

How to be a gateway to a cultural diverse society in dialogue?

– Multicultural library services of National Taichung Library.

With the rapid internationalization taking place, more and more expatriates come to Taiwan to work and live. Not only the people from western world, most of these new residents come from Southeast Asia and become important patrons of libraries, making multicultural services an important issue for public libraries in Taiwan. National Taichung Library has noticed this new issue and already provides multicultural services to readers from different countries, wish to be a gate to a cultural diverse society.

Issues

Barrier of Language
Gap between Cultures
Lack of Information
Insufficient Understanding



How NTL resolve the issues?

American Corner (since 2005)

4000 items, include books, DVD, CD, iPad and Kindle Ebook.
Held more than 100 programs, 4000 participants per year.
Colorful programs include Story Telling, Culture Speech, News Reading, Kid's Pajama Party...



British Corner (since 2011)

The first BC of the world.
The layout of space is modern, brightly lit, and attractive.
Held programs about education, exams, culture, English learning, travelling, and arts.

French Corner (since 2011)

The Second FC of the world.
Focus on movies, art and others.

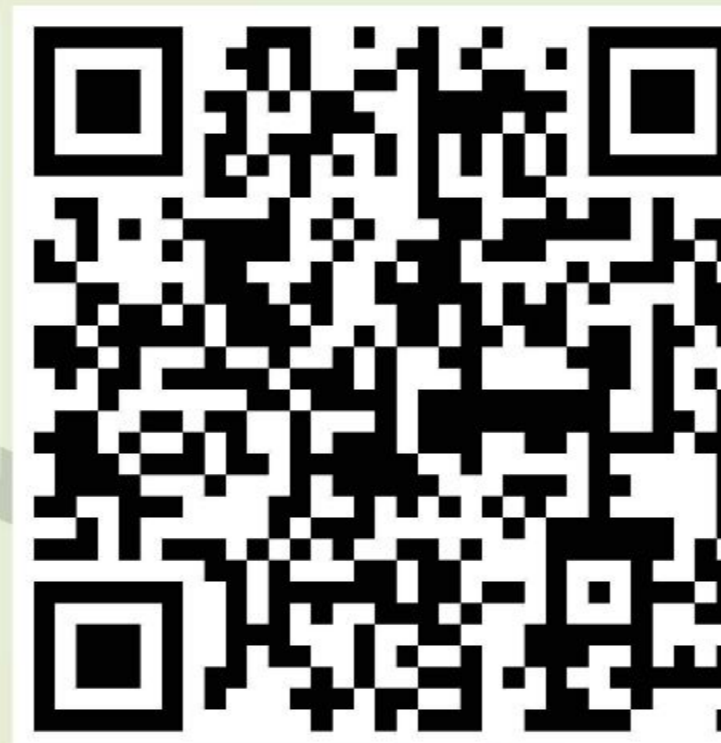


Southeast Asia Culture Section

More than 4000 books in Southeast Asia countries languages including Vietnamese, Malay, Bahasa Indonesia, Cambodian and Thai.
Theme Exhibition about Southeast Asia Culture.
Contact the spouse organization of Southeast Asia and to discuss cooperation.

Multi-Language QR code Intro System

Including English, Mandarin and Vietnamese, and will have French and Malay version Soon.



English



Mandarin

Vietnamese

Effectiveness

98% readers feel satisfied about programs.
95% readers thought programs make them know different culture better.
91% readers will respect different culture more after programs.
More and more people join multi-culture programs.

* Survey period from June to July 2012

Conclusion

Although it is just a begin of multi-culture services ,NTL always treat all the readers in same way : respect and do our best. We wish we can offer the best servicesto all readers, no matter where he/she come from.

