etc.

(this information can be gathered from the electoral-register, the Community Relations Council, Census office and community centres)

* locations of schools, colleges, supplementary schools, adult literacy organisations
* locations of community centres, youth clubs, temples, mosques, gurudwaras and Asian women organisations
* the level of employment, unemployment and self employment, the quantity and kinds of industrial workers etc.
* the socio-economic structure of the communities
* leisure interests and activities

Once basic information is gathered and arranged into strata on the basis of sex, language, age etc. The next step is to generate a 'sampling frame' which is a list of all members of the communities and then draw a sample. It is practically impossible for a survey to use a 100% sample. The chief means of overcoming this is by random sampling.

A community profile can help to plan, develop and review the overall strategy and help with resource allocation as the needs of the communities become known. It can help in establishing the priorities of materials and services for Asian communities.
The example of a questionnaire is attached in Appendix 7. All the square boxes in the questionnaire can be numbered according to format and the fields of a computer programme. More importantly this questionnaire should be prepared in at least five major Indic languages and also in the English language.
References


5. SUMMARY AND RECOMMENDATIONS

5.1 Summary

Prior to 1974 only Nottingham Central library had a small collection of books in five main Asian languages which were Urdu, Punjabi, Hindi, Gujarati and Bengali. This library now has a large stock in Asian languages and good collections have also been introduced at most of the other libraries in Nottinghamshire where there is a small proportion of Asian people.

Since 1974, a keen interest has been shown by the Asian communities for the provision of an Asian library service and the steadily growing collection of Asian material produced a strong case for the appointment of an ethnic minorities librarian with advisory responsibility for the library service to the Asian communities. The appointment of the ethnic minorities librarian was made in September 1978 with the assistance of an urban aid grant. With the employment of this librarian the Asian library service expanded considerably.

Before the appointment of the ethnic minorities librarian material was selected using suppliers' lists and relying heavily on the advice of a panel of approximately 12
representatives of the Asian communities. The purpose was to provide a wide selection of books of popular interest. A set of guidelines was produced to help the panel indicating that collections should reflect the interests of the total population. The Asian material on the shelves, especially books which are hardly used, it is still not clear whether this is a reflection of taste on the part of the communities or on the part of the panel or whether suppliers can not provide anything else. Many members of the Asian community have expressed their interest in the Asian library provision, however there are no actual figures to support this and there is an urgent need for detailed statistics of usage of the Asian library service. Similarly, it has not been possible yet to provide separate monthly issue figures by the computer for material in the central library, but it is hoped that once the new computer system is installed (currently the installation is in progress) the figures on various aspects will be available and it will enhance information on the actual locations of all Asian books for the purpose of reservations. At present it appears that Asian material and the Asian library service receive low priority. There is a need to provide an integrated library service considering the
particular library and information needs of the local Asian population, in terms of both materials and services. It is equally important to increase the level of appointments from people with Asian background and culture in the library service. Positive steps are taken to recruit people from the Asian communities. Some appointments of Asian staff are made in libraries like Meadows and Hyson Green where the Asian communities are highly concentrated. Although the Central library is heavily used by Asian people unfortunately there is not a single Asian staff member on a full time or part time basis at issue desks.

Many people are not aware of the existing Asian library service. Publicity leaflets in five Asian languages have been produced in the past and most of the time the promotion of the Asian library service was done by the ethnic minorities librarian at informal levels. For the last three years because of the ill health and eventually the resignation of the ethnic minority librarian there has not been any full time, part time or temporary appointment made responsible for the Asian library service. The Asian library service has suffered a lot and has become the most vulnerable. The first priority should be given to recruiting a suitable person as an Asian librarian as early as possible.
The conscientious attitude of the library division towards an adequate Asian library provision has resulted in making positive efforts and producing better services but still much more needs to be done in the near future.

5.2 Recommendations

This dissertation hopes to draw special attention to some of the factors involved in providing effective and efficient library service to the Asian communities in Nottinghamshire, the recommendations must be seen in the light of local need. In that respect librarians must be encouraged to build up an accurate profile of the communities they serve by getting out into the community, to ensure the services they provide are built on actual needs rather than assumed needs. For building and developing the existing Asian library service the following suggestions could be considered.

5.2.1 Research

The first task before the staff is an investigation. The purpose is to assess existing provisions, to estimate needs to explore ideas for organising the Asian library service more effectively and establish priorities for this particular section. This can be done by:

* visiting service points and talking to library staff to
examine present provision and to obtain ideas on how improvements could be made. Further, information can also be gathered about the demands of Asian users from library staff.

* talking to users and potential users to get an impression of their satisfaction or dissatisfaction with the present Asian library service. Care should be taken to talk to as wide range of people as possible e.g. members of the various Asian communities and staff in various organisations who work with the Asian communities, etc.

* visiting neighbouring e.g. Leicestershire, Birmingham selected advanced and established library authorities which provide a service to the Asian communities. Maximum benefit could be obtained from these visits by comparing the different situations. The purpose of the visits should be to establish a picture of the Asian library service in general terms and to provide some ideas for improving current service and becoming aware of the pitfalls to avoid.

* it is possible that the needs of one Asian community differ from another. If these are not taken into account the provided service can be irrelevant and wasteful. For example provision of books on a particular language may not be needed for that
particular community which is interested only in music and not oriented to reading. So it is essential to have detailed knowledge and sensitivity to the needs of each individual Asian group. To avoid blanket provision and to provide adequate service to each group it is necessary to obtain information about the Asian communities' geographical settlement in the area, literacy level, language, culture and interests.

The librarians must reach out into the community in order to serve these groups. At the same time librarians must have understanding, determination and more importantly deep concern in order to succeed.

5.2.2 Survey

Provision of Asian library materials and services should be based upon the best statistical evidence available. Although this topic is discussed in chapter 4 in detail once again it is necessary to give prime importance to a survey to build and develop a strong and popular Asian library service in this county. The distribution and structure of the Asian communities and their changing needs, problems and interests need much closer investigation. The development of the Asian service must continue to be one of the library division's leading priorities for the immediate future.
All possible research and surveys should be utilized. Local authority research units, Community Relations Council and other departmental research resources will have existing statistical data and can be used to study and establish the needs of the Asian community groups.

5.2.3 Formal and informal contacts with other departments

Formal and informal contacts by exchanging ideas and thoughts at all levels between a wide range of departments, organisations and agencies and librarians can provide more information and local community knowledge to the library division which will lead to better Asian library service. Furthermore, such contacts can indicate the scope for a positive role by library services and prevent overlaps by mutual understanding and sharing duties. Discussions between librarians and social services departments, welfare units and schools can lead to joint provision positive approaches and more improvements in the Asian library service.

5.2.4 Marketing the Asian library service

Many Asian people are ignorant of services available because the promotion of the Asian library service by libraries does not reach everyone. In introducing the
existing or new Asian provision, it must at the same time be accompanied by full, positive and active publicity which should aim to reach each member of the Asian communities. Leaflets in different Asian languages describing the Asian library provision of their local areas should be produced and distributed in the communities. The literature and information in leaflets should be clear, brief and effective. Talks, exhibitions and displays about the Asian library service should be arranged at various community centres, Asian women organisations, health clinics, play groups, youth clubs, day centres and supplementary schools. Mobile exhibitions of Asian materials and information can be taken out to them. Once the local awareness and interests are increased among the Asian communities, then will it be worthwhile taking a mobile library van to the Asian housebound or some Asian women who cannot go out because of their customs and traditions. Another way to promote the library service is by inviting local authors, poets and writers from the Indian sub-continent to the library. These kind of events are being held in some other library authorities. It will be helpful if the Nottinghamshire library division establishes and maintains contacts with those authorities.
for organising these events. Visits of Asian writers can prove effective to promote their books among the Asian users.

The promotion of the Asian library service can also be done through local community radio, local Asian communities' bulletins and magazines and posters in schools, and at various organisations which are used also by the Asian communities. Most importantly, this formal publicity would be ineffective if librarians do not know their clients. The library service itself is more appreciated if it is delivered informally. Personal contacts and effective communication by librarians with members of the communities establish good will and healthy relationships between them. Only then can the above mentioned formal ways of promotion of the Asian library service become valuable to users and non-users.

5.2.5 User education

As mentioned earlier there is very little awareness among the Asian communities that there is a free service in Nottinghamshire, or members of the Asian communities are entitled to use it, or that a service has been set up specially to cater for their needs. Many Asian people have the impression of the libraries that they are too official and the environment is too uninviting.
The ignorance of a service does not mean that there is no need of that service. It is the responsibility of the library service to seek out the potential users and educate them about the facts of the library service and how to use it. It is important to have a clear picture of what the potential users need to be educated about. The following aspects should be considered:

i. facts about the Asian library service. Basic information about the service e.g. the location of the nearest library, its opening hours etc.

ii. information about the materials and services e.g. the various language collections, information resources for Asian communities etc.

iii. procedures for joining the library e.g. how to join, how many books can be borrowed, how the system of fines works etc.

iv. information on new services introduced by the libraries. New services must be accompanied by not only publicity but also by user education.

Further, as discussed in chapter 2, it is necessary in some libraries to display proper guide signs in different languages outside and inside the library to educate users. Similarly library tours can be arranged for small different Asian community groups as a part of their education. User education must not be limited only to the
Asian communities but should be for other workers with the Asian community groups for example social workers, welfare workers, schoolteachers and organisers of adult literacy classes. The information and services which are available to assist them in their work should also be available to the general public to help them know more about the ethnic minority communities.

5.3. Future developments

5.3.1 Reference and information service

It would be desirable to provide a reference and information service in the five main Asian languages for those with greatest need. Especially needed are dual-language dictionaries like Urdu-English, English-Urdu, reference books on Asian names, history, famous people, geography, religions, festivals and customs.

Up to date full information on Asian organisations in Nottinghamshire can be produced in a directory form. Leaflets about community information, legal, welfare, health matters and neighbourhood information in plain English as well as in different languages produced by different organisations and departments can be kept in libraries for reference as well as for distribution. It
is necessary to keep them at the entrance of the libraries or in prominent places where they are easily seen with other leaflets instead of keeping them at the back with other Asian stock. Similarly, encouragement should be given to the organisers to display posters on future Asian events and public festivals.

5.3.2 Cultural service

Libraries can provide cultural information about Asia to the general public including the younger generation through collecting Asian materials, for example slides, videos, pictures, photographs, various indoor games, arts and crafts, costumes, imitation jewellery and many other materials. The library division can use this collection in talks, exhibitions and activities to illustrate Asian culture and can provide a lending service to other organisations for teaching, displays and activity purposes. This service can provide the opportunity to display to Asians their culture, to enable it to receive recognition by them and for educating their children. In providing this service Asians will be able to maintain contact with their own culture and sustain this contact by their children.

It offers the opportunity for workers to learn about the Asian culture of the people they are working with or for,
and it may be used to teach others about it. It is beneficial for the general public to know, understand and enjoy Asian culture.

However, even if all these recommendations are put into practice to provide adequate service to Asians they will not serve the purpose without the involvement of all library staff for Asian library service provision. Their awareness needs to be lightened through training sessions which need high priority in the future and applies to professional and non-professional staff as well.

In short Nottinghamshire library authority has been making positive decisions to improve services to Asian users and to make them available to even more members of the communities but a lot more needs to be done. It should become the foundation for a more multicultural and community oriented service rather than building oriented. Moreover, the situation and needs of the Asian communities could change and provision must be made by the library division for constant monitoring of the situation.
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FIVE MAIN ASIAN LANGUAGES

यदि में लीगल एड न ले सका
तो फिर क्या होगा?

किर भी आप मालिसितर से हिस्सा की इंटरवियू (मुलाकात की विगत की हद
पीछे) के बारे में जो क्षणों/संकट के 10
इससे आप को आधे पटके में महज्जन पर
£ 15 पा काम मिलेगा। बहुत महीन्न से फ्लेम करने वाले मालिसितर आप
tको हिस्सा की इंटरवियू की रूपन हिस्त देगे।

हुई लीगल अड्डा नहीं मिलपी थाकु तो शुभाचार?

उन्हें तभी सोलिटेशन बनायेंगे जैसे हो रहे अभी का हेलस्ट्रय माघ अभी चार
धी आपने किसी इंटरवियू मालिसितर भाग भागिन अधिक
ओडन अधिकता पड़ी। मोटापा इंटरवियू, सोलिटेशन इन्डोइंडिया डायरेक्टोरी के ही दो
में किवा इंटरवियू नहीं आए तो तभी हमें नशे ही किवा इंटरवियू
बनाये।

मे लीगल देंज तर भिला दुर्ग में कॉफ की चलता
चुनाव है?

अब ये हेल बनाए जो हेल दे तो हेल स्वास्थ्य घर है
सबूत है । अब इंटरवियू दे लोग देंगे जो देंगे इंटरवियू हेल
यह हेल दे तभी हेल स्वास्थ्य खर्च है?

अमिलियान एइड्स पेले क्ष करव?

आप तथा अपनी एकत्र सोलिटेशनवार शोध की निश्चेष करने बाण एकत्र
धारकों से साक्रामन बनाकर करा एक
हेल का लटका रहे काम करने। बहुत इंटरवियू का बनाकर
आपकी भाग ऐसी समय दे ले ओर मानना।
एइड्स के कार जब एवं धारकों के काम करने।
NOTTINGHAMSHIRE COUNTY COUNCIL

The County Council welcomes applications from all, irrespective of gender, marital status, disability, race, age or sexual orientation.

LEISURE SERVICES
Libraries

LIBRARY ASSISTANTS
(Pre-Professional Trainees) (Several Posts)
£4308-£7578 p.a.
(Min at 21: £6321 p.a.) JGJ/844/TR1/305

Are you interested in a career in librarianship or information work? We are looking for graduates, or school leavers (expecting to obtain at least 2 'A' levels) who wish to gain experience of library work before undertaking a full-time post graduate or degree course in librarianship or information studies. You will be appointed as library assistants and will experience a range of non-professional library work as well as receiving special training in preparation for your course of study. Although guidance will be given, you will be expected to obtain your own places at Schools of Librarianship. The posts are based in libraries throughout the county including Nottingham, Mansfield and Newark. They commence in September and are for a period of 12 months only. Applications are welcome from anyone seriously considering a career in librarianship. We particularly welcome applications from the Asian and Afro-Caribbean communities because we recognise that they are under-represented in the library profession. Suitably qualified/skilled/experienced applicants with a disability will be guaranteed an interview.

Application forms and job descriptions are available (s.a.e.) by writing to the Personnel Service Section, Leisure Services Department, Trent Bridge House, Fox Road, West Bridgford, Nottingham NG2 6BJ or tel. Nottm. 824406 (24 hour anaphone). Closing date 4 June.

SOURCE: NOTTINGHAM EVENING POST (Newspaper)

APPENDIX 2
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<th>BENGALI A</th>
<th>GUJARATI A</th>
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In Sound Recording Collections the languages are unclassified, therefore the 'TOTAL' columns are used only.

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SOURCE: Nottingham County Library

Appendix 3 page no. lll
### ASIAN STOCK PROVISION

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#### KEY
- * Small but constant demand
- R Records
- C Cassettes
- P Punjabi
- H Hindi
- G Gujarati
- U Urdu
- B Bengali
- E English

#### Saturday Schools "mother-tongue" material:
- Gujarati 1 school
- Hindi 2
- Urdu 5
- Punjabi 2
- Bengali 1

New services 1986/87:
- Urdu 2 schools

Asian Kits by ELS/Project Pehchan

Occasional demand, satisfied as expressed:
- Aspley, Strelley Rd. Wollaton, Nottm. Prison,
  Ranby Prison, Newark, Carlton Hill, Worksop.

No demand:
- WRVS housebound, hospitals (other than Q.M.C.).

Source: Nottingham Library Division

Appendix 4
BOOKMARK IN PUNJABI LANGUAGE

Amrita Pritam
Duggal, Kartar Singh
Gurbaksh Singh
Anakhi, Ram Sarup
Kanwal, Jaswant Singh
Nanak Singh
Seetal Sohan Singh
Gill, Ninder
Tiwana, Dalip Kaur
Chandan, Swaran

Popular Punjabi writers
from your local library

Nottinghamshire County Council
Leisure Services
NOTTINGHAMSHIRE TRAINING OPPORTUNITY

Offers unemployed adults, over 18 years of age, a chance to prove their abilities. The scheme will ensure a secure future by providing:

* Firm job prospects
* High quality, relevant training
* Employee status
* Wages geared to the rate for the job

Nottinghamshire Libraries/Community Relations Council

Trainee Professional Librarians (2 Posts)

£5,727 p.a. Ref: N9/305

Graduates from the Asian (including Chinese and Vietnamese) and Afro-Caribbean communities are invited to apply for the above posts.

The traineeships offer an ideal opportunity to obtain library experience at the same time as gaining a professional postgraduate qualification in librarianship and information studies.

The training will involve:

* Attendance at Loughborough University Department of Librarianship and Information Studies on a part-time basis.
* Work experience as a Resource and Information Assistant at the Nottingham District Community Relations Council.
* Work experience as a trainee librarian with Nottinghamshire Libraries.

Applicants should have the following qualifications and attributes:

* Be currently resident in Nottinghamshire.
* Be of Asian (including Chinese and Vietnamese) or Afro-Caribbean origin.
* An honours graduate of a UK University or hold an equivalent overseas qualification.
* Have a keen interest in library work and a desire to work with the general public.
* Good communication skills.

This advertisement is in accordance with section 5(2)(d) of the Race Relations Act.

Suitably qualified/skilled/experienced applicants with a disability, will be guaranteed an interview.

The County Council welcomes applications from all, irrespective of gender, marital status, disability, race, age or sexual orientation.

SOURCE: NOTTINGHAM EVENING POST (Newspaper)

APPENDIX 6
QUESTIONNAIRE

Appendix 7
Questionnaire on Library Services to the Asian Communities

We would like you to ask for your assistance in trying to find ways in which public libraries could improve their services to members of the Asian communities. In order to be able to do so public libraries need more information about your needs and interests. We would be most greatful if you could fill in the questionnaire and return it to _______ by (date)______.

1. Which language do you speak at home ?
   - Hindi [ ]
   - Urdu [ ]
   - Punjabi [ ]
   - Gujarati [ ]
   - Bengali [ ]
   - Other [ ]
   (please state the name)

2. Which language do you prefer to read ?
   (please state all languages if there are more than one)
   - Hindi [ ]
   - Urdu [ ]
   - Punjabi [ ]
   - Gujarati [ ]
   - Bengali [ ]
   - Other [ ]

3. Do you use your local public library to read newspapers, magazines and borrow books ?
   - Yes [ ]
   - No [ ]
   ( if your answer is No please go to question no. 17 )

4. What do you like to read ?
   - Newspapers [ ]
   - Magazines [ ]
   - books [ ]

P.T.O.
5. What other newspapers and magazines would you like to read in your local library?

6. What sort of books do you like to borrow from the library to read?

   Romance  [ ]
   Religious  [ ]
   Short stories  [ ]
   Historical  [ ]
   non fiction  cookery, poetry, health, etc.  [ ]
   other - please state  ............... 

7. Does the library generally have the kind of books that you like?

   Yes  [ ]
   No  [ ]

   If no, what would you do?

   look for other books  [ ]
   consult the staff  [ ]
   reserve the book  [ ]
   leave the library  [ ]

8. What kind of Asian music do you like to listen to?

   new films music  [ ]
   old films music  [ ]
   folk  [ ]
   classical  [ ]
   instrumental  [ ]
   gazals  [ ]
   bhangara  [ ]

9. Do you borrow cassettes or gramophone records from your library?

   Yes  [ ]
   No  [ ]

   P.T.O.
10. How often do you visit the libraries?

- once a week  [ ]
- twice a month [ ]
- once a month  [ ]
- less frequently [ ]

11. Do you use any other libraries? Please state which.

.................

12. Do you go to the library for any other reasons other than reading newspapers, magazines and borrowing books or records etc.?

- to obtain information useful to the Asian Community [ ]
- to obtain any other information  [ ]
- to read in the library [ ]
- to accompany a child [ ]
- to obtain a photocopy  [ ]
- any other reasons than mentioned above. Please state .................

13. Do you find the library easy to use? (e.g. in finding Asian language material)

- easy  [ ]
- satisfactory [ ]
- difficult [ ]

14. If large print books were available in Asian languages, are there any members of your family or group who would use them?

- Yes [ ]
- No  [ ]

15. Would you or any members of your family or friends like to borrow talking books (books which are recorded on cassettes) in Asian languages?

- Yes  [ ]
- No  [ ]
16. Have you experienced any of the following difficulties in using the library?

- long distance from home [ ]
- inconvenient opening hours [ ]
- language (communication) problems [ ]
- unhelpful attitude of the staff [ ]
- lack of Asian staff [ ]
- self consciousness about using the library [ ]
- inaccessible book shelves [ ]
- any other reasons ......................

17. I do not use a library because of:

- work commitments [ ]
- family commitments [ ]
- lack of interest [ ]
- lack of awareness of Asian materials in libraries [ ]
- long distance from home [ ]
- inconvenient opening hours [ ]
- language problems [ ]
- lack of Asian staff [ ]
- self consciousness about using the library [ ]
- any other reasons ......................

18. It would be very helpful if you give us the following information about yourself.

- Male [ ]
- Female [ ]

19. Please indicate the age group to which you belong.

- 16 to 22 [ ]
- 23 to 30 [ ]
- 31 to 40 [ ]
- 41 to 50 [ ]
- 51 to 60 [ ]
- 61 to 75 [ ]
- 75 + [ ]

20. Please make any comments about the library service, particularly suggestions for improvement.

...................................................
...................................................

Thank you for your assistance.

(iv)