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Report

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Libraries and Community languages

A study into the services Libraries in Manchester provide in Community Languages

Umara Nasim
Hannah Phillips
Sajida Sidyot
Eleanor Walker

Introduction

Recent research conducted found that Manchester, the third largest city of the UK, had almost 153 languages spoken within the city (Matras, 2013). Census results also reflect the multicultural nature of Manchester in that 28% of Manchester's 503,000 population were born overseas (Office for National Statistics 2011). At an age where, in Manchester, 37.2% of children do not have English as their first language (School Census January 2012 *cited in Clark, 2012*), there is even greater demand for services in other languages. Public services in England have famously provided free translation services and this research aims to address how neighbourhood libraries in Manchester provide services to speakers of other languages.

It also purposes to assess the range of services various ethnic groups receive in their community language (CL) and their satisfaction with these services. We aim to do this by gaining perception on the method libraries use to assess the need for a specific language and how the demand for a certain language impacts the support and services available. To do this we aim to study the current rate of demand for Non-English resources. Additionally we aim to establish if any such national language policy shapes the services that libraries provide. Previous research advocates that no single policy exists, however, research by Donakey (2007) on Manchester City Council's language planning and policy identified three categories, of which category B was about the policy regarding libraries. "Category B" included services that were maintained by the City Council and other governmental groups (Donakey 2007:32-48):

B1) Library Service, Community Services Team 'Outreach Activities' and links with MARIM
(Multi Agency for Refugee Integration in Manchester)

As libraries are under limited influence from the Manchester City Council, we seek to identify the other influences of library CL services and try to establish how budgets are proportioned for non-English books and its effect on quality of resources. The financial implications associated with providing non-English books have always been a controversial topic. However, as Fishman (1968) notes, a government of a multilingual country have three choices in providing appropriate facilities in:

- (a) The official national language only
- (b) All languages spoken by sizable populations
- (c) Some of these. (Fishman 1968: 384)

At a time when Polish is the second main language in the UK (*cited in Booth, 2013*) there is even greater need for services in other CLs. Immigrants in this country are usually adults who, unlike children, find learning a new language more difficult or feel “more comfortable using their first language.” (Edwards 2004: 48). Fishman (1968) provides an insightful outlook into the importance of literacy in CLs by suggesting that for a person who has to communicate or read in a language new to him, “his capacity to express is handicapped: communication is slowed down and misunderstandings cause frustration and tension,” (Fishman 1968: 385). Thus, Manchester City Council’s view that providing resources to the public in their own language is its “responsibility” (Fathi, 2006:6) is a welcomed decision.

The three libraries we decided to look at based on the range of CLs they cater to are Longsight Library, City Library and Waterside Library. The selection of the locations of research was primarily based on prior knowledge regarding the ethnic make-up of the surrounding neighbourhoods. The Office for National Statistics further supported this as it showed 42.5% of the population in Longsight comprised Asian groups (2001 UK Census results, Office for National Statistics, Neighborhood Statistics). Furthermore, Chinatown in proximity to City Library alone has a 17% Chinese population (Office for National Statistics; cited in Manchester City Council 2009). This led us to infer that these libraries would predominantly provide community specific services which our research attested: Longsight library primarily provides non-English books for those of Asian backgrounds whilst City Library dedicates an entire floor to Chinese resources. Nonetheless our research aims to understand the process of providing community specific services in other CLs and the range and accessibility of these services. Especially as previous research into public libraries and ethnic minorities in the UK indicates that there is still a lot to be done by public services to meet demand in the rising multicultural areas.

Previous Research

The first major national study into public libraries and ethnic minorities took place in 1978, by Clough and Quarmby (Elliott, 1999:175). They carried out an extensive literature review into the services provided for community languages and found that, at the time, there was “very little material published that was specifically concerned with public library provision for ethnic minorities,” (Clough & Quarmby, 1978, cited in Elliott, 1999:175). However, while their findings were taken into account by community librarians across the country, follow up studies by Elliott (1984) and Roach and Morrison (1996) still found that even twenty years later, there was still a lot to be done in catering for these minorities. Elliott (Elliott, 1999:175) focused on libraries across London to get an idea of how self-help institutions and public libraries co-operated within the city. She found that the organisations ran on “shoe-string budgets,” many of which were not even aware of official grant-giving sources available to them (Elliott, 1999:176).

This was further supported by Roach & Morrison (1996, cited in Elliot, 1999) who found that, even in the '90s, some organisations still received no financial support. Instead, they had to depend on voluntary support from locals, thus leading to “many ethnic minority organisations [developing] their own services which are encroaching on the territory traditionally held by the public library service,” (Roach & Morrison, 1996, cited in Elliott, 1999:176). They concluded that both public libraries and service providers for ethnic minorities should be encouraged to integrate and that more effective training and recruitment of library staff is required (Roach & Morrison, 1999:115).

Although more recent research has looked at the range of services, e.g. the *Community languages in Longsight* study (Ford et al 2012), this paper aims to revisit this issue and assess if services have adjusted with regards to current changes in demographics. Additionally, this paper aims to address the underlying policies that shape the range and quality of services and assess the satisfaction of users with these services.

Methodology

As a group we agreed that the focal point of our study would be to assess the satisfaction level of users with resources in other CLs and whether they felt the services could be improved. Additionally, our research on employees of the libraries would centre on the demand for resources in other CLs and policies that determined which ones needed to be catered for and how.

To conduct our research we designed simple quantitative questionnaires (Appendix 1) with close-ended questions specially designed to be thoroughly basic and thus not to confuse speakers who may speak relatively less English. These questionnaires, which were carried out in short interviews format, mainly concentrated on services they used and satisfaction level with non-English services on offer. Additionally, we asked for basic metadata including sex, age, their main language and whether they spoke any other languages besides their main language to give us insight on the participant's background. We deliberately decided to refrain from asking the name, nationality and occupation to ensure participants were aware that all data obtained was anonymous and that our sole focus was with regards to services in libraries.

We designed another questionnaires targeting library staff with open-ended questions (Appendix 2) formulated to gain better understanding on how libraries select languages to cater for, the demand for services in other languages and if any policies influence the range of languages catered for. We also asked for the role of the staff member to give us a well-rounded understanding of the respondent.

We then visited each library, to give a letter explaining the purpose of our research and asking for permission to undertake our interviews (Appendix 3). As we had a strict time frame to adhere to we decided to conduct our interviews with users as they left the library, as this would not require permission from the library – a procedure which seemed to be lengthy after we spoke to staff members. This also ensured we had a higher response rate as we found people were more likely to participate when they were not occupied in the library. We informed participants on the nature of our research and if they agreed we asked

them our questions. As we conducted our research during the Easter break, we managed to interview a varying range of users of different ages and backgrounds. This gave us broader insight of users' perceptions with regards to services provided by libraries. The duration of the questionnaire and date of conducting interviews meant that we could interview twenty users at each Library. This surpassed our expected number of respondents.

Findings and discussion

The study revealed a great deal of insight into the range of services libraries provide in CLs and the criteria they follow. The questions we posed to library workers revealed the policies and the method they follow, whilst interviews with users showed a general level of satisfaction with services provided (Appendix 4, 5 & 6 for results).

How do Libraries select languages to cater for and how are needs being assessed?

Our Research revealed that libraries tend to divide provisions into distinct parts.

- 1- Languages that people want to learn to speak.
- 2- Languages that people want to read.

Books in part 1 are catered for in all languages, these included languages taught in schools. However, books that are in CLs are stocked based on demand of the surrounding area. City Library say they "monitor closely the make-up of our Manchester population and where we have a sizeable community groups then we will liaise with them on their needs," (Appendix 7). Similarly, Longsight Library historically stocked books in Urdu, Bengali, Punjabi, and Gujarati and Hindi collections; however, as demand fell (the issue level being extremely low) they were donated to the Indian Citizens Centre. Urdu and Bengali are quite popular in the Longsight area and so the largest Urdu collection is based there. Their collections of books in CLs are predominantly South Asian languages and they employ Asian members of staff specifically to cater to the large Asian communities in the locality. Additionally, City Library's vast range of Chinese literature and Chinese staff member is based on the fact it is in close proximity to the Chinese population (Chinatown).

Sale Waterside Library similarly looks at the community's needs when choosing which languages to cater for, stating that they use forms and surveys directed specifically at the customer to gauge what is in demand. The library service here also provides a wide range of languages other than English, including Gujarati, Punjabi, Urdu, Arabic, Polish and Somalian.

However, the library manager here states that these languages are "not [all stocked] specifically at Sale", as it is a much smaller library, and so the languages that it can personally cater for are more limited.

The services coordinator at Longsight Library informed us that all libraries "aim to keep abreast of these changes and cater for different communities according to their need, size and location in the city," (Appendix 6). Price (1998:90) also noted this method of providing books in CLs by suggesting, "libraries in areas of important settlement are well stocked with books in CLs."

What services do Libraries provide in CLs?

Longsight Library provides newspapers in Urdu, which are provided as per request at the main desk. Furthermore, a range of Bollywood DVDs and CDs in CLs are available to borrow. Longsight Library also provides a range of dual language books in a variety of languages which supports younger generations that have to grow up and attend English-speaking schools. This "growing range of children's literature in ... dual language books" (Price 1998: 90) not only encourages the learning of English but promotes the maintenance of their own language. Similarly, as City Library has a more extensive Chinese collection due to historical reasons, it provides a range of newspapers and magazines in Chinese which surpass the range of newspapers in CLs present at Longsight Library. City Library also provides Bollywood DVDs as they have seen a recent demand in CLs other than Chinese, such as Urdu and Polish. However, whilst Sale Waterside Library does offer a range of services and classes to its customers, this does not include multilingual services due to the lack of demand in the surrounding small community. Several language learning tools are stocked, one of which includes books on tape which teach languages such as Thai.

Does a language policy influence the use of CLs in each library?

The three libraries we conducted research in informed us that no single language policy existed. Instead it was demand and user statistics that governed the use and level of CLs on offer.

What is the impact of CLs on the linguistic landscape of the library?

Linguistic Landscape is the term given to the “visibility and salience of languages on public and commercial signs in a given territory or region.” (Landry and Bourhis (1997:23). Ford et al (2012) found that in Longsight, the CLs played a great role in the Linguistic Landscape of the library. Our research further supported this, as sections with books in CLs were clearly marked in the language (Appendix 8 and 9). Furthermore, a range of leaflets and posters for health issues in South Asian community languages - languages that Longsight specially caters to - were present there (Appendix 12). City Library, similarly, had sections with CLs clearly marked in the relevant language whilst self-issue machines could be accessed in Urdu and French.

Sale Waterside Library, on the other hand with little multilingual services, has no need for signs in CLs. However, the manager informed us that the website for Trafford Council (who officially own the library) "give[s] the contact details for the library in a variety of languages including Arabic, Urdu and Polish."

Is there a budget in place for books in other languages and do budgets influence the range of languages catered for?

Budgets for non-English books are awarded based on the performance/issue of stock, although each library maintained that their main priority was to reflect the needs of the surrounding area and did so by monitoring demand on a regular basis. However, their aim to provide a regular input of stock to each language collection to ensure that the stock is up to date is restricted by their given budget, which is “broken down according to the usage made of the stock,” (Appendix 7). Therefore, if a performance for a specific language was low the budget appropriated to it would be substantially decreased, whereas if the issue of a certain language increased budgets would be assigned accordingly.

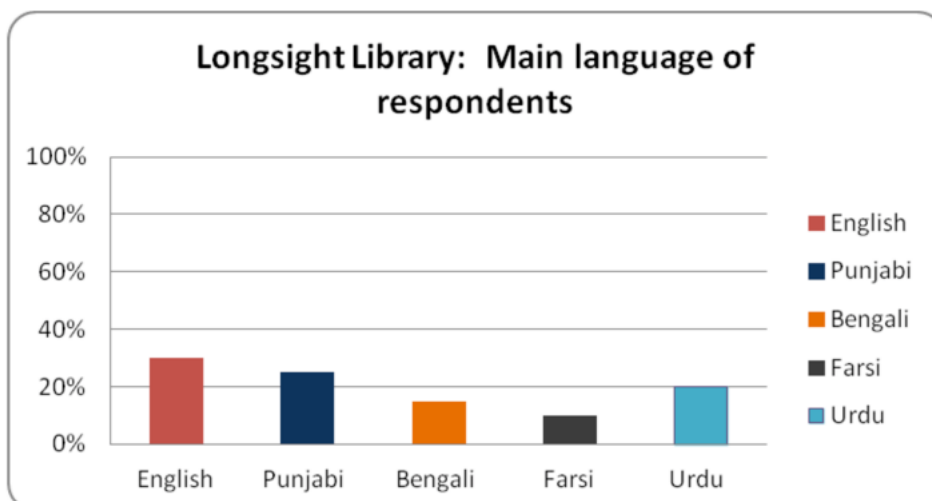
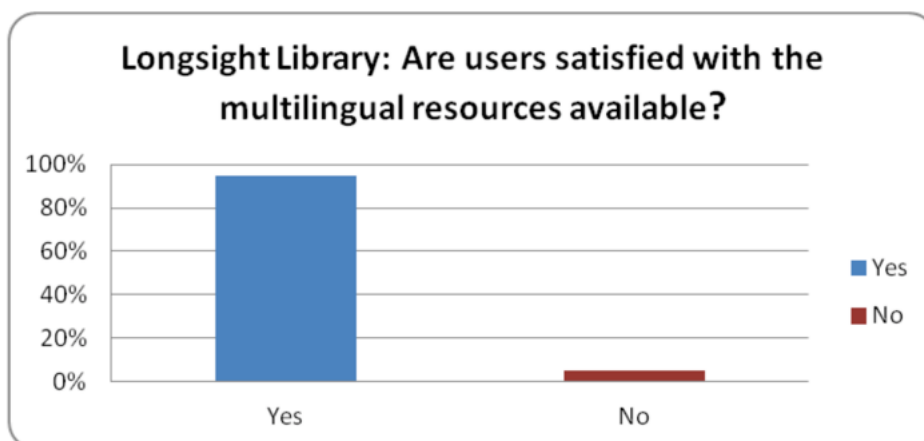
Is there a procedure in place for acquiring non-English books and other media?

Our research found that all the libraries in Manchester share the same borrowing scheme, which allows libraries to share books and other materials such as CDs and DVDs. Therefore, should a user request a book or other media in their CL which may not be available at their library, the request would be sourced from another library. The user would not be required

to visit the library; instead the book would be delivered to their library of choice at no cost to them. Additionally, if the book, in the unlikely case, is not available in the library catalogue a request can be made for the purchase of the book.

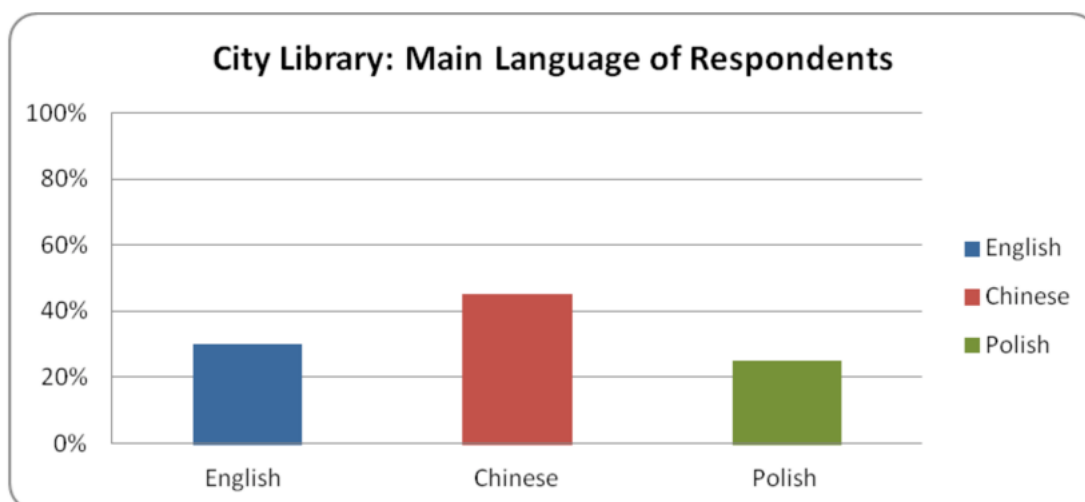
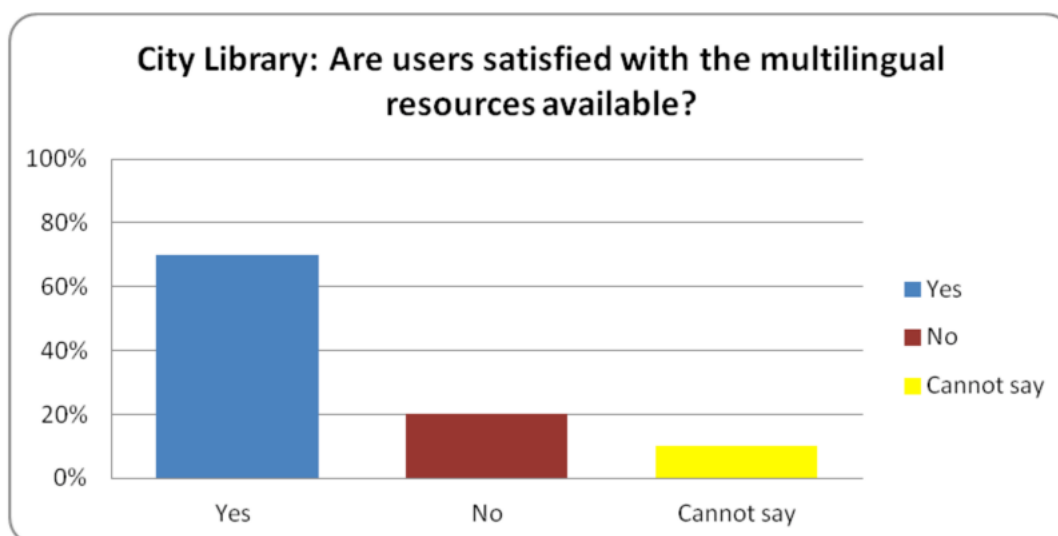
Are users satisfied with the level of resources provided?

As the results from our interviews suggest, satisfaction levels of users at two libraries were in the affirmative. A staggering 95% at Longsight Library submitted that they were pleased with the multilingual resources at the library.



Of the 95% that were satisfied with the services, 70% were speakers whose main language was not English. Although the majority suggested they were satisfied with resources at City library, 20% replied disagreed whilst 10% felt they were unable to give a clear answer, as they had never used the multilingual resources. Of the 70% that replied in the favourable, 60% were speakers for whom Chinese was their main language. Additionally, the 20% that showed dissatisfaction with the resources available were entirely native Polish speakers.

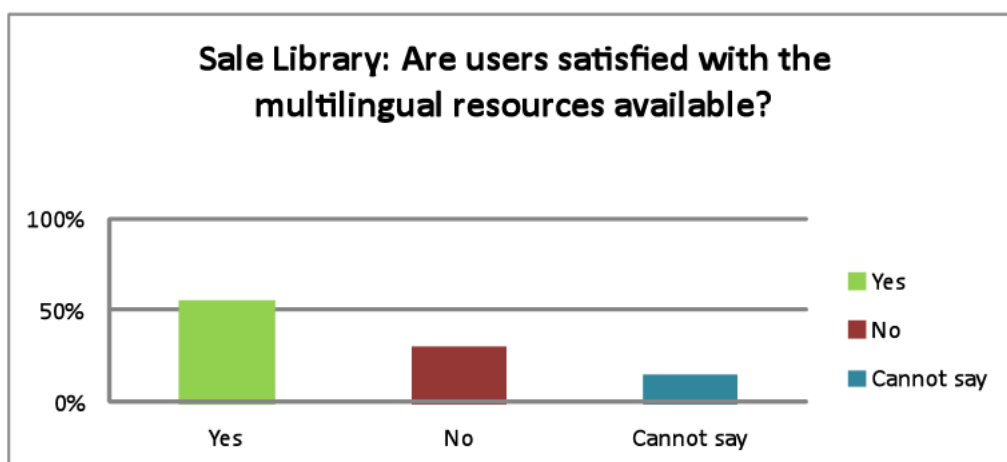
This satisfaction was reflected again by question 6 and 7, when Polish speakers suggested the library did not cater well to a multilingual society and that they did not find multilingual resources useful (Appendix 4).



This interestingly mirrors the views of the staff at City Library, who felt demand for Polish had increased substantially. Due to the recent influx of Polish migrants, which has resultantly seen Polish becoming the second main language after English in the UK, the demand for CLs in Libraries are changing too.

The respondents at Sale Waterside Library however were slightly less satisfied, with only 55% stating they were pleased with the multilingual resources. As with City Library, some (15%) said they felt unqualified to answer the question, having never used these services. It

must be noted that of the 30% that said they were not satisfied agreed that it was beyond the scope of the library to cater for other languages, due to the size and budget (Appendix 6).



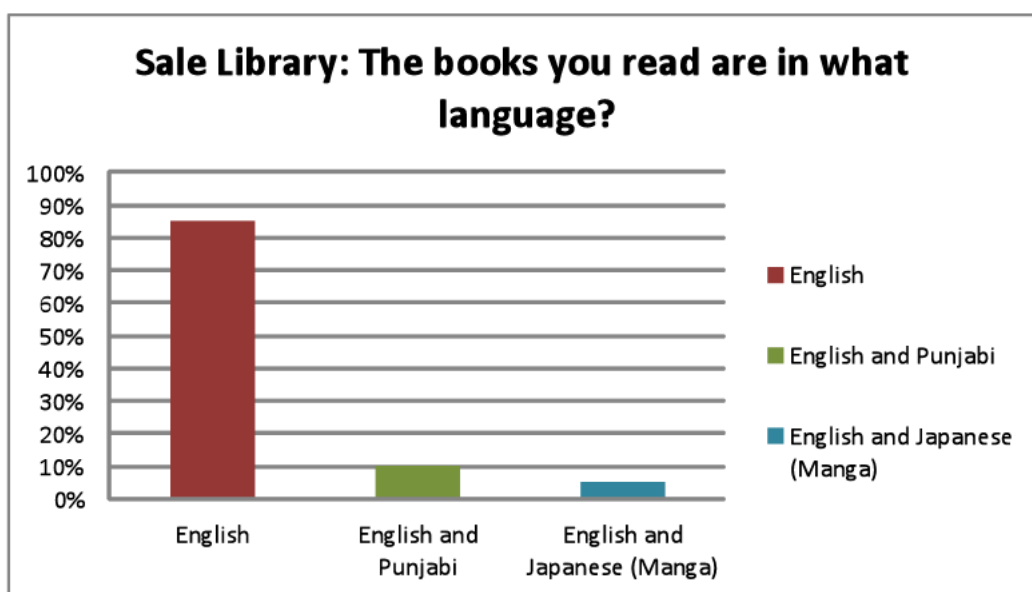
What are the user statistics for CLs?

Services in CLs are highly popular as noted by staff members in our research (Appendix 6 and 7). In Longsight Library 65% of our respondents and 70% in City Library used services in CLs.



We noted that in City Library, Chinese speakers (including all dialects) of a mixture of ages accessed Chinese resources. This may be due to the fact City Library has an extensive genres of Chinese literature, from fiction to fact and from romance to sci-fi. Furthermore, a range of magazines and papers for all ages are provided there. However, in Longsight Library senior users primarily accessed books and newspapers in CLs whilst younger generations

(including those for whom English was not a main language) accessed books in English only. Price (1998: 90) suggested the Linguistic Minorities Project (1985) showed that subsequent generations shifted from community languages to English and this seems to be the case in Longsight's Asian population. In direct comparison to this, 100% users of Sale Waterside Library said they read books in English, with 10% saying they would also read Punjabi books, and 5% saying they would read manga, which is occasionally printed in Japanese.



Of the 85% who read only English language books, it should be noted that one was a lady whose main language was Malayalam, and to whom English was only a tertiary language (after Tamil), who stated that she only read books in English at the library because her specific languages were not catered for. However, due to the size and location of the library, it seemed to be the general consensus of all surveyed that this was not something they would expect to change.

Although we understood that all investigations encounter some complications we had strived to eliminate any we had anticipated. For example, we intentionally made our questions as simple and as straightforward as we could to help participants understand the question posed. Additionally, we ensured they were anonymous to increase response rate. Nonetheless some unexpected impediments arose. Although our questions were simple, language barriers meant that we could not conduct interviews with certain participants, as we were unable to communicate in the same language (some respondents could not speak

English and no group members could speak Chinese). Despite our presumptions that our questions were simple and understandable we found that as we conducted our interviews, respondents that were non-fluent speakers of English required a great deal of paraphrasing or explaining of what we were asking. In a few instances, translating into Urdu and Punjabi, which two members were articulate in, was essential when speaking to older generations at Longsight Library. Our quantitative questionnaires also restricted the data we received and so, despite uncovering the age difference in accessing CLs resources at City Library and Longsight Library, we were unable to gain insight in the reason behind this. However, it could be topic of further research, which we could not encompass due to lack of time. It should be noted that we also had not anticipated the degree of averseness we would receive from members of staff at City Library. This reluctance generally stemmed from their demanding jobs and protocol which deemed they had to receive permission from their manager to divulge any information regarding the library. However, after an unsuccessful visit at City Library we revisited on a quiet weekday, which cost us time, meant that we dealt with another member of staff who was happy to answer our questions as well, pointing us in the direction of relevant members of staff.

Concluding Comments

This research on neighbourhood libraries and the services they provide in CLs aimed to reveal some insights into method by which CL needs are assessed, the influence of budgets and user satisfaction with services. We feel we have been able to reach these goals to a substantial level whilst raising some interesting questions which could be a point of further research.

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APPENDIX 1

Questionnaire for Library Users

Date..... Gender..... Age..... Ethnic Origin.....

Place.....

1. What is your main language?

2. Do you speak any other languages (if yes, which)?

3. Is this the main library you use?

Yes

No (Please indicate which others you use)

4. When you use the library, the books you read are in which language?

Native

English

Other (please specify) _____

5. Do you think there is a wide enough range of selection of books available in your language?

Yes

No

6. Do you think your local library caters for a multilingual society well?

Yes

No

7. Do you find the resources useful?

Yes

No

8. Are you satisfied with the multilingual resources available at your library?

Yes

No

Questionnaire for Library Workers

Date..... Place..... Staff Position/Identity.....

1. How many different languages - and what kinds of languages - do you stock?
2. Is there a demand for your resources in other languages?
3. What policies do you have in place to meet the needs of the surrounding community?
4. Is there a procedure in place for acquiring books and media in other languages?
5. What kinds of services do you offer to your users in order to cater for their community?
6. Do you use other languages to promote your services?
7. What kind of budget system do you have in place to supply appropriate resources/services?
8. Does the budget influence the range of languages you cater for?
9. How do you select a certain language to provide services in?

Sample letter

Dear Sir/Madam,

I am currently undertaking a bachelor's degree in Linguistics at Manchester University, and am part of a research group hoping to do some fieldwork on the multilingual services in Manchester libraries. I am very interested in including your institution in my research, and would be grateful if you could make this a possibility.

Multilingualism is an area of linguistics that focuses on the use of multiple languages in an area or community. To do my research on this matter, I would visit your library on at least one occasion in the coming weeks, and would require permission to undertake short interviews with members of staff consisting of several questions on the subject of the multilingualism of your institution. This may include things such as what multilingual services are available at the library, any books you stock which may be available in languages other than English, and any requests you may have from customers for more multilingual services.

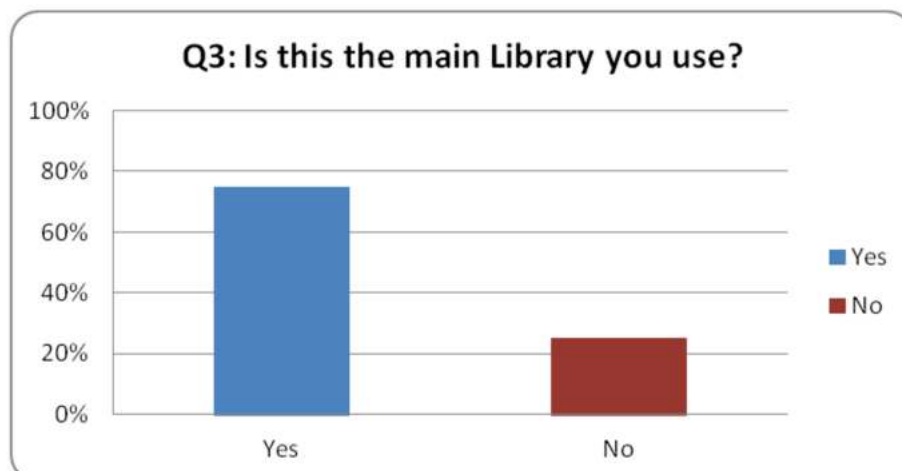
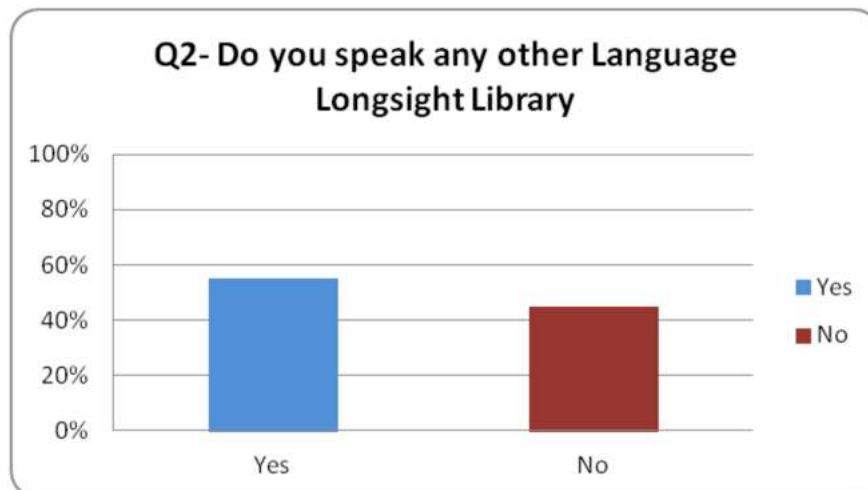
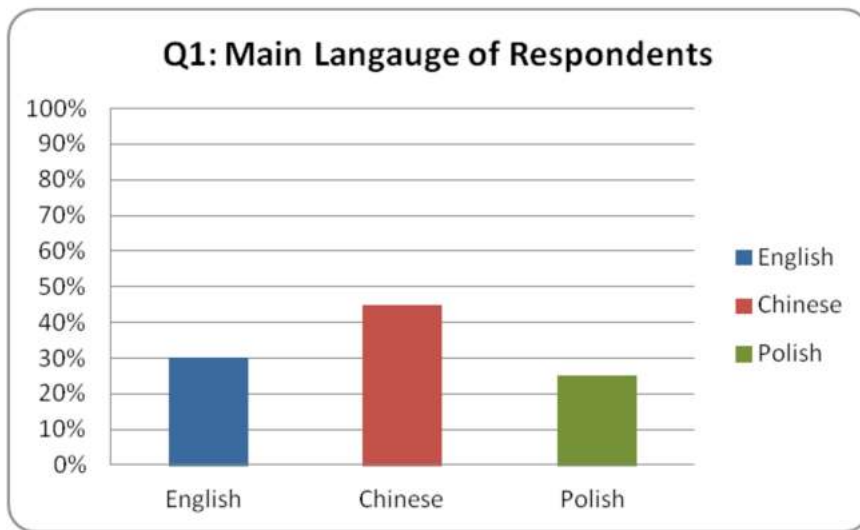
In addition to this, I would need to ask some general questions to the users of the library regarding their personal needs for multilingual services and their experiences with this within the library. All questions will be asked on strictly confidential terms and at no point will I take names or personal details of any participant nor will I question them without their consent.

As well as greatly aiding my research, I feel this would be a valuable opportunity for your institution, as the results I gather may show you what parts of the library your customers are happy with whilst also giving you an insight into which services you could introduce to improve custom.

I have included my address so you may send me a written reply. You can also contact me via email on [email], or you can call me on [number]. I would be much obliged if you were to get back to me on this matter, and look forward to the possibility of working with you in the near future.

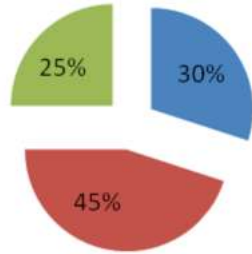
Regards,
[Name]

Results for Library users at City Library



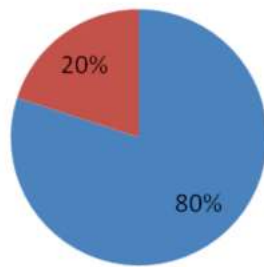
Q4: The books you read are in which Language?

■ English ■ Chinese ■ Polish

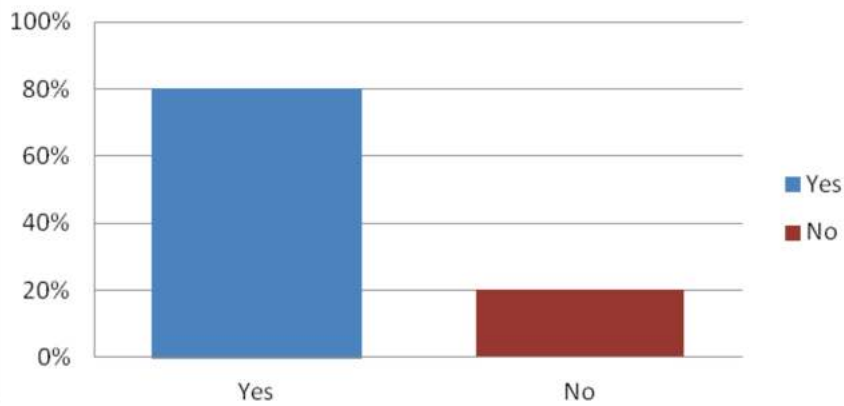


Q5: Do you think there is a wide selection of books in your main language?

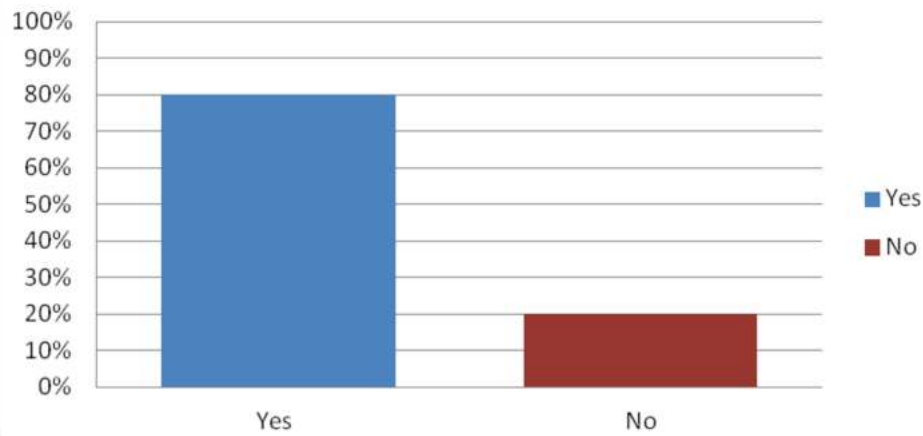
■ Yes ■ No



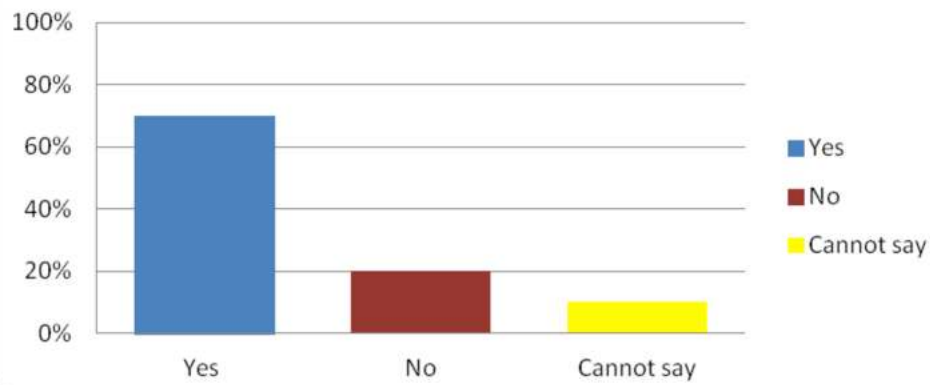
Q6: Do you think your local library caters for a Multilingual society well?



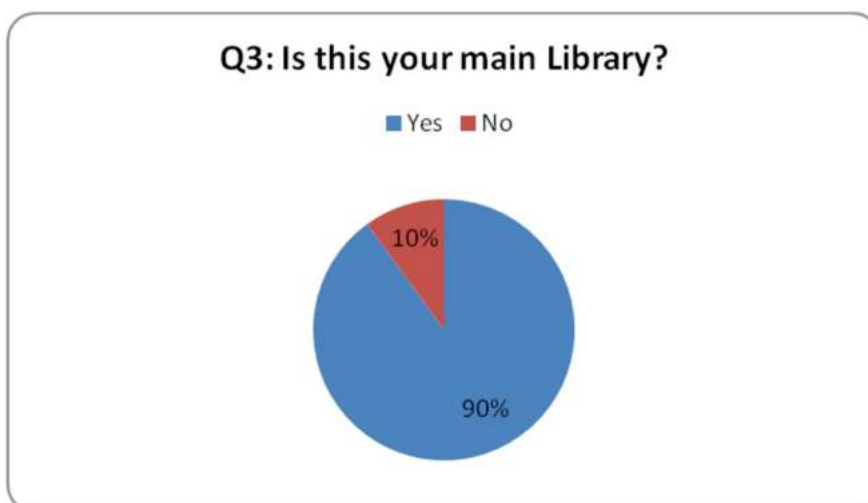
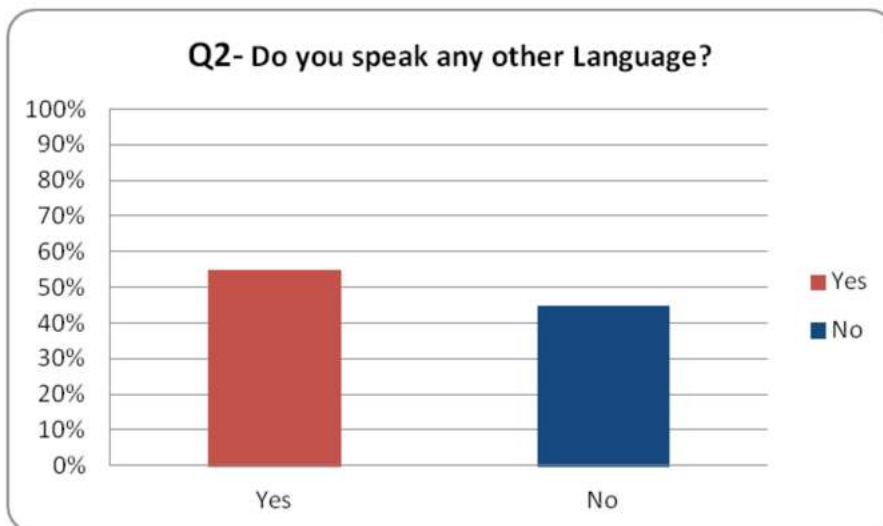
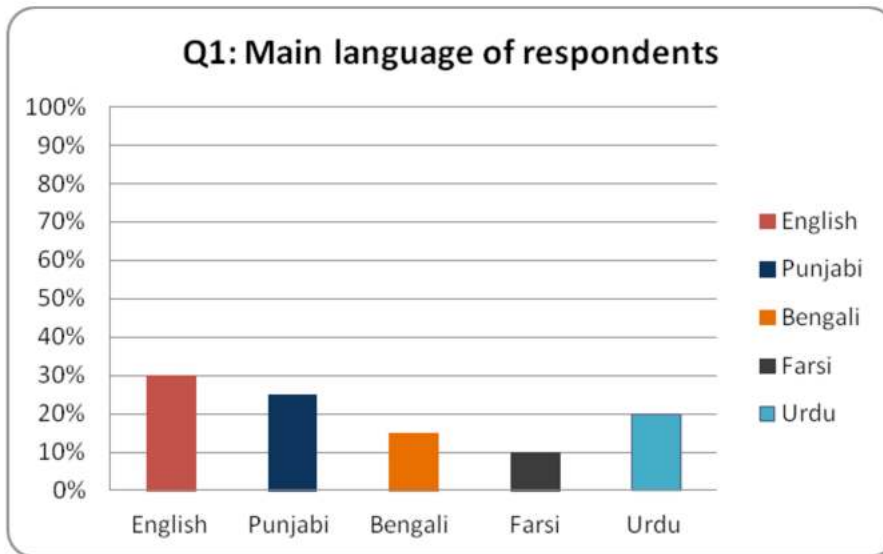
Q7: Do you find the multilingual resources useful?



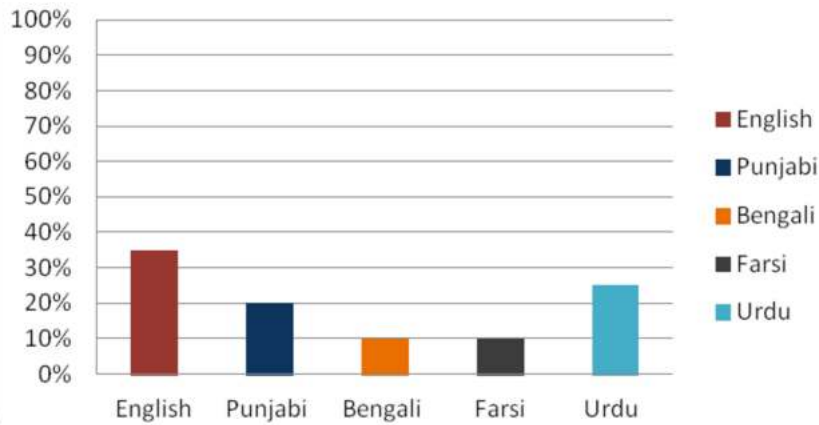
Q8: Are you satisfied with the multilingual resources available at your library?



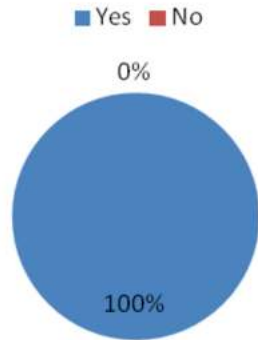
Results for Library Users at Longsight Library



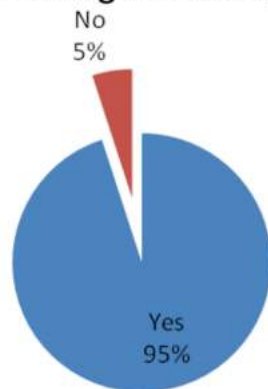
Q4: The books you read are in which Language?



Q5: Do you think there is a wide selection of books in your main language?

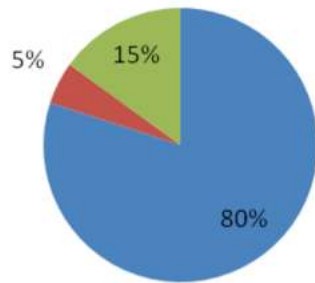


Q6: Do you think your local Library caters for a multilingual society well?

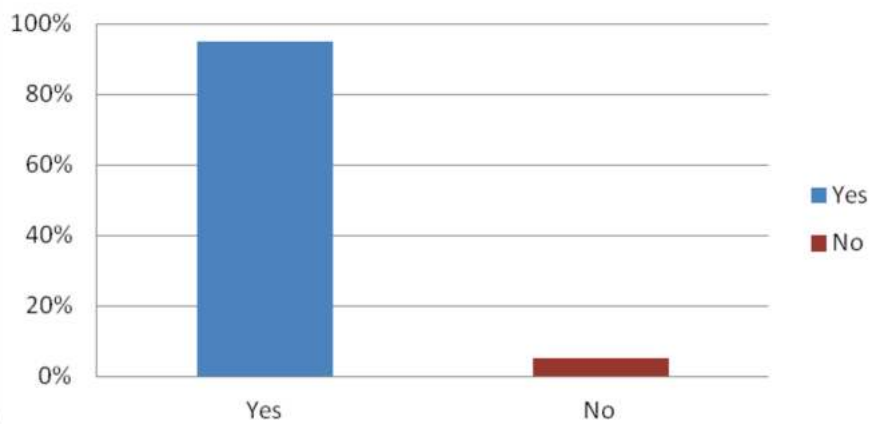


Q7: Do you find the resources in your main language useful?

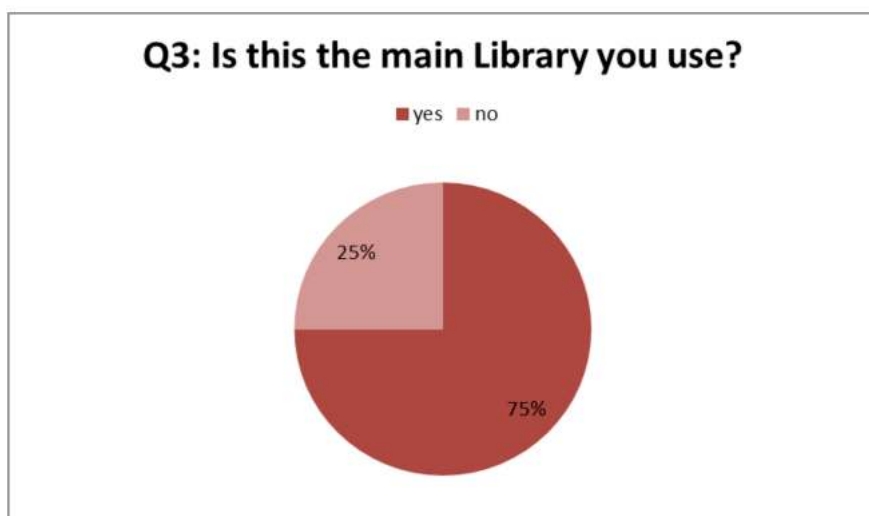
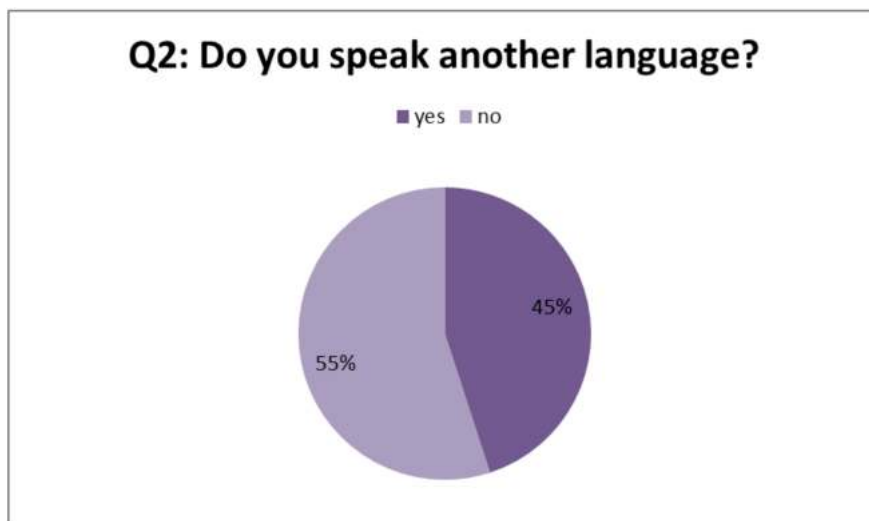
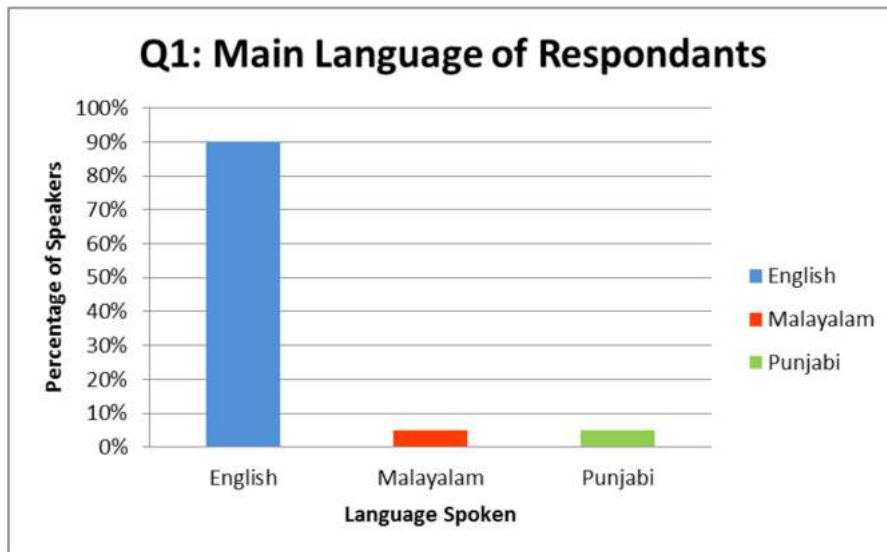
■ Yes ■ No ■ Cannot say



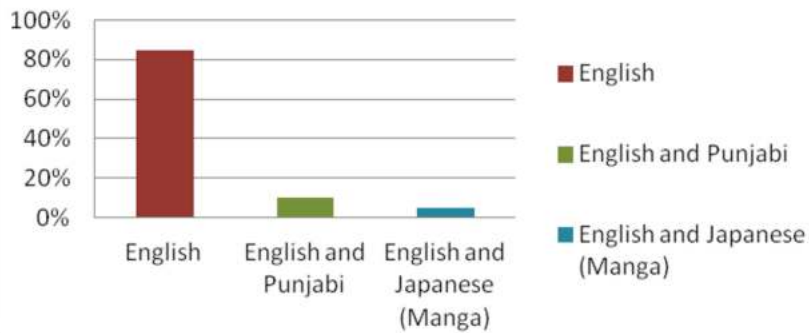
Q8: Are you satisfied with the multilingual resources available at your Library?



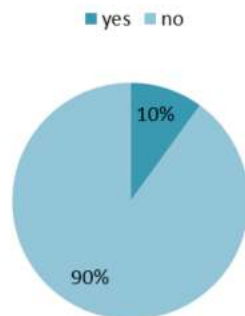
Results for Library Users at Sale Waterside Library



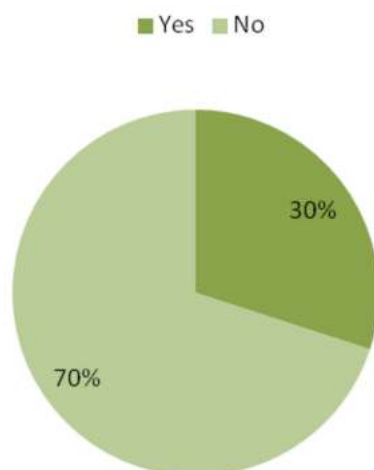
Q4: The books you read are in what language?



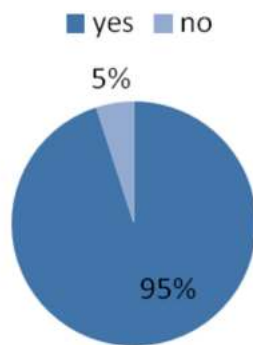
Q5: Do you think there's a wide selection of books in your main language?



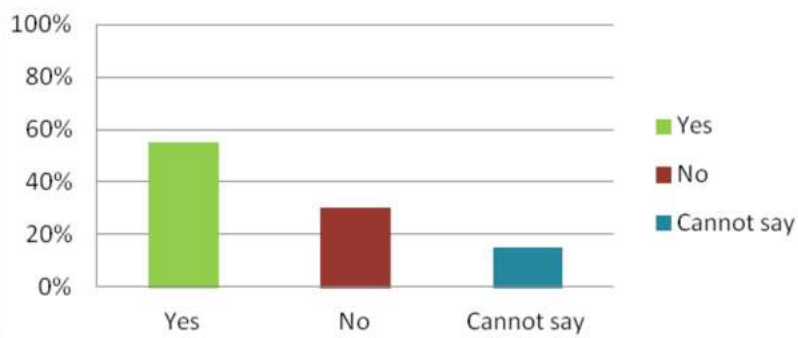
Q6: Do you think the Library caters well for a Multicultural Society?



Q7: Do you find the Library's resources useful?



Q8: Are you satisfied with the multilingual resources available?



Longsight Library: Questionnaire for Library Workers

by Service Development Co-ordinator

1. How many different languages - and what kinds of languages - do you stock?

Longsight - Arabic, Urdu, Bengali, Farsi/Persian

2. Is there a demand for your resources in other languages?

Yes, there is a demand for resources in other languages.

3. What policies do you have in place to meet the needs of the surrounding community?

No

4. Is there a procedure in place for acquiring books and media in other languages?

Yes all libraries have the same procedure.

5. What kinds of services do you offer to your users in order to cater for their community?

We provide Newspapers and Magazines. Our other services include Bollywood and Chinese Dvd's and music Cd's. Dictionaries, ESOL material (English for Speakers of other Languages) easy readers, book and cd sets. Children's dual language books in a wide range of languages. Language courses in book, CD or cassettes. Driving theory test in many different languages on-line on the library web pages. Leaflets ,health etc in various languages etc..

6. Do you use other languages to promote your services?

No

7. What kind of budget system do you have in place to supply appropriate resources/services?

Yes, there is a budget in place for books in other languages

8. Does the budget influence the range of languages you cater for?

We have to manage and work within a given budget.

9. How do you select a certain language to provide services in?

We have provided community languages at Longsight Library for well over 30 years. Historically, Longsight library housed Urdu, Bengali, Punjabi, and Gujarati and Hindi collections. These were the languages that were relevant to communities who had moved to this country from South Asia. We decided to remove Hindi, Gujarati and

Punjabi about ten years ago. The issues were extremely low, probably because first generation British born Asians were choosing to read in English rather than their mother tongue. The stock was donated to the Indian Citizens Centre so the community would still have access to it. Urdu and Bengali however remain extremely popular.

Over the decades we have seen and continue to see huge changes to the population in Manchester. We aim to keep abreast of these changes and cater for different communities according to their need, size and location in the city.

Urdu and Bengali are bought using supplier selection. We have worked closely with these suppliers for many years. We provide them with very specific instructions and percentages as to the type and amount of stock we require. The advantage of supplier selection is that they can select our stock whilst visiting publishers abroad. This ensures that we receive a broad range of the very latest and up-to-date 'hot off the press' titles, rather than be tied to a limited catalogue list. Other languages are bought through a supplier called Bright Books. Their in-house language specialists select and process the stock for us.

City Library: Questionnaire for Library Workers

by Service Development Manager

1- How many different languages - and what kinds of languages - do you stock?

Chinese, Arabic, French, German, Irish, Italian, Japanese, Farsi/Persian, Polish, Portuguese,

2- Is there a demand for your resources in other languages?

Yes, there is a demand but not as it used to be for Chinese books. Demand for other languages especially Polish. Urdu as well is quite popular.

3- What policies do you have in place to meet the needs of the surrounding community?

No such policy, we go by demand

4- Is there a procedure in place for acquiring books and media in other languages?

Yes, all libraries have the same procedure. Due to extensive library catalogue constraint we can't stock all books however if a user requests a specific book we will get it for the user from any library. Additionally we can have it delivered anywhere so they can pick up the book from any convenient library. This procedure is in place for all books in all libraries, not only for books in other languages.

5- What kinds of services do you offer to your users in order to cater for their community?

We have books for learners of English in different languages, we have some foreign films. A wide range of Bollywood movies which are quite popular.

6- Do you use other languages to promote your services?

No however any material here (leaflets etc.) can be requested in any language etc. Our electronic borrowing machines do have French and Urdu language options.

7- What kind of budget system do you have in place to supply appropriate resources/services?

Yes, the budget is broken down according to the usage made of the stock. We are currently reviewing our foreign language offer for readiness of the Central library reopening in spring 2014.

8- Does the budget influence the range of languages you cater for?

Money and storage of stock are major considerations and so all stock has to issue / perform well, in order for us to retain a language. Our main priority is to reflect the needs of our neighbourhoods and we monitor demand on a regular basis. We aim to provide a regular input of stock to each language collection to ensure that the stock is up to date.

9- How do you select a certain language to provide services in?

We split foreign language provision into two distinct parts:

- Languages that people want to learn to speak which includes grammar texts etc. For this material we cater for all languages including languages learned in school, languages for holiday speaking etc.

- Languages that people want to read. We monitor closely the make-up of our Manchester population and where we have a sizeable community groups then we will liaise with them on their needs. It is important to note that many communities speak a language but do not read and or write in that language. Due to limited library storage, we only provide languages that are well used and we place each foreign language in the nearest neighbourhood library, where the community can make the most use of it eg. Our largest Urdu collection is based at Longsight library.

Sale Waterside Library: Questionnaire for Library Workers

By Team Manager

1. How many different languages - and what kinds of languages - do you stock?

Languages include Gujarati, Punjabi, Urdu, Arabic, Polish, Somalian and are stocked within the library service not specifically at Sale.

2. Is there a demand for your resources in other languages?

Not specifically at Sale Library, however, there is a demand for resources in other languages at Old Trafford Library due to the makeup of their community. If there were to be a demand for a particular genre or language or subject we would aim to try and provide this. For example: a young woman asked us if we could provide reading material for her mother who only spoke Gujarati.

3. What policies do you have in place to meet the needs of the surrounding community?

It is our policy to capture information from customers as they join the library regarding ethnicity, disabilities and languages to allow us to respond to the needs of the surrounding community. It may be useful for you to have a look at the customer pledge <http://www.trafford.gov.uk/contactus/customerpledge/>

4. Is there a procedure in place for acquiring books and media in other languages?

We use a number of suppliers when acquiring our library stock. The ordering is done through a central purchasing team. With regards the purchasing of stock we have a process where customers can make recommendations for stock and we would look at buying those particular items in. We also have an Inter Library Loans system where we can request stock from other libraries across the country

5. What kinds of services do you offer to your users in order to cater for their community?

We hold a number of events within the libraries in Trafford. Specifically here at Sale there is a large demand for activities for young families such as Rhymetime and Storytime events which are held each week. We also hold a number of children's events including a children's readers group. We also hold a knitting group aimed at all ages and an adult reading group.

6. Do you use other languages to promote your services?

No. Trafford Council website does give the contact details for the council in a variety of languages including Arabic, Urdu and Polish.

7. What kind of budget system do you have in place to supply appropriate resources/services?

The library service has a book refund which is used to purchase library stock and this is then divided between stock categories which would include items in a range of languages if required.

8. Does the budget influence the range of languages you cater for?

The budget influences everything we buy. We try to look at best value to suit needs of the customer.

9. How do you select a certain language to provide services in?

We ask for customer feedback with comments forms, customer enquiry surveys, the public library user survey, we also use information from the census to look at the make up of communities.

Linguistic landscape and resource in CLs at City Library







Newspapers and Magazines

	Mon	Tue	Wed	Thurs	Fri	Sat
Date	8/14	9/14	10/14	11/14	12/14	1/14
Sing Tao Daily	✓	✓	✓	✓	✓	
Oriental Daily News		✓		✓		
Next Magazine					✓	
Weekend + Fun & Travel weekly					✓	
Oriental Sunday					✓	
Ming Pao weekly				✓		
Yeeben Zhushan						
Reader's Digest						
Cheng Ming Monthly				✓		



Linguistic landscape and resources at Longsight Library



Urdu



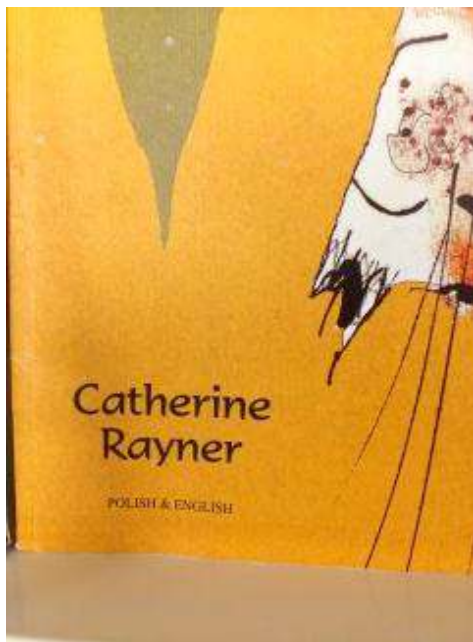
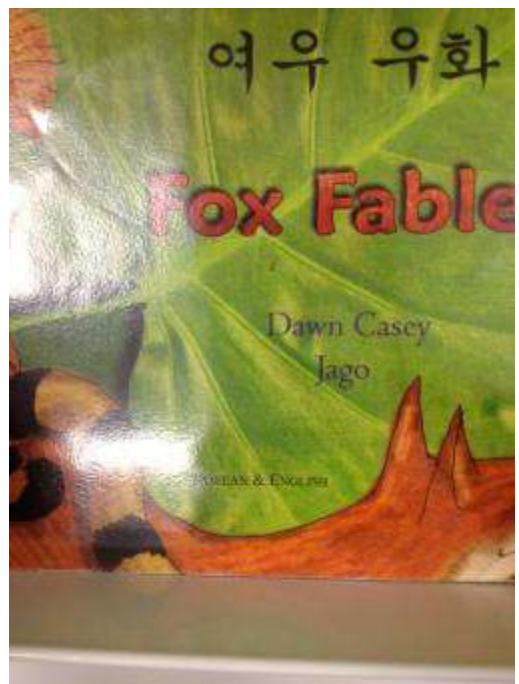
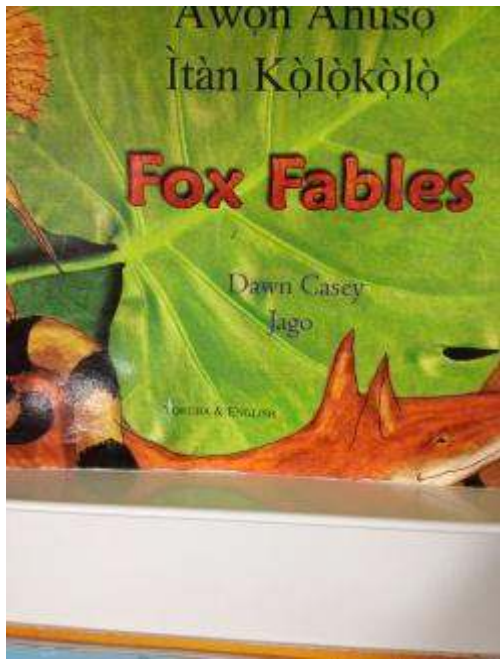
Bengali



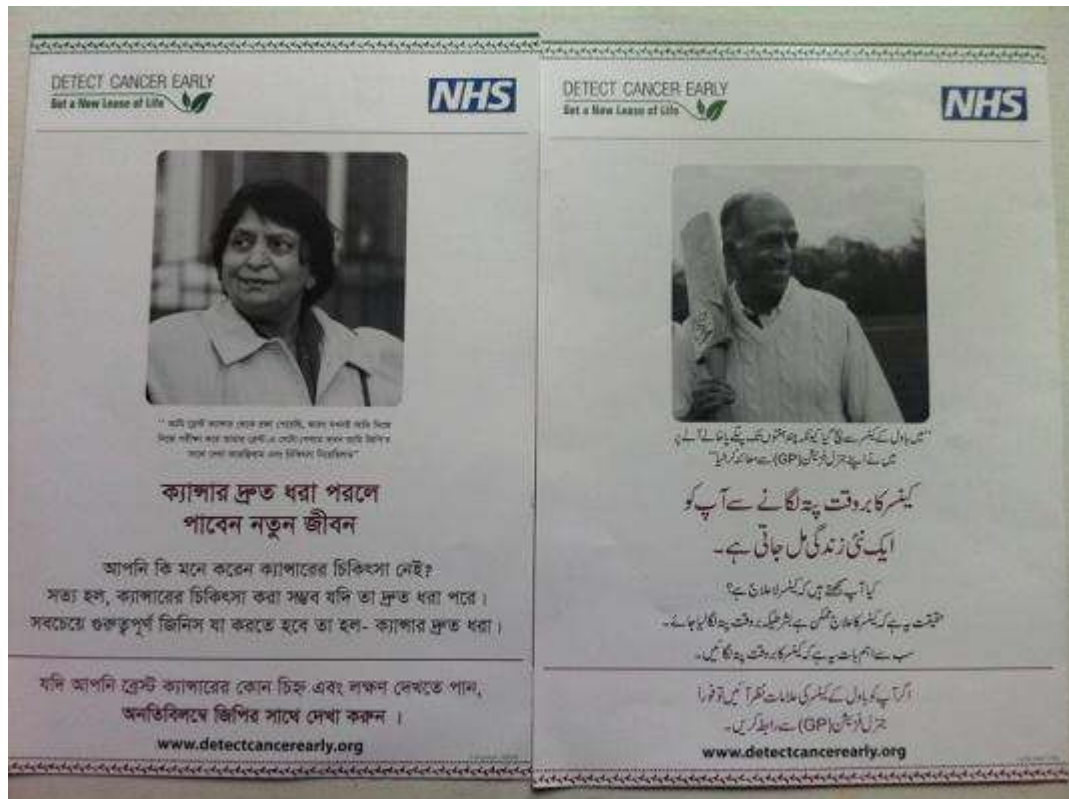
Farsi



Arabic



Leaflets at Longsight Library in CLs





દલિલ એસિયન લોકો માટે માહિતી
(in Gujarati)

ਸੰਬੰਧਿਤ ਏਸ਼ੀਅਨਾਂ ਲਈ ਜਾਣਕਾਰੀ
(in Punjabi)



ਖੂਬਪਾન, શીશા (હુકકો) અને તમાકુ
ચાવવાનું - કેવી રીતે બંધ કરવું
Smoking, shisha and chewing tobacco - how to stop



ਤਮਾਕੂਨੋਸ਼ੀ, ਹੁੱਕਾ ਅਤੇ ਤਮਾਕੂ
ਚਬਾਉਣਾ-ਕਿਵੇਂ ਛੱਡਣਾ
Smoking, shisha and chewing tobacco - how to stop

ਫਟ ਪਰੋਗਰਾਮ ਜ਼ਰੂਰੀ ਸਾਮਾਜਿਕ ਕਾਰਜ

ਦਿਲ ਦੇ ਰੋਗ ਨੂੰ ਰਲਕੇ ਮਾਤ ਪਾਈਏ