Multilingualism in the public library: an exploration of the collections of five Sydney libraries

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Table of Contents

Statement of Candidate

I certify that the work in this thesis entitled "Multilingualism in the public library: an exploration of the collections of five Sydney libraries" has not previously been submitted for a higher degree or diploma in any university. I certify that the thesis is an original piece of research and that it has been written by me. I also certify that all information sources and literature used are indicated in the thesis.

Warnakulasuriya Melanie T

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List of Tables

List of Figures

List of Abbreviations

CALD   culturally and linguistically diverse

LGA   Local Government Area

LL   Linguistic Landscape

LOTE   Languages Other than English

NPL   National Policy on Language

ALLP   Australian Language and Literacy Policy

ABS   Australian Bureau of Statistics

FLB   Foreign Language Bookshop

CAVAL   Cooperative Action by Victorian Academic Libraries

IFLA   International Federation of Library Associations

CI   Confucius Institute

Abstract

Australia is home to migrants form diverse ethnolinguistic backgrounds and, according to the 2016 Census data, 22.2% of the population speak a language other than English (LOTE) at home. Public libraries provide a range of language-focussed services to Australia's residents, yet, not much is known about multilingual library service provisions and how public libraries meet the language needs of linguistically diverse communities. This MRes thesis is designed to make a contribution by examining the linguistic profile of the collections of five public libraries in the Sydney metropolitan area. The linguistic profile of the selected libraries is then discussed against the demographic profile of the suburbs they serve. Findings show that the proportion of library resources available in LOTEs in each library is significantly lower than the proportion of residents who speak a LOTE at home. Among the LOTEs present in the library collections, Chinese predominates, even in suburbs where residents speaking other LOTEs predominate. These results have policy implications for home language maintenance in linguistically diverse communities.

1. Introduction

1.1 Overview

This introductory chapter provides an outline of the current study, which explores the linguistic profiles of public libraries in the Sydney metropolitan region. It begins with the identification of the research problem and then discusses the rationale for the study. This chapter provides background information to the public library system in Australia. The chapter concludes with a description of how the thesis is organized.

1.2 Research problem and rationale

On arrival in Australia twelve years ago as a migrant myself, I was deeply impressed with public libraries and their plentiful resources. Since then, my connection with libraries has been constant. Initially, I frequented libraries predominantly to obtain picture books and reading materials for my children. Additionally, public libraries have offered me a space where, having been uprooted from my homeland and culture, I could begin to take root in a new home. For a long time, I focussed on English materials in the library and this relationship with the library became even stronger when I was invited to the launch of a new collection in Sinhalese, my mother tongue, at the Blacktown library in Sydney. At this launch in 2018, for the first time I consciously noticed the library's vibrant multilingual services and collections. The multicultural librarian whom I met at the event told me that Blacktown library provided services in 29 different languages. This experience laid the basis for this study.

Library space has evolved to offer a myriad of services besides providing access to information sources over the last several decades. School children are seen doing homework in the library space, toddlers are seen with their mothers in the library attending the 'story time' activities and senior citizens gather in the library for a game of mah-jong or reading the newspaper. In

the backdrop of these activities, in the landscape of the library, the most salient feature is its collections. Arranged from wall to wall, signposted, it displays a linguistic landscape with the inclusion of multilingual materials and signage as some libraries choose to do. These multilingual materials are the focus of the current study.

The literature on library studies contains information on services that are offered to communities, the challenges they face and the practices they have adopted in order to promote and utilise public libraries as agents impacting policy directives (Aptekar, 2019; Busch, 2009). Additionally, research on public libraries focus on studies on library usage, collection building and multicultural provisions and services in the public libraries in diverse communities in Australia (Australian Library Information Association, 2011; Cunningham, 2004). With the dynamics of diverse societies changing rapidly and the expansion of multilingual collections gaining focus, the need arises for research into how the collections of Sydney public libraries serve their communities. Therefore, my research attempts to examine this gap. It attempts at profiling public libraries in relation to their multilingual collections and further explores how the linguistic profiles of libraries relate to multilingual speakers in the communities the libraries serve.

1.3 Public libraries in Australia

The public library services in NSW include multicultural services to its communities following the legislative framework initiated with the establishment of the Library Act of 1939 (Parliamentary Counsel's Office, 2013). Multilingual library resources first came into focus with the turn to multiculturalism in the 1980s, and the NPL (Lo Bianco, 1987) explicitly recommends multilingual resource provision. The Library Act of 1939 mandates library and information services for people of NSW as a responsibility of the Library Council and thus, libraries are responsible for providing access to information for all people including

people from culturally and linguistically diverse (CALD) backgrounds (State Library of NSW, 2018). In addition, with the implementation of the Multicultural NSW Act 2000 which promotes the equal rights and responsibilities of all the people of the state, the NSW government upholds the different linguistic, religious and ethnic backgrounds of all people of NSW (State Library of NSW, 2018). According to a recent statistical report on public libraries in all states of Australia (Regional Access and Public Libraries State Library of Queensland, 2017), public library services in NSW include a combination of independent (or stand-alone) library services operated by a single local government authority, and regional libraries where local councils of close proximity have made provisions for a combined service under the Library Act. According to the report, these services are subsidised by the State Library which provides services including providing professional development to library staff, issuing and improving community language collections to the community through the public libraries and facilitating legal and drug information through the local public libraries. The libraries in my study are five clusters of branch libraries in five Local Government Areas (LGAs) each operated by a local government authority, in line with the Library Act of 1939.

The collections in public libraries in diverse communities provide readily available data to explore the linguistic profiles of the public libraries for my study. As public libraries are focused on improving their services to meet the changes in local demographics (State Library of NSW, 2018), the relationship that the linguistic profiles of the libraries have with the community linguistic profiles is an important question to explore. Therefore, my research attempts to examine the library collections in Sydney libraries, in relation to the demographic statistics of their communities.

1.4 Thesis organisation

The previous section of this chapter outlined the research problem and provided background information about public libraries in multicultural Australia. This thesis will examine the linguistic profile of selected public libraries in linguistically and culturally diverse Australia.

In Chapter Two, which follows this introduction, the existing literature relevant to this study is reviewed. This consists of literature tracing language policy in Australia and examining how social exclusion occurs in multicultural contexts. By contrast, libraries have been found to promote social inclusion in some contexts, and research that reveals this is reviewed next. Chapter Two ends with the description of a research gap that exists in how the collections of public libraries in Australia serve the communities they are in. Chapter Three describes the research methodology employed in the study. Firstly, it describes the data of number of items in the collections of the public libraries selected for the study. The Chapter also explains the selection principles of the public libraries in the research and highlights the Linguistic Landscape (LL) studies as the approach used in the study. Finally, the approach to data analysis is summarised and the chapter concludes by acknowledging the limitations of the research. Chapter Four is concerned with exploring the features of the linguistic profiles of the libraries. It offers an analysis of the quantitative data of the library collections which include comparisons between the number of items in languages other than English (LOTE) and English language materials. Additionally, it compares the top ten languages in each library collection in order to build a linguistic profile of the five library collections. What counts as LOTE is a difficult question to answer and problems arise with regard to named and standardized languages (e.g., "Mandarin", "Putonghua", "Chinese" tend to be different names of the same language). In this thesis, the terms used by Australian Bureau of Statistics and in the library databases are used. Chapter Five analyses how the linguistic profiles of the collections relate to the communities' linguistic profiles. This chapter offers an analysis of how the linguistic

profiles established in Chapter Four relate to the number of speakers of LOTE in each community. This is achieved through a comparison of the number of speakers of the top ten LOTEs spoken by the populations in the communities. Chapter Six comparatively analyses the profiles of the five libraries. In this chapter, the five library profiles are compared in terms of the gap that exists between English and LOTE collections among the five collections, the LOTEs available in their collections, and percentages of Chinese collections in the five libraries. Chapter Seven is the concluding chapter and summarises the key results related to the linguistic profiles of the libraries, their relationship to the linguistic profiles of the communities they serve, and the differences observed among the libraries.

2. Literature Review

2.1 Overview

This chapter will review existing literature related to how public libraries provide services to their communities, particularly in multicultural societies like Australia. This chapter is divided into three sections. The first section will provide an overview of language policy in Australia and how public libraries are embedded in Australian language policy. This is followed by a discussion of public libraries as spaces of social inclusion. The third section will discuss multilingual collection studies, both internationally and in Australia. The chapter ends by highlighting the research gap and the research questions generated.

2.2 Libraries in Australian language policy

Australia's language policy has developed significantly over the past two centuries. According to Clyne (1997) the period before 1960 was marked by assimilation and an exclusive focus on English. This assimilationist policy gradually gave way to multiculturalism, and a 1984 Senate inquiry into language policy marked a significant turning point: it emphasised the relationship of English to other languages in Australia (Clyne, 1988). The guiding principles of the Senate Report (1984) and the Lo Bianco Report (1987) included competence in English, maintenance and development of LOTEs, provisions of services in LOTEs, and opportunities for learning second languages. These reports and the 1987 National Policy on Languages (NPL) (Lo Bianco, 1987) based on them valued the importance of minority languages maintenance and support was provided for families in promoting early home literacy practices, allocating funds for

libraries to purchase materials in community languages (Schalley, Guillemin, & Eisenchlas, 2015). However, when the Australian Language and Literacy Policy (ALLP) superseded NPL in 1991, the focus on maintaining home languages was diminished and a strong emphasis was placed on English as Australia's national language (Schalley et al., 2015).

One of the institutions that can promote and have promoted multilingualism is the public library. The role of public libraries in promoting multilingualism is highlighted by Clyne (2007). This researcher stresses the importance of aligning the multilingual holdings of a library with its local demographic. Where that is not feasible, interlibrary loans may provide some access to LOTE materials. Similarly, research on Danish public libraries (Berger, 2002), too, reveal the essential contribution that public libraries make as a component of national policy towards immigration and migrant populations where libraries are seen as welcoming places for meeting and bonding. Additionally, highlighting the significance of institutional support of such places as public libraries, Piller (2012) states that valorisation of a particular linguistic practice in a particular social institution or space relating to social inclusion, enhances or restricts access to it depending on the necessary linguistic proficiency. Piller (2012) further emphasises that, the monolingual bias of such institutions can be recognised through providing access to these institutions by way of multilingual provisions. Therefore, it is necessary to discuss the role of public libraries in linguistically diverse communities, serving migrants and simultaneously influencing language policy.

2.3 Libraries as spaces of social inclusion

In the current society, the public library has become a dynamic space in response to increasingly diverse community needs. Firstly, the location of public libraries in the busy urban hubs have transformed them into spaces that users 'in transit' (Busch, 2009) access for various purposes.

Research on the Vienna Public Library (Busch, 2009) reveals that access to the public library is no longer hindered by linguistic proficiency of its users, stating that the library has become a non-place, where the users resemble those at train stations, bus stations and airports et cetera, where they are passengers 'in transit'. This quality of a 'non place' attracts a wider community of users who use the library for other purposes such as a resting place, or a meeting place even though they are not members of the institution. This means that library users do not require membership of the library to access the use of the facility and this attracts many to the library. Another example of a trend in the public library for users in transit is the West Ryde Library in Sydney, which is located in the shopping mall of the Ryde Marketplace (Forsyth, 2006). According to the researcher, there are positive relationships building between the bookshop owners and the library when the shops benefit from the library promoting certain books. However, contention over free availability of books in the library affecting their sales is not absent. Secondly, a resistive response to the capitalist market and the neoliberal social order is encountered in the research on Queens Library in New York (Aptekar, 2019). The researcher observes the cross cultural and interclass negotiations among the users and the staff to provide resources to the needy in their community even though it meant overlooking the library regimes, thus, providing a more inclusive public space to the community. Thirdly, the programmes that the public library offers its community are seen as a possible mechanism for generating social capital (Varheim, 2011). For instance, the research findings show that the trust the Hispanic migrant community in the US has in the public libraries overall, has been instrumental in strengthening the community and increasing their social capital. He further states that even if there is a general distrust in immigrants of the government institutions, there is a high probability of public libraries being the least distrusted and this has been an efficient means of creating trust. Finally, research on how Native Americans use public libraries in the US, Burke

(2007) reports of their different uses of the library from that of Anglos stating that they use it for borrowing LOTE materials, school work assistance, computer use and using resources related to seeking jobs. Likewise, a study conducted on the library use of immigrants confirms the existing studies, in that the newly arrived immigrants' use libraries for looking for employment and housing, for literacy and ESL and obtaining citizenship contrary to those who are established, whose needs are similar to US-born library users (Burke, 2008). Therefore, it can be observed that public libraries have become dynamic inclusive spaces that welcome and strengthen the populations in diverse communities.

Libraries also cater to the various needs of diverse groups of people in society. For instance, they provide a public space for women, children and older citizens of society in meeting their various needs. Firstly, for migrant women, it provides a "high intensive" meeting place in which they find consolation and reassurance (Audunson, Essmat, & Aabø, 2011, p.222) during the period immediately after their migration, which is an intensely emotional stage, and a "low intensive" meeting place facilitating access to their information needs after establishing themselves in the new communities. This helps in building social capital in these women, at the same time allowing their gradual integration into the host society. Secondly, for the senior citizens of society, the library provides a vital link for them to interact with the outside world, depending on their ability to move and use computers; therefore, local and state governments of NSW have included provisions for serving older people in their policy initiatives (Joseph, 2006). Therefore, the public library's role as a place that values practices where processes of inclusion are observed is highlighted in the existing literature.

2.4. Multilingual public library collections

The preceding section has reviewed the existing literature on public libraries as a public space that encourages practices of inclusion of migrant groups as well as making an impact on policy perspectives, and the following section considers the literature related to the multilingual collections in public libraries, which is the central focus of my thesis. It will examine research on public libraries internationally and in Australia.

Research on public library collections reveals that the number of languages in library collections is rarely consistent with the linguistic make-up of the population. For example, research on three library services in Montreal shows an underrepresentation of languages other than French and English which are official languages in Canada (Picco, 2008). Similarly, the collection of the Toronto Public Library has been found to underrepresent non-official languages relative to the number of speakers in the community (Ly, 2018). In yet another example, Berger (2002) found that items in immigrant languages constitute only 0.5 percent of materials in Danish libraries although migrants account for 10 percent of Denmark's residents. Israeli research has come to similar conclusions (Shoham & Rabinovich, 2008). These researchers examined the collections in the two main immigrant languages in Israel, Russian and Amharic, and found that Russian collections were found in 60% of the libraries while Amharic collections were found only in 11% of the libraries in Israel.

Underrepresentation and the mismatch between different groups are due to various reasons. These include, lack of effort and not considering the demographic of migrant populations (Ly, 2018; Picco, 2008), assimilation policies that have resulted in the monolingual bias of the institution (Berger, 2002), and the varying needs of different migrant groups of different socioeconomic status (Shoham & Rabinovich, 2008). There probably exist other reasons for the mismatch between or underrepresentation between different groups speaking different

languages. They include libraries offering materials for second language learning, where in many contexts LOTE are taught in schools as second languages and libraries offer these materials more. Additionally, borrowing behaviour where library users may not encourage nor support the acquisition of materials in their language, and the political situation in the home countries which are not conducive to obtaining books from cause potential underrepresentation of the languages in the library collections. Other difficulties such as barriers in obtaining materials due the lack of a active printing industry and inconsistent price fluctuations of books pose as reasons that could create a mismatch between the materials and the population who speak LOTE."

While these research shows an unpropitious aspect of the library collection profiles, there is research that highlights the importance of existing collections. For instance, according to Little (2017), libraries have provided services in maintaining heritage languages for migrants since 1960's in Britain, and Lambert (1969) has noted a correlation between the user demand for heritage language items and the libraries that had a stronger relationship with newly arrived migrant communities. Little (2017) argues that new arrivals lacking English speaking skills, make demands on books in their own language. This indicates how the collections have provided an essential service for new migrants. Therefore, while highlighting the positive service provision of materials in public libraries, the research on collections in international public libraries reveal several considerations for building multilingual collections; the necessity to consider the multilingual populations in terms of their demographic distribution, their needs and the trends in resource use in order to provide a meaningful collection service to the communities.

With the development in the language policy in Australia, public libraries have been actively engaged in including multilingual collection services in the public library. According to Acevedo and Bresnahan (2005) the state library ensures the resources required are appropriate for CALD communities in both metropolitan and rural and regional areas while reserving the backup collection, as some libraries in rural as well as metropolitan areas cannot sustain home language collections as the cost is prohibitive and also due to a small multicultural population. Steed et al. (2011) commend the effort and the work that state, territory and public libraries across Australia are doing to serve multicultural communities in their study on the best practice examples. According to the study, although funding and the servicing of communities in a fast-changing information environment have been challenging, collaborative initiatives such as Mylanguage indicate the positive trends in library collection development. The recently released study into the socioeconomic value of public libraries "Dollars, sense and public libraries" identifies the financial profit gained from investing in public libraries, as at least $3.60 for every dollar invested. The study concludes that all levels of government authority in Australia should consider increasing funding to public libraries(Steed et al., 2011). In a recent study of usage patterns and user behaviours based on quantitative data coupled with qualitative data, Musgrave, Wright, Denison, and Willoughby (2019) observe a correlation between the availability of materials and their use while pointing out concerns with classification or naming of materials in the collections which differ from those languages that are named in the demographic classifications. Further, their research findings reveal borrowing patterns where users borrow materials in multiple languages. This calls to attention the need for expanding the multilingual collections. British imperial power in the 17th to the 20th centuries has made English to be adopted as an official language by many countries and as a second language and foreign language by others (De Swaan, 2001) The Overall, several positive trends are identified

in the Australian public library research in relation to their collections. However, the need for further research is emphasised in order to meet the needs of the changing demographics.

2.5. Summary

This literature review has revealed that language policy directives in countries hosting migrants have included public libraries as a key component advocating multilingualism in the increasingly diverse societies. Due to this, it is observed that public libraries are becoming dynamic spaces where migrants are offered multicultural services that are embedded in the regimes of public libraries. The central location of the libraries, the changes in nature of users of public libraries and the agentive efforts of users and staff in providing assistance to the community have all contributed to making public libraries a key institution that can create a positive change in multicultural societies not only in Australia but also in the other parts of the world. Additionally, the research on public library collections illustrate trends that are particular to the different contexts; language policies of the country, the user needs, the regimes of the public library and the changing environment of information access. However, the researchers emphasise the need for more research in the direction of how public libraries can better serve their multicultural communities (Burke, 2008; Musgrave et al., 2019). Considering such necessity internationally and in the Australian context, it is evident that there is the need for research in the context of Sydney libraries with a focus on their collections. This is due to the reason that the nature of collections in public libraries can provide insights to how well public libraries can become instrumental in making an impact in language planning. The current study seeks to answer the following research questions:

1. What is the linguistic profile of the collection of the selected libraries in Sydney?

2. How is the linguistic profile of these collections related to the linguistic profile of the communities they serve?

3. What differences between the linguistic profiles of the selected libraries can be observed?

The significance of the study lies in the fact that responses to the three research questions provide a view of how the public library, as an institution in direct contact with the communities who speak LOTE are provided with access to materials in their mother tongue. This would suggest measures that can be taken to improve the situation and for libraries to have adequate materials in the LOTE.

3. Methodology

3.1 Overview

Chapter Two reviewed the literature on how public libraries are embedded in the language policy in Australia and has identified a gap regarding the relationship between the collections of Sydney public libraries and how they serve the communities. This chapter outlines the methodological considerations underlying the research designed to address this void. The following section concerns with the methodological approach followed by the principles of data selection and a description of the process of data collection. This is followed by a description of the data before the methods of data analysis are explained. Finally, the limitations of the data will be acknowledged.

3.2 Approach

In order to explore the research established in Chapter One, I take a linguistic landscape approach and regard the collection of the library as the visible signage that visitors encounter-its linguistic landscape. My study uses the Linguistic Landscape (LL) following Landry and Bourhis (1997) who define LL as the presence of languages on signs in commercial and public space, which serves an informational and symbolic function. The informational function of the LL serves to denote the territory inhabited by a group of speakers of the language in question while the symbolic function relates to the value and status of the group. In a similar way, the public and the commercial signs in the linguistic landscape demonstrate the top down and bottom up approaches that operate within a community, which show the power relations of the region. These power relations are further researched by Backhaus (2006) who researches official and commercial multilingual signs in Tokyo and interprets the signs within the notions

of power and solidarity respectively. The power and status of multilingual speakers in a community are, therefore, a reflection that the collection in a library provides. Moreover, Shohamy and Waksman (2009 p.313) state that the expansion in the field of LL studies focuses on considering the LL as an "ecological arena", where LLs offer multiple forms of language expression other than signs, which, embedded in social and political contexts, influence humans who, in turn influence the landscape. Therefore, LL approach is an apt tool to investigate the symbolic presence of the LOTE collection of the public libraries. In support of this, Gorter (2013) illustrates example studies that use LL as a research tool and a data resource in examining issues in multilingualism. The quantitative data analysis used in the current study draws on models employed by researchers such as Spolsky and Cooper (1991) and Ben-Rafael (1994) whose work on the public and commercial signs visible in Jerusalem and Israel respectively were counted and numerical data sets were established in order to investigate the dynamics of power within the contexts of Israel. The top down and bottom up dynamics are explored by calculating the number of signs that individuals, public and private groups exhibited in the landscape of a given area among the communities in the region. The current study resembles this early research, in that I collect the number of materials in the library collections and consider each catalogue entry as an individual sign in the library's linguistic landscape.

3.3 Data collection

Using a quantitative data collection approach, allowed the investigation of the linguistic profile of each library and to make comparisons among the libraries in the study. The number of materials in the collections were tabulated to make comparisons between the number of persons who speak a LOTE according to the two variables; the top ten languages in the collections(collection languages), and the top ten LOTEs in the community(home languages).

The statistics on LOTE speakers are according to the 2016 census on population and housing published by the Australian Bureau of Statistics (ABS) (Australian Bureau of Statistics, 2016a). The following public libraries were selected as research sites: Blacktown, Fairfield, Hornsby, Ku-ring-gai and Ryde. The location of each library is indicated on the map of metropolitan Sydney in Figure 1.

Figure.1 Map of Local Government Areas in New South Wales with selected libraries
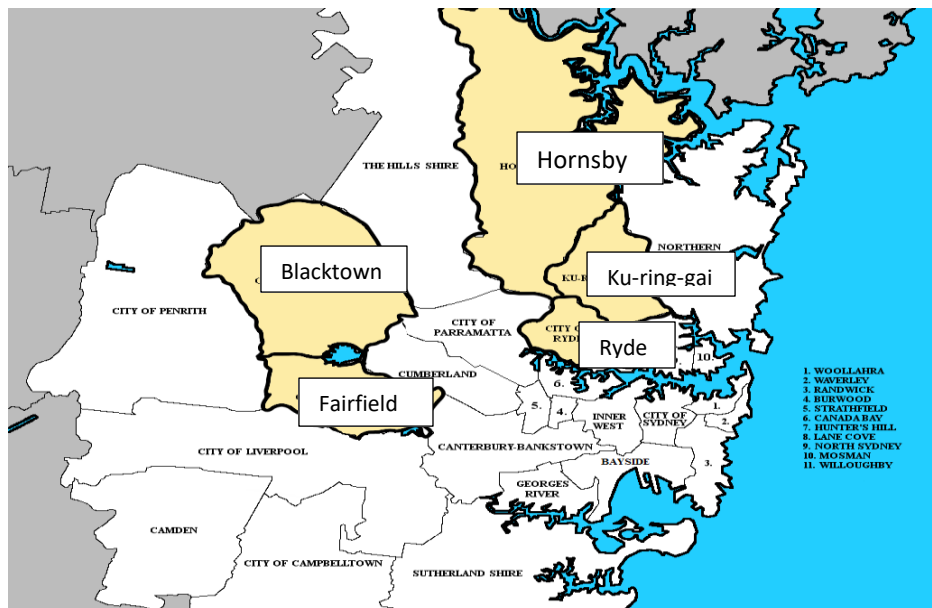
Sydney councils.png. (2018)

3.4. Selection principles of the public libraries

The selection of these five libraries was partly guided by my personal experiences with the public libraries. As mentioned in the Introduction, my interest in this research was first sparked by attending the Sinhalese language collection launch in Blacktown public library. After identifying Blacktown public library as a research site, I selected four more libraries on the basis of a combination of personal convenience factors and demographic factors, such as high levels of LOTE use in a suburb.

Blacktown public library has two branch libraries, with Max Webber library which serves as the main library. The Blacktown main library, Max Webber library, thus was chosen on this basis. The main library and its four branch libraries share a common online access catalogue. I next selected Fairfield library because Fairfield is one of the most multicultural local government areas in Sydney(Glenn the Census Expert, 2012). The multilingualism of the suburb is in evidence in the Fairfield library, as can be seen from the multilingual 'welcome' sign at the entrance (Figure 2.)

Figure 2. Fairfield Branch library entrance

Hornsby is another highly multicultural suburb and I am member of that public library myself and hence a frequent visitor. As Blacktown and Fairfield combine high levels of multilingualism with comparatively low levels of socioeconomic status, I then proceeded to identify two highly diverse LGAs with relatively high socioeconomic status, and thus selected Ku-ring-gai and Ryde for the remaining two data collections sites. Ku-ring-gai is the most socially advantaged LGA in Australia according to 2016 ABS census data (Australian Bureau of Statistics, 2016b). This is relevant as socioeconomic status is known to affect library use of a community (Burke, 2007; Shoham & Rabinovich, 2008). West Ryde library is further unique because it is located inside a shopping centre (see Forsyth (2006) discussed in Chapter Two above). Table 1 identifies the five selected libraries and their branch libraries.

Table 1. Summary of the five selected library services

Library Service (Main Library)	Branch libraries
Blacktown library (Max Webber library)	Lalor Park Branch Library, Dennis Jonson Branch Library
Fairfield library service (Whitlam library)	Bonnyrigg Library, Fairfield Library, Smithfield Community Library and Wetherill park Library
Hornsby library (Hornsby Central library)	Pennant Hills Library, Galston Library and Berowra
Ku-ring-gai library (Ku-ring-gai library)	Gordon Library, Lindfield Library, Turramurra Library and St. Ives library.
Ryde library (West Ryde library)	Eastwood library, Gladesville Library, North Ryde Library and West Ryde Library.

Data collection procedures in each of the five selected libraries involved deriving the number of items per language in the library's collection from their online catalogue (see Appendix). In order to be able to relate the linguistic profile of each library to that of the community it serves, the ABS 2016 census of population and housing data, in the category 'persons speaking a language other than English at home' were collected for each of the five LGAs (Australian Bureau of Statistics, 2016a). Data was collected form the online catalogues of the library websites. The five libraries have a similar structure (and a common software) which offered a list of languages in its advanced search option. Each language in the list was searched separately to obtain the number of items in the language category.

3.5. Data analysis

As shown in the previous section, my data are numerical and include the absolute and percentage numbers of LOTE speakers in the five LGAs and the absolute and percentage numbers of LOTE books in the central library of each LGA. I analysed these data in three ways. Firstly, a comparison between the number of materials in English and in LOTE is established. Secondly, the top ten LOTE in the collection is established. This is in order to explore the first research question in my study, which is the examining of the linguistic profile of each library. Thirdly, a comparison between the top ten LOTE speaker percentages in the LGAs, and the corresponding number of percentages of LOTE and English materials in the collections is established. This enables me to determine the relationship between the linguistic profile of the libraries and the LOTE profile of the communities the libraries serve, which seeks to address the second research question of the study. Comparisons are made between the five libraries with the datasets I have used in responding to the first two research questions in order to determine the differences between the libraries, which is the third research question of my study.

3.6 Summary

This study aims to examine the linguistic profiles of public libraries on the basis of the multilingual holdings of five selected Sydney libraries. To respond to the research questions, a quantitative LL approach is used. The number of materials in English and in LOTE are considered the main data used in this investigation. A comparison of the collection data between the five public libraries followed by a comparison of collection data with the number of people who speak a LOTE in each LGA is carried out in order to determine the responses to the three research questions of the study.

There are limitations to this methodological approach that need to be acknowledged. Firstly, there are books and other materials offered to the users in LOTE in the public libraries by the State Library of NSW (State Library of NSW, 2018). These materials are not catalogued in the online access databases of the library collections because they will be returned once the community has used them. These materials are classified as 'in transit'. Since I have gathered the number of materials from the online access databases, the number of materials 'in transit' are not included in the current investigation. Secondly, the naming of the languages and categorisation of materials is problematic. Chinese in the collection is represented as one language, without the distinction between Mandarin, Cantonese and other Chinese languages. Additionally, items in the collection are catalogued as 'Other' and 'Discontinued' for which there is no explanation provided. The item named 'Australian Languages' does not give an indication of the languages that are referred to. Among the collection items categorised into various languages, there could be translations into English which are duplicated into English as well as language categories. This cannot be searched on the online catalogue and poses as problematic. This also does not allow the researcher to see what kind of material is available, what materials are accessed by users a with which frequency, or when the LOTE materials were purchased. Nor does this research method allow the researcher to find out about periods of acquisition, maintenance, purchasing decision making policies in operation in the libraries. I also acknowledge that using home languages as the only yardstick against which to measure multilingual library resources has a number of limitations. These include the availability of materials in ancient languages in the libraries and also discontinued items in certain languages which indicate other factors that might influence library collection building. It is a limitation of the ABS data that speaker numbers may be inaccurate because not everyone responds to the question regarding home language. Furthermore, a quantitative data collection may impose a

limitation on evidencing the contribution of the public library to the integration of migrant communities, however, a quantitative data analysis provides a robust foundation to the investigation, which could be extended into an ethnographically informed inquiry in a potential PhD research.

4. Linguistic profiles of the library collections

4.1 Overview

This chapter explores the linguistic profiles of the collections of the five libraries in the study and thus addresses the first research question of my study: What are the linguistic profiles of the five selected libraries? The profiles of the five library services are ordered alphabetically and each subsection from 4.2.1 to 4.2.5 describes the results separately for each library. This chapter concludes with a summary of the findings related to the collection profiles of the libraries. Table 2 provides a summary of the top ten languages in the five libraries and the percentage of materials available in each language. Percentages are of the total collection. These data will be used in the analysis of this chapter while Table 3 is used in Chapter Five where community profiles are examined.

Table 2. Top ten languages in the collections of the five libraries

Language	Blacktown %	Fairfield %	Hornsby %	Ku-ring-gai %	Ryde %
English	89	80.3	88.5	93.4	89
Chinese	1.1	4.	3.6	1.9	5.7
Vietnamese	-	3.5	3	-	-
Spanish	0.5	2.1	0.1	0.2	0.2
Japanese	0.5	1.7	0.4	0.2	0.8
Italian	0.5	1.1	1	0.3	0.3
Arabic	0.5	1.1	-	-	-
Khmer	-	0.9	-	-	-
Thai	-	0.7	0.5	-	-
French	0.6	0.6	0.6	0.4	0.5
Serbian	-	0.5	-	-	-
Hindi	0.7	-	0.5	-	-
Tamil	0.7	-	-	-	0.4
Tagalog	0.5	-	-	-	-
Polish	0.4	-	-	-	-
Korean	-	-	0.7	-	1.4
Norwegian	-	-	0.07	-	-
German	-	-	-	0.5	0.2
Finnish	-	-	-	0.3	-
Dutch	-	-	-	0.3	-
Portuguese	-	-	-	0.3	-
Swedish	-	-	-	0.1	0.1
Russian	-	-	-	-	0.08

Table 3. Comparison of top ten percentages of speakers of LOTE across the five LGAs

Main Language	Blacktown % of speakers	Fairfield % of speakers	Hornsby % of speakers	Ku-ring-gai % of speakers	Ryde % of speakers
Tagalog	4.0				
Hindi	4.0		1.6	0.7	1.4
Punjabi	3.6				
Arabic	3.0	7.9	1	0.4	1.7
Filipino	1.9				
Urdu	1.6				
Tamil	1.4		0.8		
Mandarin	1.4	2.5	7.2	8.7	12.7
Samoan	1.1				
Cantonese	1	4.3	4	5	7
Vietnamese		20.4			
Assyrian Neo-Aramaic		6.7			
Khmer		3.6			
Spanish		3.1	0.9	0.6	1
Italian		2.5	1	0.5	2.2
Serbian		1.8			
Croatian		1.3			
Korean			2.3	2.5	4.7
Persian (excluding Dari)			1.2	1	0.9
Sinhalese			0.7		
Japanese				0.8	
German				0.5	
Greek					1
Indonesian					0.9
English only speakers	53.7	24.8	65.3	68.7	47.7
Non-English speakers	45.9	75.5	34.8	26.5	51.1

Table 3 indicates percentages of speakers of LOTE in the five LGAs where the libraries are located. The top ten languages are selected for each LGA from the 2016 census of population and housing (Australian Bureau of Statistics, 2016a). It should be noted that the ABS website distinguishes speakers of Chinese into three categories as Mandarin, Cantonese and Other.

Other refers to 'Hakka','Wu' and 'Min Nan' (Australian Bureau of Statistics, 2016a). I have stated the percentages of Cantonese and Mandarin where home languages are stated, and for comparisons between collection and home language profiles, I have taken the total of Chinese speakers as one entity. Additionally, the percentage numbers in categories of English only speakers and Non-English speakers , which are from the ABS data websites do not sum up to a 100% depending on the responses received from the community. This means that some respondents may have not responded to that particular question of 'what language/s do you speak at home?' while others may have responded as both English and a LOTE for this.

4.2 Collection profiles

4.2.1 Blacktown Library

Blacktown Library has items in 168 languages catalogued in its online catalogue (see Appendix). This includes 89% of English materials and 10.95% of LOTE materials. Figure 3 shows the top ten LOTEs in the collection.

Figure 3. Blacktown – top ten LOTEs in the collection
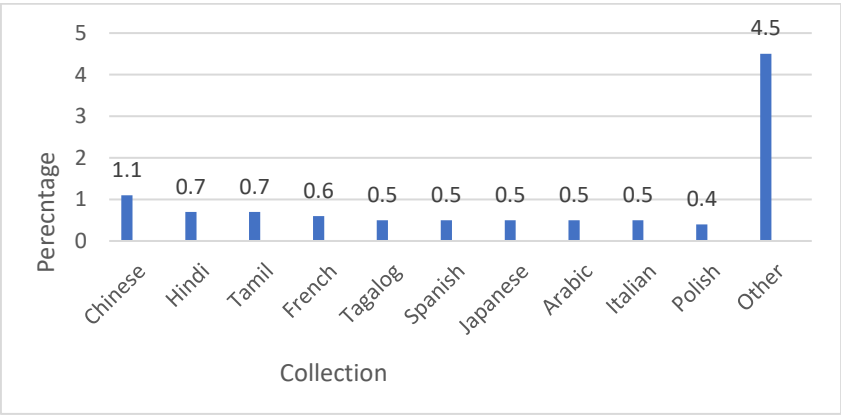
As can be seen from Figure 3, in the Blacktown library LOTE collection, the top ten materials are Chinese (1.1% of the total) followed by Hindi, Tamil (0.7 % each) and French (0.6%). Tagalog, Japanese, Spanish, Arabic and Italian have equal percentage of materials in the collection (0.5% each) and Polish has the least (0.4%) among the top ten LOTE in the collection. Additionally, a significant proportion of other LOTE (4.5%) in the collection reveals the presence of small languages in the library collection; some of these languages are Amharic, Dinka, Hungarian, Malayalam, Marathi, Maori, Pushto, Somali and Telugu. Apart from the wide gap between English and LOTE in the collection, which is discussed in Chapter Six, another noticeable result is the higher proportion of Chinese materials in the collection which could be due to the corresponding number of Chinese speakers in the community. This too, is discussed in Chapter Six. It is also noticeable that languages other than the top ten LOTE comprise a significant percentage (4.5%) even though they are not significantly high in number (see Appendix). This percentage of minority languages is a positive indication of the speakers of those languages, as well as it serves the informational and symbolic function in the linguistic landscape of the library (Landry & Bourhis, 1997) where the library is seen as a place used by the speakers of those languages and, which shows their status. This may lead to a range of benefits for multilingualism including support for the maintenance of heritage languages among the next generation (Little, 2017), providing older community members who lack the English language access to knowledge, especially since some of these materials disseminate information related to legal and healthcare services (Joseph, 2006).

4.2.2 Fairfield Library Service

Fairfield Library Service includes 111 LOTEs in its collection shared among its branch libraries through the online catalogue (see Appendix). The collection consists of 80.3% English items

and 19.6% of LOTE items. Figure 4 illustrates the percentages of the top ten collections of

LOTE and the remaining LOTE in Fairfield library service.

Figure 4. Fairfield- top ten LOTEs in the collection
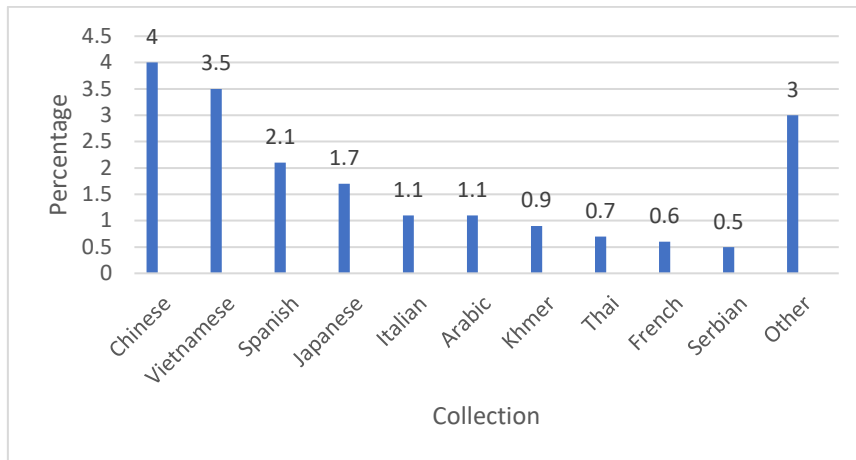
The Chinese collection leads with 4% of the total collection, followed by Vietnamese materials accounting for 3.5% of the total. The existence of language collections such as Khmer (0.9%), Thai (0.7%) and Serbian (0.5%) is another feature of the Fairfield Library Service collection profile. Another point of notice is the considerably high percentage of materials in the top ten LOTEs; these range from 0.5% to 4%. Additionally, the remaining LOTEs accounting for 3% is a significant percentage of the collection although not as large as that of Blacktown Library. There is a wide gap between English and LOTE material percentages, as was evident in Blacktown Library, however, this gap is less than that of Blacktown Library. Vietnamese, Khmer, Thai and Serbian language collection percentages could probably relate to the presence of the speakers in the community however, this is significant since despite not having extensively lucrative publishing industries in their home countries, the library has managed to acquire these collections. Overall, the Fairfield Library collection symbolises a strong multilingual collection ranging from 0.5% to 4% for each of the top ten LOTEs.

4.2.3 Hornsby Library

Hornsby Library offers materials in 108 languages (see Appendix) and has an English collection which contains 88.5% of the total collection and an 11.4% of LOTE materials. Figure 5 shows the top ten LOTE collections in the library.

Figure 5. Hornsby – top ten LOTEs in the collection
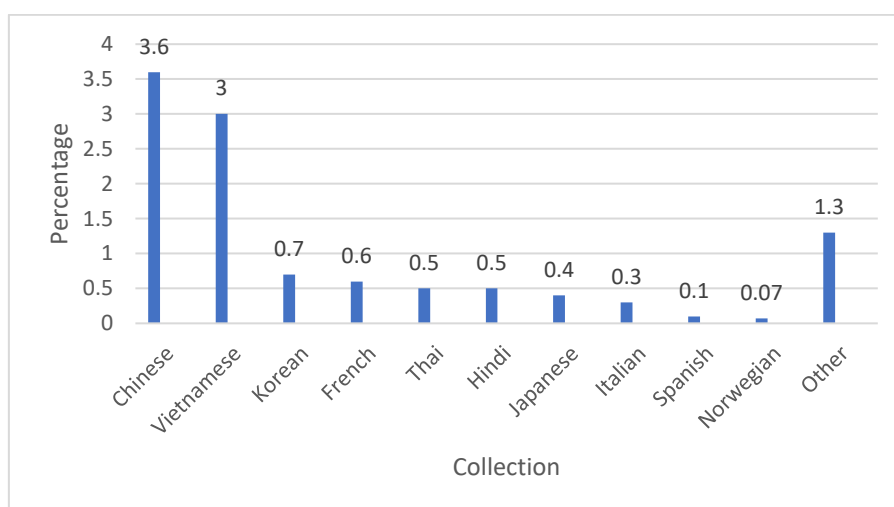
The largest collection of materials is in Chinese (3.6%) and the second largest is in Vietnamese (3%). English and LOTE have a vast gap (88.5% - 11.4%). In addition to this, Hornsby has a collection of Korean materials that accounts for 0.7% of the total collection. The other languages that are present in the collection are French (0.6%), Thai and Hindi collections which are similar in size (0.5%) with Japanese (0.4%), Italian (0.3%), Spanish (0.1%) and Norwegian (.07%). The remaining LOTE accounts for 1.3% of the total collection.

The Hornsby Library collection has the second largest gap between its English and LOTE materials proportions, next to Ku-ring-gai among the libraries in the study. The Korean language collection is among the top ten languages in Hornsby and this could probably be attributed to the speakers in the community which is examined in Chapter Five. Other than this, a significant percentage (3%) of Vietnamese materials is another feature of the Hornsby Library

collection profile. This percentage is comparatively larger than the number of Vietnamese (0.3%) speakers in Hornsby according to data presented in Chapter Five. Therefore, it is worthy to examine if these materials are utilised since it is not only collection building that is part of the libraries' responsibilities but also managing and careful pruning or cleaning of the collection (Hornsby Shire Library and Information Services, 2013).

4.2.4. Ku-ring-gai Library

The Ku-ring-gai Library catalogue database shows materials in 92 languages (see Appendix). It has a collection that comprises 93.3% of English and 6.5% of LOTE materials. Figure 6 shows the top ten LOTE collections in the library.

Figure 6. Hornsby – top ten LOTE in the collection
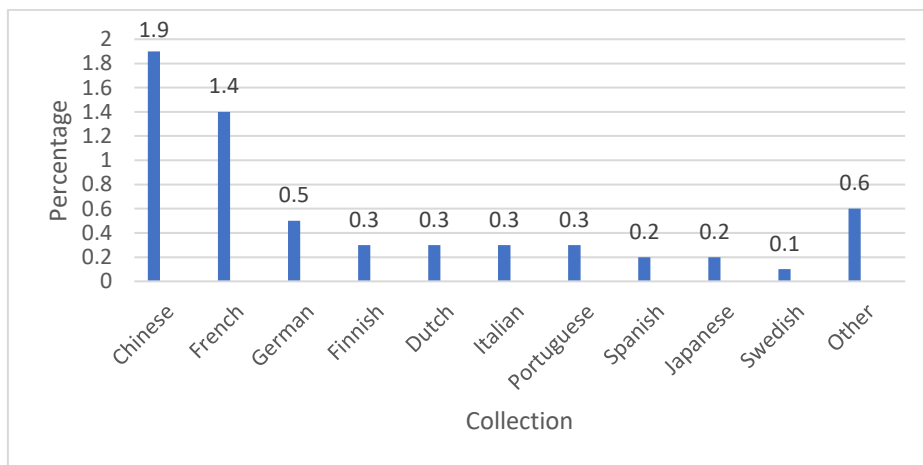
Chinese materials in Ku-ring-gai Library accounts for 1.9% of the total and French at the next position has a percentage of 1.4%. German has a collection of 0.5% of the total collection while Finnish, Dutch, Italian, Portuguese have the same percentage (0.3%) each. Spanish and Japanese have 0.2% each and Swedish collection is 0.1% of the total. Other remaining LOTE amounts to 0.6% which is considerable, compared to the individual LOTE percentages in the Ku-ring-gai Library collections. It is noticeable that Chinese and French, which are the largest

languages in the collection, do not exceed 2% while the other languages among the top ten have collection percentages of less than 1%. Ku-ring-gai Library has the largest English collection (93.3%) among all selected libraries in the study and the smallest LOTE (6.5%) collection. Ku-ring-gai LGA's socioeconomic status as the top LGA of social advantage(Australian Bureau of Statistics, 2016b) could probably account for the higher percentage of English materials and the lower percentage of LOTE among the five libraries in the study. This could probably be attributed to the proficiency in English in the population of the LGA where economic advantage is associated with proficiency in English.

4.2.5 Ryde Library

Ryde Library offers 100 languages (see Appendix) in its collection and has 89% of English and 10.5% of LOTE in the collection as indicated in the online catalogue. Figure 7 shows the distribution of the LOTE collection of Ryde Library.

Figure 7. Ryde - top ten LOTEs in the collection
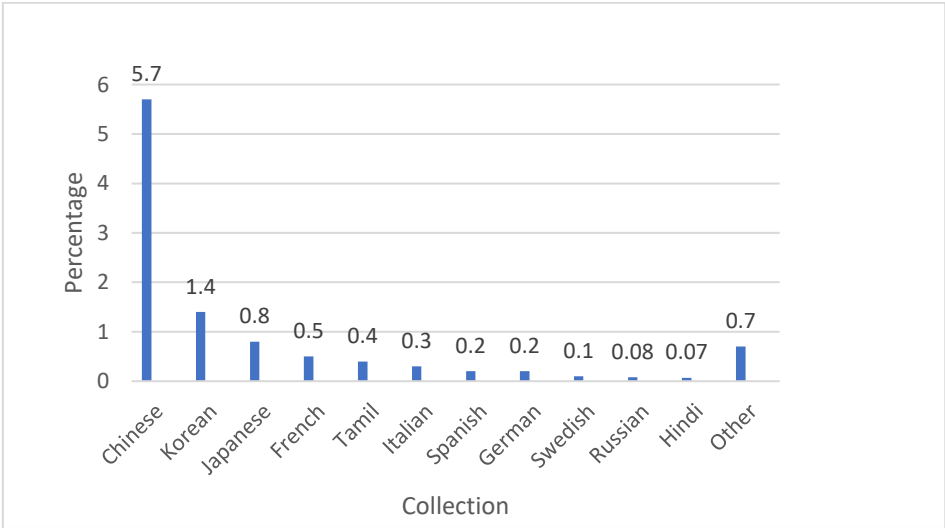
The Ryde Library LOTE collection consists of 5.7% of Chinese material which is the largest followed by Korean at 1.45%. The other languages among the top ten have less than 1% of

materials and the Russian and Hindi collections in Ryde library are 0.08% and 0.07% respectively, which are significantly low amounts. As can be seen among the profiles of other libraries, Ryde has the largest Chinese collection among the five libraries I have researched. What is noticeable in the collection profile of Ryde, is the significant amount of Chinese and Korean materials and the smaller percentages of materials in other languages among the top ten. These high percentages in Chinese and Korean could be attributed to the Chinese and Korean populations in the community. 5.7% of Chinese materials in the library collection, from the LL point of view indicates the power and status that Chinese speakers have in the community and in the library space.

4.3 Summary

This chapter described the linguistic profiles of the five libraries in the study. According to the quantitative analysis, the gap between English and LOTE materials in the collections is considerable. The largest gap can be seen at Ku-ring-gai (93% : 6.5%) and the narrowest gap is at Fairfield Library Service (80.35% ; 19.6%). Blacktown and Ryde have the same gap between the English and LOTE collections which is 89% : 10.95%. Hornsby Library has 88.55% : 11.4%. However, prevalence of English language materials is not a surprising finding considering the status of English in Australia and the status of English as a global language which will further be discussed in Chapter 6 which is dedicated to exploring the differences between the library collection profiles in my research.

Overall, materials in LOTE account for 6.5% (Ku-Ring-Gai) to 19.6% (Fairfield) of the collections studied. In addition, the presence of the remaining languages other than the top ten languages are significant in number in comparison with the top ten languages. These smaller languages can be seen in every library collection. However, the languages are different from

library to library. Regarding the total percentage in the category "Other" (other than the top ten languages), these account for as many as 4.5% (Blacktown) and as little as 0.6% (Ryde).

The Chinese collection is the largest in all five libraries and it ranges from 1.1% in Blacktown to 5.7% in Ryde with 4% in Fairfield, 3.6% in Hornsby and 1.9% in Ku-ring-gai.

5. Collection and community linguistic profiles

5.1 Overview

This section explores the relationship between the linguistic profiles of the library collections and the linguistic profiles of the actual communities they serve. In this chapter, I address the second research question of the study: How do the linguistic profiles of the library collections relate to the linguistic profiles of the communities they serve? Data from Table 3 in Chapter Four are tabulated under each library for the purpose of comparison. I discuss the results of the comparison between the collection and community linguistic profile for each library in order.

5.2 Collection and community profiles: comparison

5.2.1 Blacktown

Table 4 indicates percentages of top ten home languages with the corresponding percentage in the Blacktown library collection. Table 5 gives percentages of top ten collection languages with their corresponding home language speaker percentages. A hyphen indicates when the language is not among the top ten in the community profile or in the collection profile.

Table 4. Blacktown top ten home languages

Language	Home	Collection
Tagalog	4	0.5
Hindi	4	0.7
Punjabi	3.6	-
Arabic	3	0.5
Filipino	1.9	-
Urdu	1.6	-
Tamil	1.4	0.7
Mandarin	1.4	1.1 (Chinese)
Samoan	1.1	-
Cantonese	1	1.1 (Chinese)

Table 5. Blacktown top ten collection languages

Language	Collection	Home
Chinese	1.1	2.5 (Mandarin, Cantonese and Other)
Spanish	0.5	0.8
Japanese	0.5	-
Italian	0.5	0.5
Arabic	0.5	3
French	0.6	0.2
Hindi	0.7	4
Tamil	0.7	1.4
Tagalog	0.5	4
Polish	0.4	0.5

As can be seen from Table 4 and Table 5, Tagalog, Hindi, Arabic, Chinese and Tamil are among the top ten languages in both the community and collection profiles. The percentage of materials in each of these languages is far less than the number of speakers in the community, The other four languages are underrepresented by 4% to.7%, 3% to 0.5%, 2.4% to 1.1% and 1.4% to 0.7% respectively. In addition, Punjabi, Filipino, Urdu and Samoan which are among the top ten home languages, are not in the top ten collection languages. It is a significant point to notice that these languages are spoken by a considerable number of people in the community (3.6%, 1.9%, 1.6% and 1.1% respectively). Especially in the case of Punjabi speakers, this deficit in the collection is noticeable. However, they are present in the collection in small numbers (see Appendix). As discussed in section 4.2.1, although these smaller languages are not equally represented in the collection, their presence is significant for the community of speakers. As for Chinese in the collection, the home languages spoken in the community are distinguished as Mandarin, Cantonese and Other Chinese languages in the Census of 2016 in population and housing data of ABS(Australian Bureau of Statistics, 2016a). This classification is true for every LGA in the study. However, in the case of Tagalog and Filipino which are spoken in the

Philippines, both the community and the collection profiles identify them as two separate languages. In Table 5 Filipino does not appear since it is not among the top the in the collection.

As for collection languages, Table 5 shows that Japanese has a 0.5% of the total LOTE, however Japanese speakers are not among the top home languages in Blacktown LGA. This is true for Spanish, Italian, French and Polish where although they are among the top ten in the collection, they are not so in the home languages of the community. As for other top nine languages in the collection, community percentage of speakers exceed the collection percentage except for Italian which has an equal percentage in both(0.5%), and for Tagalog (as discussed above) and French which exceed the community speaker percentage(0.6% to 0.2%). A final point of importance is that the closest comparison of the home language speaker percentages and collection percentages is for the Chinese with 1.4% and 1.1% respectively.

Overall, it can be said that the differences between the home language speaker percentages are considerably not reflected in the library collection profiles. This has implications from an LL perspective for the status of the speakers of these languages, especially Hindi, Arabic, Tamil and Punjabi speakers. Although the materials exist in the collections, the underrepresentation may affect their identity and relationship with the library adversely. This is because the salience of a language in a public space conveys the power that the language community and speakers may take pride in seeing their language represented. Inconsistencies in the classification may cause problems for users if the two languages are mutually unintelligible. Musgrave et al. (2019) suggest that this is particularly problematic in the languages where there are political issues around script choice. It is not only the unintelligibility and the script choices that are problematic in this instance, but also how random naming of the speaker groups affects their identity and the pride they have of their heritage language.The limitation of comparisons made between the top ten LOTE in the

collection and the top ten languages spoken at home in the community is that it leaves out other

languages present in the collection or spoken in the community.

5.2.2 Fairfield

Table 6 indicates percentages of top ten home languages in Fairfield with the corresponding percentage in the library collection. Table 7 gives percentages of top ten collection languages with their corresponding home language speaker percentages.

Table 6. Fairfield top ten home languages

Language	Home language	Collection
Vietnamese	20.4	3.5
Arabic	7.9	1.1
Assyrian Neo-Aramaic	6.7	-
Cantonese	4.3	4 (Chinese)
Khmer	3.6	0.9
Spanish	3.1	2.1
Italian	2.5	1.1
Mandarin	2.5	- (Chinese)
Serbian	1.8	0.5
Croatian	1.3	-

Table 7. Fairfield top ten collection languages

Language	Collection	Home language
Chinese	4	8.4 (Mandarin, Cantonese and Other)
Vietnamese	3.5	20.4
Spanish	2.1	3.1
Japanese	1.7	0.03
Italian	1.1	2.5
Arabic	1.1	7.9
Khmer	0.9	3.6
Thai	0.7	0.5
French	0.6	0.1
Serbian	0.5	1.8

According to Table 6, the majority of LOTE speakers in Fairfield are Vietnamese followed by Arabic and Assyrian Neo-Aramaic. It can be seen that these three languages are clearly underrepresented in the collection by a large percentage. Vietnamese 20.4% to 3.5%, Arabic

7.9% to 1.1% and in the case of Assyrian Neo-Aramaic there are no materials listed under this language (see Appendix). This is a noteworthy observation since the Assyrian Neo-Aramaic population embodies quite a considerable presence in the Fairfield community. As for Vietnamese and Arabic, the lack of materials in the collections compared to the number speakers may have adverse effects on home literacy practices (Little, 2017). It remains necessary to consider the collection as to what kind of materials are available already, and what kind of materials are needed by the communities of such large numbers of speakers, when developing collections. For smaller languages such as Khmer and Serbian in Fairfield, the collection holds 0.9% and 0.5% of materials respectively which is important for these communities as discussed in Section 4.3.However, these two languages are considerably lower than the number of speakers of Khmer and Serbian in the community. As Table 7 indicates, Japanese, Thai and French collection percentages exceed the percentage of speakers in the community. Other than the classification discrepancy for Chinese speakers, they too are underrepresented in the collection although they have the largest percentage of materials (4%) in the collection.

In sum, although Fairfield Library Services holds a collection of high percentages in LOTEs, a large gap can be seen for Vietnamese and Arabic between the community and the collection profiles, while Assyrian Neo-Aramaic speakers do not indicate of a presence of materials in the language. This could be because this group of people speak other languages of the region such as Arabic, Persian or Turkish or could be due to the current political situation in Syria which does not allow acquiring materials in the language. The following section will look at the LOTE speaking community in Hornsby.

5.2.3 Hornsby

Table 8 indicates percentages of top ten home languages spoken in Hornsby with their corresponding percentage in the library collection. Table 9 provides percentages of top ten collection languages with their corresponding home language speaker percentages.

Table 8. Hornsby top ten home languages

Language	Home language	Collection
Mandarin	7.2	3.6 (Chinese)
Cantonese	4	- (Chinese)
Korean	2.3	0.7
Hindi	1.6	0.5
Persian(excluding Dari)	1.2	-
Arabic	1	-
Italian	1	0.3
Spanish	0.9	0.1
Tamil	0.8	-
Sinhalese	0.7	-

Table 9. Hornsby top ten collection languages

Language	Collection	Home language
Chinese	3.6	11.5(Mandarin, Cantonese and Other)
Vietnamese	3	0.3
Spanish	0.1	0.9
Japanese	0.4	0.5
Italian	0.3	1
Thai	0.5	0.2
French	0.6	0.2
Hindi	0.5	1.6
Korean	0.7	2.3
Norwegian	0.7	0

Top ten languages in the community profile of Hornsby, as indicated in Table 8, does not include Persian, Arabic, Tamil and Sinhalese in the top ten languages in the collection while Chinese, Korean, Hindi, Italian and Spanish collections are available, though in lower

percentages than that of speakers. In addition, the collection holds 3% of materials in Vietnamese where the speakers of Vietnamese account for 0.3% in the community. On the contrary, Thai and French collections exceed the speaker numbers. There is a 0.7% of Norwegian items although the census 2016 data does not record any Norwegian speakers.

Overall, a similar pattern to the other libraries is noted in Hornsby where a general under-representation is noted, however, there are languages that over-represent the speaker numbers in the community, and among them is Vietnamese.

5.2.4 Ku-ring-gai

Table 10 indicates percentages of top ten home languages in Ku-ring-gai with the corresponding percentage in the library collection. Table 11 gives percentages of top ten collection languages with their corresponding home language speaker percentages.

Table 10. Ku-ring-gai top ten home languages

Language	Home language	Collection
Mandarin	8.7	1.9 (Chinese)
Cantonese	5	-(Chinese)
Korean	2.5	-
Persian(excluding Dari)	1	-
Japanese	0.8	0.2
Hindi	0.7	-
Spanish	0.6	0.2
German	0.5	0.5
Italian	0.5	0.3
Arabic	0.4	-

Table 11. Ku-ring-gai top ten collection languages

Language	Collection	Home language
Chinese	1.9	14(Mandarin, Cantonese and Other)
Spanish	0.2	0.6
Japanese	0.2	0.8
Italian	0.3	0.5
French	0.4	0.4
German	0.5	0.5
Finnish	0.3	-
Dutch	0.3	0.2
Portuguese	0.3	-
Swedish	0.1	-

As can be seen in Table 10, Korean, Persian, Hindi and Arabic languages in the top ten community languages are not in the top ten in the collection of the library. They are in the collections but in very small numbers (see Appendix). Similar to other communities in the study, in Ku-ring-gai, the LOTE speaker percentages are higher than the amount of materials in the collections. However, the German collection (0.5%) matches with the speakers of German in the community which is 0.5%. On the other hand, looking at Table 11, it is noticeable how the library collection includes collections that have no speakers indicated in the census data of the ABS. These languages are Finnish, Portuguese and Swedish. A probable reason for the absence of these numbers of speakers, could be their high proficiency in English which correlates with the socio-economic advantage in Ku-ring-gai. One other noticeable feature in Table 10 is the low (less than 1%) percentage of LOTE in the community.

In sum, it is evident that within the 6.5% of LOTE speakers, the percentages are smaller in each LOTE and the materials, therefore are smaller in each language. This is except for the Chinese collection which is a 1.9% of the total collection.

5.2.5 Ryde

Table 12 indicates percentages of the top ten home languages in Ryde with the corresponding percentage in the library collection. Table 13 gives percentages of the top ten collection languages with their corresponding home language speaker percentages.

Table 12. Ryde top ten home languages

Language	Home language	Collection
Mandarin	12.7	5.7 (Chinese)
Cantonese	7	-(Chinese)
Korean	4.7	1.4
Italian	2.2	0.3
Arabic	1.7	-
Hindi	1.4	0.07
Spanish	1	0.2
Greek	1	-
Persian(excluding Dari)	0.9	-
Indonesian	0.9	-

Table 13. Ryde top ten collection languages

Language	Collection	Home language
Chinese	5.7	20.3 (Mandarin, Cantonese and Other)
Spanish	0.2	1
Japanese	0.8	0.6
Italian	0.3	2.2
French	0.5	0.3
Tamil	0.4	0.7
Korean	1.4	4.6
German	0.2	0.3
Swedish	0.1	0
Russian	0.08	0.3

As seen in Table 12, Ryde has a large population which speaks Chinese (12.7% + 7%) followed by Korean (4.7%) and they too are the top-most ten languages in the collection, however, not adequately represented in the collections. Although the community consists of speakers of different LOTEs (Italian, Arabic, Hindi, Spanish, Greek), all of whom are above 1% of speakers

of the Ryde population, the collections have less than 0.3% of a collection in each language. On the other hand, looking at Table 13, the collection has materials in Japanese, French and Swedish which are all in higher percentages than that of speakers in the community of Ryde.

5.3 Summary

This chapter examined the relationship between the linguistic profile of the collections and the linguistic profile of the communities that the five libraries serve. The analysis draws several findings. First, the number of speakers in the community exceeds the percentage of materials in the collection in each library but not for each language. There are many instances where the collection percentages exceed the community percentage of speakers. Examples can be found with Tagalog in Blacktown, Thai, French and Japanese in Blacktown and Fairfield, and Vietnamese in Hornsby. Secondly, the existing gap between the collection percentage and the community percentage of LOTE is the narrowest in the Chinese language. Thirdly, it can be observed that the collections hold several smaller languages that are spoken in the communities. Although these numbers are not numerically high, the presence of them in the collection helps libraries build a strong relationship with the groups of people who speak the languages. Examples of such languages are Samoan in Blacktown, Khmer in Fairfield and Thai in Hornsby. Next, naming of the languages in the collection and the community profile of the census data is one finding that creates confusion. For instance, Chinese speakers are divided into Mandarin, Cantonese and Other in the census data whereas in the collections the language is named as Chinese. This may have negative results on the users, although this could not be determined within the scope of this study. Finally, another finding that might affect the community of particular language speakers is the absence or very few items of materials in the language in the collection while the community group is considerably large. For example, Fairfield has a 6.7% of Assyrian Neo-Aramaic speakers but the collection does not hold any materials in the

language. Another example of this is Korean in Ku-ring-gai Library, where the collection has only 64 items in relation to the 2.5% of speakers of Korean. In light of these findings, it can be concluded that some LOTEs are inadequately represented in the collections.

6. Comparison between libraries

6.1 Overview

This section addresses the third research question of my study by exploring the differences among the five selected libraries. In this section, comparisons are made between the libraries. The findings are presented in three ways: Section 6.2.1 looks at comparisons of proportionate distribution of English to LOTEs and discusses the high prevalence of English materials. Next, Section 6.2.2 presents results of comparison of total LOTE collections among the five libraries, and, finally Section 6.2.3 compares the Chinese collections to the speakers of Chinese in the communities. The results are presented in three graphs where all numbers are percentages. The chapter concludes with a summary of findings related to differences that can be noted among the five libraries.

6.2 Comparison between libraries

6.2.1. Proportionate distribution of English to LOTE materials in the collections

This section discusses the results of the comparison of LOTE collections among the five libraries. There are two noticeable trends that can be observed among the five libraries when their English and LOTE collections are examined. Firstly, the comparison of English and LOTE collections of each library in Figure 8 shows a considerable gap between the two, which is not surprising considering the status of English in Australia, which is discussed subsequently.

Figure 8. English Vs. LOTE in the five libraries
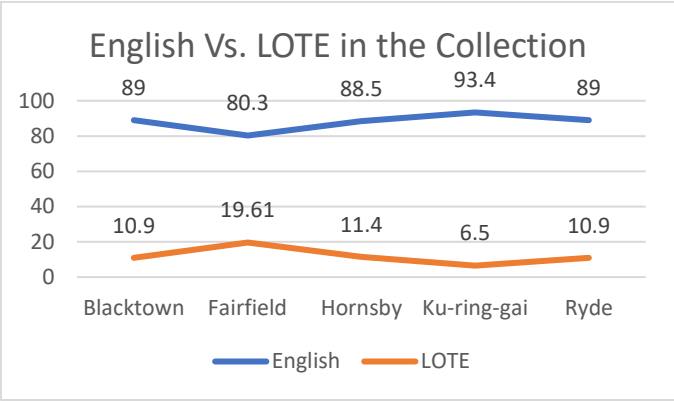
Figure 9. Speakers of English and LOTE in the LGAs
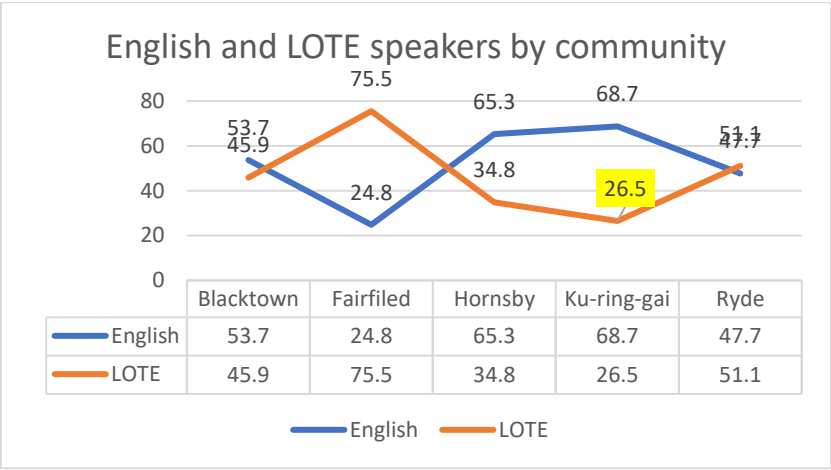
As can be seen from Figure 8, there is a large gap between English and LOTE materials. However, the gap is the narrowest in Fairfield and widest in Ku-ring-gai. Figure 9 indicates the gap between English and LOTE speakers in the community. Examining the two graphs, we can see that the collection material percentage in English is always higher than the LOTE materials percentage. On the other hand, Figure 9 shows that in Fairfield and Ryde LGAs, LOTE speakers exceed the number of English speakers; Fairfield has a far higher number of LOTEs than Ryde. Apart from that, Blacktown has a slightly higher number (53.7%) of English speakers than LOTE speakers (45.9%). Overall, what can be noticed is that English materials in the

collections are far larger than the LOTEs in the collection irrespective of the number of English-only speakers in the community.

A second point of note in the comparison is the availability of a considerable range of LOTE materials in all five libraries. For example, Blacktown, Fairfield, Hornsby and Ryde have materials in over 100 languages (168, 111, 108, and 100 respectively) while Ku-ring-gai has materials in 92 languages. This is significant because even the smaller languages are represented in the collection, however, some of the smaller languages have only 1 or 2 materials and they too could be translations into English. The availability of even a minimal quantity of materials in particular languages in the collection, has positive outcomes; it facilitates users borrowing books in multiple languages (Musgrave et al., 2019) as findings of the City of Greater Dandenong Libraries research reveal. These users may or may not be recorded as speakers of these particular languages in the community profile, however, they benefit from this facility. Therefore, provision of a range of languages in the collections, in this case is seen as supportive of the multiple language repertoires of populations of migrants in diverse communities. This is also seen as bottom up power approaches where users of libraries may impact the collection contents through analysis of user records (Fairfield City Council, 2017).The following section examines that status of English in Australia, considering the higher number of materials in English available across all five libraries.

English in Australia

One of the main reasons for a larger presence of an English collection is that English is the main language in Australia. Although Australia has no constitutionally defined official language, English is the de facto national language of Australia. According to the 2016 census, 73% of the population speaks only English at home in Australia (Australian Bureau of Statistics,

2016a). English is the medium of operations in socioeconomic spheres in Australia. It is the medium of instruction in education, financial and legal systems. Since the public libraries cater to all social groups in society, the necessity arises for accessing a wide range of educational, financial and legal as well as recreational material.

The report of the International Federation for Library Associations (IFLA) states that official publications of a country, such as information relating to government, law, education and business, are likely to exist only in the official language/s of that country and that this situation is understandable, although it may be perceived as inequitable(IFLA, 2009). Phillipson (1992) supports this view of inequality by stating that it is the dominance of the English language over other languages and is an example of the monolingual ideologies of the institutional makeup of the migrant hosting countries. This could be argued, and conclusions must be drawn after taking many operational aspects of the public libraries into consideration before public libraries are critiqued for their monolingual institutional bias. Furthermore, English is a 'lingua franca' that connects people who speak different languages, resulting in interaction between different ethnic groups, facilitating social integration. Persons of all age groups from different ethnic backgrounds and socioeconomic levels visit the public libraries in the communities in order to gain access to knowledge. According to Quinn and McCallum (2012 p.5) "[p]ublic libraries support the information, education, cultural and recreational needs of local communities. They occupy a central place in community life." Thus, the findings emulate the objectives of the public library guidelines in providing services to the community.

A second factor that explains the higher presence of English materials in the collections is that libraries assist migrant populations to learn English. One of the main requirements to fully access the services Australia provides for its residents is the language. According to Quinn and McCallum (2012) one of the main functions of the public libraries is to assist the social

integration of migrant populations. English paves the way for accessing employment and education, and proficiency in English is necessary when accessing healthcare and legal guidance among many other domains. In support of this, Living Learning Libraries State Library of NSW (2018 p.6) legislates the standards and guidelines for NSW libraries as follows: "an English as Second Language collection is established where the culturally and linguistically diverse (CALD) population is greater than 1% of the total LGA population." Additionally, language was identified as the major barrier for CALD community members, for older and newly arrived migrants (State Library of NSW, 2018). This brings to attention the need for bilingual and multilingual staff in libraries to support local migrant communities. Therefore, the availability of larger English collections can be seen in a positive light in relation to servicing migrant populations.

A third interpretation of the outcomes of the analysis is the position of English as a global language. This has implications not only for migrants but for Australian native speakers of English. English is widely spoken and learned as a native language and as a second language around the world, and its use in international affairs and in international organisations makes it a world language. English acts as a 'lingua franca' providing access to speakers of diverse languages to communicate and engage in national and international affairs. This status that English has gained as a global language is invariably associated with the power it wields. The political and economic power that imperialism has demonstrated through institutionalising English in the countries they have colonized on the one hand, and on the other hand the economic and cultural supremacy of the US in all aspects of society such as business, internet, music, and movies, has sealed the fate of English as a global language with immense power attached to it. De Swaan (2001) expounds the high communicative value of the English

language and contends that 'English is the hyper-central language that holds the entire world language system together (De Swaan, 2001 p.17).

In conclusion, the collections in the selected public libraries in the Sydney metropolitan area can be seen to house larger English language material collections even though sometimes non-English speaking populations are higher in the community such as in Fairfield, and this can be attributed to the status of English language in Australia as well as globally.

6.2.2 Comparison of LOTE collections between the five libraries

This section discusses the results of the comparison of LOTE collections among the five libraries. I present three findings related to the LOTE collections in this section: firstly, the significant number of LOTE present in each library, secondly, the highest LOTE collection at Fairfield library service and thirdly, the lowest LOTE collection at Ku-ring-gai library. Figure 10 shows the percentages of LOTE in each collection.

Figure 10. Total LOTE percentages in the five libraries
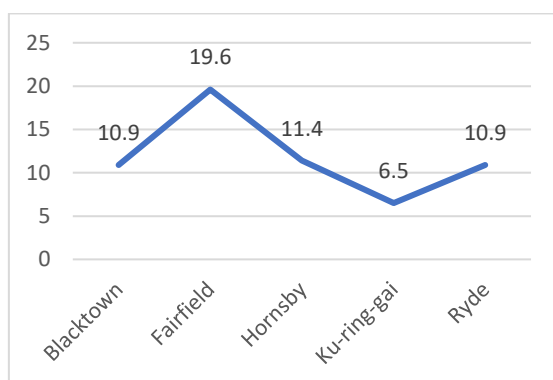
Even though the argument for the status of English and its functional worth is justifiable, the research attempts to examine the collections with a focus on its LOTE materials due to its significance for the migrant populations. Regarding the LOTE collections in the five libraries, the first noticeable finding is the considerable percentage of LOTE collections in all five

libraries. It ranges from 6.5% in Ku-ring-gai to 19.6% in Fairfield. This means that a fair number of communities are represented, which is in line with the importance of including materials in LOTE as highlighted in the report on multicultural library services in NSW public libraries(State Library of NSW, 2018). This report states that LOTE collections are as instrumental to the identity of people and in the preservation of heritage through the transferring of it to the next generations and, further reveals anecdotal evidence from Blacktown Library to emphasise that it is essential for children who are born here, and whose parents originate from other countries, to be connected to these places through the scripts in LOTE materials which also assist the parents in teaching their children the language of their home country. The second point of note in these findings is the highest percentage of LOTE materials (19.6%) at the Fairfield Library Service collection. This is evidential proof of the public libraries' increasing attempt at building multilingual collections to offer the communities an opportunity for preserving their heritage languages. An examination of the collection building and management policies of Fairfield and Hornsby libraries emphasise this practice. According to a report compiled by the city council, Fairfield Library purchases materials in sixteen community languages including Vietnamese and Arabic (Fairfield City Council, 2017). Further, the Fairfield Library fund distribution is reviewed and adjusted annually to suit the changing demographics, the needs of the community, the changing usage of the collections and publishing environments in addition to the customer feedback and suggestions on purchases as well as use of materials through monitoring systems (Fairfield City Council, 2017). In a similar way Hornsby Library (Hornsby Shire Library and Information Services, 2013) access to materials in community languages is one provision in their policy document and the collection is reviewed on a regular basis while the collections are supplemented further by State Library's Community Language Services (Hornsby Shire Library and Information Services, 2013). In

addition to the policies framing the collection building, reviewing and management, there is research on other processes that support acquisition of LOTE collections. For instance, in a research on a unique partnership between Co-operative Action by Victorian Academic Libraries (CAVAL) which is a cataloguing agency, and the Foreign Language Bookshop in Melbourne reveals a successful partnership in the acquisition of books in 60 languages due to their combined knowledge(Henczel, 2003). From another perspective, the visible margin between the collections and the community demographics can possibly be attributed to the challenges associated with building LOTE collections, which according to research, are many: variations from publisher to publisher and country to country, short print runs, fluctuating prices, fixed prices of the titles available in comparatively fewer languages, are some of the challenges that CAVAL and FLB in Melbourne have faced (Henczel, 2003). Budget restrictions is another barrier to the enhancement of the multilingual collections. Public libraries are funded by local governments other than those that are centralised which are subsidised and funded by state governments whereas there is no direct funding from the Federal government (Quinn & McCallum, 2012). It is not only building collections and acquiring materials that pose barriers to building collections that reflect the community demographics but also managing and maintaining them. These challenges faced in collection building may have been instrumental in the third point of note in the findings of the study, which is the lowest LOTE collection (6.5%) at Ku-ring-gai library. Although it is the lowest among the five libraries in the study, this should not be viewed in a negative light since Ku-ring-gai has built this significant LOTE collection and thus it is worth considering further challenges that would hinder acquisition of LOTE materials. Among them are the necessity for relocating, revitalising and refocusing of the collections which needs careful review (Henczel, 2003) due to the changing demographic factors caused by migration patterns. For instance, as it may have been the case with Ku-ring-

gai, the high socio- economic advantage in Ku-ring-gai and the consequently increasing literacy standards of communities may dictate the nature and the size of the LOTE collection. In light of the mentioned trends and barriers, it can be deduced that the thoughtful process of developing a library collection which caters to community needs requires a strong institutional policy, processes in place for managing, preserving and weeding of collections which is a complex task with many challenges around it. Therefore, the existing percentages of LOTE in the current collections of all five libraries are encouraging. This could be further improved by addressing the funding needs, the staff collaboration with other institutions such as cataloguing and publishing agencies and booksellers at a local level. The following section will discuss the third finding of the analysis which is the prevalence of a large Chinese collection in each library in the study.

6.2.3 Chinese collections in the five libraries

This section discusses the third finding of the comparison of the five libraries; the prevalence of a larger Chinese collection in each library. In order to seek a descriptive analysis, I further compare each library Chinese collection percentage with the corresponding LGA's Chinese speaker percentage. I present the finding that Chinese speaking population is higher than the percentage of materials in the collections and provide the possible causes and implications of this result. Figure 11 shows percentage of Chinese materials in the collection and the percentage of Chinese speakers in the LGA.

Figure 11. Percentage of Chinese materials in the collection and the percentage of Chinese speakers in the LGA.
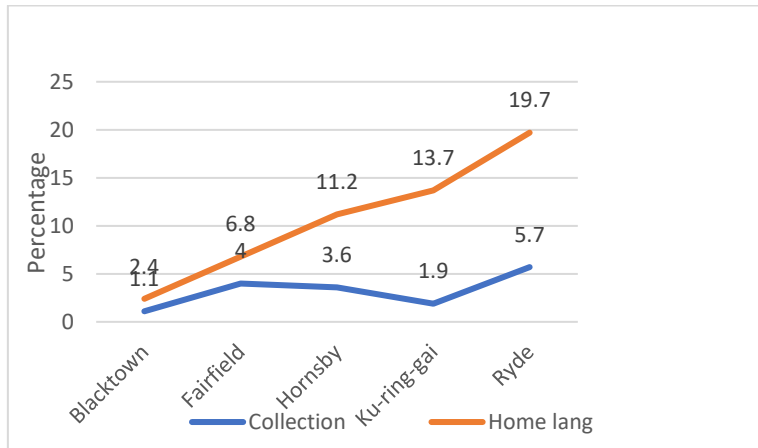
Figure 3 to Figure 7 in Chapter 4 indicate the LOTEs in each library collection. One finding of this was the higher percentage of Chinese materials. This was evident in each library collection. Figure 11 illustrates the comparison between the community and collection profiles for Chinese language. Result of this comparison shows the percentage of people who speak Chinese as a home language in the community exceeds the percentage of Chinese materials in the collections. As can be seen from Figure 11, the least difference between the Chinese materials in the library and the Chinese speakers in the community is in Blacktown. This difference increases with each LGA from Fairfield to Ryde in the order the LGAs are presented; the larger the Chinese speaking population is, the greater the difference between the two aspects of comparison. It can be further seen from Figure 10 that Ryde has the largest Chinese collection (5.7%) followed by Fairfield (4%), Hornsby (3.6%), Ku-ring-gai (1.9%) and Blacktown (1.1%). It is evident that this pattern does not show a correlation to the population of Chinese speakers in each LGA. Therefore, it is worth investigating possible interpretations to this high percentage of Chinese language materials among other LOTEs.

This research finding can be interpreted in several ways. Firstly, examination of collection building processes could account for this. Libraries in NSW enhance and manage their collections in various ways: they rely on donations, blanket purchases, community who purchases materials overseas. They seek advice from specialised bookshops and individuals. The libraries also consider the community demographics and the community needs obtained via library user feedback surveys. Among these, the user needs, the donations made by individuals, and a vibrant publishing industry in the home country are of considerable influence in building collections (State Library of NSW, 2018). Larger Chinese collections could be interpreted as a result of such practices. However, these practices vary from library to library in the library services investigated in the study. For instance, Fairfield Library does not accept donations from the community (Fairfield City Council, 2017) or elsewhere while Hornsby accepts donations under the library's strict regulations (Hornsby Shire Library and Information Services, 2013).

6.3 Summary

This section discussed the results of the comparison between the five libraries which aims at the third research question in the study which is the differences among the five libraries. it can be seen that there are similarities among the libraries in terms of its proportionate distribution of English and LOTE materials. Results show that there is far higher number of English materials than LOTE in all five libraries which can be attributed to the position of English in Australia and in the world. Secondly, comparison of the LOTE collections show that Fairfield Library Service has the largest collections (19.6%) while all five libraries have materials in a range of languages which can be considered as a positive encouragement towards multilingualism. Thirdly, the high prevalence of Chinese materials in every library collection in the study is noteworthy and may be indicative of the rising power of China.

7. Conclusion

7.1 Overview

The purpose of this study was to explore the linguistic profile of libraries to highlight their multilingual collections and examine their relationship to the language communities they serve, and whether differences exist between the selected libraries. Five LGAs were selected and their libraries' online catalogues were examined. The number of materials in LOTE and English were established and tabulated to explore the linguistic profiles in the above sections. This chapter brings the study to a conclusion. This chapter begins by revisiting the research questions. It then discusses implications for advocating multilingualism and multiculturalism.

7.2 Revisiting the Research Questions

The findings were discussed in Chapters Four, Five and Six. Below, these findings are summarised considering the research questions.

1. What is the linguistic profile of the collections of the selected libraries in Sydney?

2. How is the linguistic profile of these collections related to the linguistic profile of the communities they serve?

3. What differences between the linguistic profiles of the selected libraries can be observed?

In response to the first research question, it can be observed that the five libraries have considerable amounts of materials in LOTEs in their collections despite the gap between the English and LOTE collections being large. The collections of Blacktown, Fairfield, Hornsby, Ku-ring-gai and Ryde possess 10.9%, 19.6%, 11.4%, 6.5% and 10.9% of LOTEs in their collections. This is a significantly positive finding considering the potential role that libraries

could play as an inclusive social space. As existing studies reveal, it is through access to social institutions with multilingual provisions that social inclusion can be achieved (Piller, 2012). From an LL perspective, the prevalence of multilingual collections in the linguistic landscape of the public library, as Landry and Bourhis (1997) define, demarcates the space that a group of speakers inhabit. This informational function of the LOTE collections validate the fact that the public library is a social space that LOTE speaking communities inhabit. Further, considering the symbolic value of the linguistic landscape (Landry & Bourhis, 1997), it can be concluded that the presence of these multilingual collections embody the status of LOTE speaking groups in their communities.

Regarding the second research question, research findings reveal a high range of languages are offered in the multilingual collections of libraries; four libraries offer over 100 languages while Ku-ring-gai offers 96 languages in total. This has implications for heritage language maintenance (Little, 2017) on the one hand, as those who want to maintain and pass on their home languages to the next generation would seek these materials from the public library. On the other hand, it helps communities build trust in the public library as a place where they could have access to knowledge in their mother tongue, thus building social capital (Varheim, 2011).The existence of smaller languages such as Khmer, Thai and Samoan, although they are in small numbers, would serve this purpose of investing in social capital, especially for the elderly and the newly arrived migrants whose proficiency in English might be low. In addition, the availability of a range of languages impact the borrowing patterns, as observed in the City of Greater Dandenong Library (Musgrave et al., 2019) where users borrow materials in multiple languages. Despite the collection percentages in LOTE being comparatively lower than the community percentages of LOTE speakers, some LOTEs such as Chinese collections have substantial collections in all five libraries. This might be evidence of the growing status of China

and Chinese. Whether these collections are due to initiatives of the library authorities such as their collection acquisition policies, or state oriented such as funding for purchasing of materials, or they are initiatives on the part of the users as feedback and borrowing patterns impacting increased materials, these findings reveal public libraries as spaces where dynamics of power are negotiated to make this institution more socially inclusive.

In response to the third research question on the differences between the five libraries, Fairfield Library Service is found to provide the strongest multilingual collection service with the largest (19.6%) LOTE collection. Blacktown and Hornsby libraries have a positive correlation between the top ten languages spoken in the community and the top ten languages available in the collection.

7.3 Implications

The study has implications on the potential for improvement in language policy and planning. As literature reviewed in Chapter Two revealed, ALLP has had an emphasis on English language being the overarching goal of Australia's language policy (Schalley et al., 2015). In relation to this, there are implications as to the role of public libraries in diverse Australia. On the one hand, it shows the potential of LOTE speakers in the community impacting the language regimes in the library through bottom up approaches to create positive outcomes for the development of multilingual collections in libraries that serve diverse communities in Australia. On the other hand, it reveals the potential that libraries have as institutions that locally serve their communities. The library staff, through their top down approaches could ensure better service through the multilingual collection provisions not only for accessing the library for addressing their information needs but also in assisting the community maintain their heritage languages.

The collections in the public libraries are considered the linguistic landscape of the library in my study. The variety of minority languages in the library collections reflect the demographic realities of the communities these libraries serve. As collection building is a collaborative effort by both the library authorities and the users, it demonstrates top down as well as bottom up approaches to language maintenance in the public spaces. The gaps that the study have revealed call for remedies. Firstly, the underrepresentation of LOTEs that are spoken in the community should be addressed. Secondly, the large Chinese collections that are available in the public libraries could be reviewed as a potential example, so that other collections could be developed with similar criteria, especially in relation to communities with large groups who speak a particular language. In this way, the public library needs to develop its multilingual collections to represent the populations of LOTE speakers residing in the community. This would further increase the status of minority language speakers in the communities in diverse Australia.

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Appendix

Please note that the collective groups of languages mentioned in the following data are not included in the LOTE. They are only included in the total number of materials in each collection.

Blacktown Library	
Language	Number of titles
Abkhaz	1
Achinese	1
Acholi	1
Afrikaans	12
Afroasiatic	2
Akan	8
Akkadian	8
Amharic	135
Arabic	1118
Aramaic	2
Armenian	4
Asamese	2
Australian Languages	37
Bambara	3
Basque	1
Bosnian	3
Bulgarian	5
Burmese	6
Catalan	18
Cebuano	1
Chagatai	1
Chinese	2546
Coptic	1
Creek	1
Creoles and Pidgins Eng.	1
Creoles and Pidgins Fr.	1
Croatian	1
Croatian discontinued	108
Czech	22
Dakota	1
Danish	94
Dargwa	1
Dayak	1
Dinka	20

Dogri	1
Dutch	168
East Frisian	1
Edo	1
Elamite	6
English	197285
English Middle	11
English. Old	3
Estonian	3
Fang	1
Faroese Discontinued	1
Fijian	2
Filipino	30
Finnish	45
Fon	1
French	1333
French Old	1
Fula	2
Galician	2
Georgian	1
German	13
German Middle High	1
Greek Ancient	18
Greek Modern	37
Gujarati	743
Hebrew	43
Hiligaynon	1
Hindi	1765
Hungarian	29
Icelandic	34
Iloko	1
Indic (Other)	3
Indonesian	13
Iranian (Other)	1
Irish	5
Irish discontinued	1
Italian	1188
Japanese	1171
Javanese	1
Kannada	5
Karen	14
Kashmiri	2
Kazakh	1
Khmer	3

Komi	1
Korean	961
Kurdish	1
Lahndā	1
Lao	2
Latin	40
Latvian	4
Lithuanian	2
Luo	2
Maasai	1
Macedonian	3
Malay	2
Malayalam	81
Maltese	5
Maori	23
Marathi	31
Miscellaneous	4
Multiple Languages	197
Nahuatl	1
Nepali	16
Niger- Kordofanian	1
Nilo-Saharan (other)	1
Niuean	1
North American Indian (other)	1
Norwegian	143
Norwegian (Nynorsk)	1
Nyanja	1
Occitan	1
Oriya	2
Otomian Languages	1
Pahlavi or Pali	2
Panjabi	912
Papuan (Other)	2
Persian	505
Philippine (Other)	7
Polish	984
Portuguese	133
Prakrit Languages	1
Pushto	16
Quechua	1
Rarotongan	1
Romani	4
Romanian	8
Russian	631

Shalishan Languages	1
Samaritan Aramaic	3
Sami	1
Samoan	24
Total LOTE	24329
Sanskrit	11
Santali	1
Scottish Gaelic	3
Serbian	351
Serbian Discontinued	67
Shona	1
Sign Languages	1
Sindhi	1
Sinhalese	622
Slavic (other)	1
Slovak	7
Slovenian	9
Somali	46
Songhai	3
Southern Sami	1
Spanish	1193
Sudanese	2
Swahili	256
Swedish	248
Swiss German	1
Syriac Modern	1
Tagalog	1198
Tagalog Discontinued	12
Tamashek	3
Tamil	1720
Telugu	54
Thai	18
Tibetan	8
Tigrinya	2
Tokelauan	2
Tongan	3
Turkish	603
Turkish Ottoman	1
Twi	1
Udmurt	1
Ukrainian	7
Undetermined	101
Urdu	961
Vietnamese	603

Language	Number of titles
Welsh	7
Wolof	2
Yiddish	5
Yoruba	2
Total	221614

Fairfield Library	
Language	Number of titles
Afrikaans	4
Akkadian	5
Albanian	6
Amharic	3
Arabic	1337
Aramaic	4
Australian Languages	6
Aymara	1
Bambara	1
Basa	1
Basque	3
Belarusian	1
Bengali	3
Bosnian	263
Bulgarian	3
Burmese	5
Carib	1
Caucasian (0ther)	1
Chibca	3
Chinese	4876
Chinook Jargon	1
Cornish	1
Croatian	536
Croatian discontinued	69
Czech	37
Danish	42
Dinka	3
Dutch	65
English	96475
Filipino	1
Finnish	29
French	719
Galician	2
German	320
Greek Ancient	3
Greek Modern	17
Gujarati	2

Haida	1
Haitian French creole	2
Hebrew	16
Hindi	23
Hmong	1
Hungarian	38
Icelandic	1
Igbo	1
Iloko	1
Indic (Other)	1
Indonesian	15
Italian	1357
Japanese	2040
Karen	3
Khmer	1092
Khmer Discontinued	1
Kinyarwanda	3
Korean	275
Kurdish	2
Lao	41
Latin	4
Macedonian	13
Makasar	1
Malay	1
Malayalam	1
Mandar	1
Maori	2
Multiple Languages	97
Nepali	5
Nilo-Saharan (other)	1
Norwegian	75
Norwegian (Nynorsk)	3
Oromo	1
Panjabi	2
Papuan (Other)	1
Persian	45
Philippine (Other)	2
Polish	423
Portuguese	176
Pushto	1
Quechua	1
Romani	5
Romanian	6
Russian	532

Samaritan Aramaic	1
Sami	1
Samoan	11
Sanskrit	2
Semitic	1
Serbian	643
Serbian Discontinued	32
Slavic (other)	1
Slovak	23
Slovenian	24
Somali	1
Southern Sami	1
Spanish	2583
Sudanese	1
Swahili	3
Swedish	169
Swiss German	2
Syriac Modern	18
Tagalog	2
Tagalog Discontinued	1
Tai	3
Tamil	4
Telugu	1
Thai	838
Tibetan	7
Turkish	76
Ukrainian	13
Undetermined	76
Urdu	2
Vai	1
Vietnamese	4268
Zhuang	1
Total	119972
Total LOTE	23497

Hornsby Library

Language	Number of titles
Afrikaans	7
Akkadian	1
Albanian	2
Altaic (Other)	1
Amharic	1
Arabic	44
Aramaic	4
Asamese	1
Australian Languages	9
Belarusian	1
Bengali	15
Bhojpuri	1
Bulgarian	6
Burmese	1
Catalan	5
Corsican	1
Croatian	1
Croatian discontinued	5
Czech	23
Danish	97
Delaware	1
Dinka	3
Duala	1
Dutch	96
Elamite	6
English	125602
English Middle	5
English. Old	1
Estonian	2
Finnish	33
Fon	1
French	895
French Old	1
German	717
Greek Ancient	13
Greek Modern	17
Gujarati	6
Hebrew	45
Hindi	744
Hungarian	19
Icelandic	32

Indic (Other)	93
Indonesian	6
Irish	2
Italian	429
Japanese	577
Karen	1
Khmer	2
Korean	1109
Kurdish	1
Ladino	1
Latin	32
Lithuanian	2
Maithili	1
Malay	1
Malayalam	1
Maori	1
Marathi	4
Masai	1
Miscellaneous	1
Mongolian	1
Multiple Languages	106
Nahuatl	1
Ndebele	1
Nepali	2
Nilo-Saharan (other)	1
North American Indian (other)	1
Norwegian	108
Occitan	1
Pahlavi or Pali	2
Panjabi	3
Persian	14
Polish	25
Portuguese	56
Pushto	1
Romani	5
Russian	71
Shalishan Languages	1
Sanskrit	4
Sardinian	1
Scots	1
Scottish Gaelic	1
Serbian	1
Serbian Discontinued	1
Sign Languages	2

Sindhi	1
Slave	1
Slovak	5
Slovenian	5
Somali	1
Spanish	238
Sudanese	1
Swahili	2
Tagalog	2
Tagalog Discontinued	1
Tai	3
Tamashek	
Tamil	4
Telugu	1
Thai	838
Tibetan	7
Tongan	
Turkish	76
Ukrainian	13
Undetermined	76
Urdu	2
Vai	1
Vietnamese	4268
Zhuang	1
Total	141842
Total LOTE	16240

Ku-ring-gai library

Language	Number of titles
Afrikaans	9
Akkadian	1
Albanian	1
Amharic	2
Arabic	19
Artificial	1
Australian Languages	7
Balinese	1
Bengali	2
Bulgarian	6
Burmese	1
Catalan	32
Chinese	3429
Croatian	1
Czech	15
Danish	106
Dinka	2
Dutch	612
Efik	5
Elamite	1
English	163229
English Middle	5
English. Old	1
Erzya	1
Esparanto	64
Estonian	6
Finnish	636
French	2483
Frisian	1
Galician	2
Georgian	1
German	1029
Greek Ancient	6
Greek Modern	169
Hebrew	28
Hindi	15
Hungarian	28
Icelandic	35
Indic (Other)	1

Indonesian	6
Interlingua	1
Inuktitut	1
Iranian (Other)	1
Irish	3
Italian	579
Japanese	355
Kannada	1
Karen	1
Khmer	2
Korean	64
Kurdish	1
Lao	1
Latin	71
Macedonian	1
Mandar	2
Maori	3
Miscellaneous	1
Mongolian	1
Multiple Languages	36
Nepali	1
Nilo-Saharan (other)	1
Northern Sotho	1
North American Indian (other)	1
Norwegian	89
Nyanja	1
Occitan	1
Papuan (Other)	2
Persian	12
Philippine (Other)	1
Polish	40
Portuguese	537
Romani	1
Romanian	2
Russian	44
Sanskrit	1
Serbian Discontinued	5
Shona	1
Slovenian	3
Somali	1
Spanish	446

Swedish	230
Swiss German	1
Tagalog	53
Tamashek	1
Tamil	4
Thai	5
Tibetan	3
Turkish	17
Ukrainian	2
Undetermined	47
Urdu	1
Vietnamese	7
Welsh	10
Total	174696
Total LOTE	11467

Ryde Library

Language	Number of titles
Afrikaans	8
Afroasiatic	1
Akkadian	1
Albanian	3
Amharic	2
Arabic	65
Aramaic	1
Armenian	1
Australian Languages	11
Azerbaijani	1
Bambara	1
Bengali	6
Bulgarian	5
Burmese	2
Catalan	7
Chagatai	1
Chibcha	1
Chinese	8996
Church Slavic	2
Croatian	5
Croatian discontinued	1
Czech	20
Danish	72
Dayak	1
Dinka	3
Dutch	112
Elamite	1
English	140113
English Middle	6
English. Old	3
Estonian	2
Fang	1
Finnish	37
French	862
German	458
Germanic (other)	1
Greek Ancient	61
Greek Modern	37
Hebrew	38
Hindi	124
Hungarian	22

Icelandic	39
Indonesian	17
Iranian (Other)	1
Irish	5
Irish discontinued	1
Italian	480
Japanese	1279
Kannada	1
Karen	1
Khmer	2
Korean	2309
Lao	1
Latin	17
Malay	2
Malayalam	9
Mandar	2
Maori	3
Marathi	1
Miscellaneous	2
Mongolian	1
Multiple Languages	57
Nepali	2
Nilo-Saharan (other)	1
No linguistic content	46
North American Indian (other)	1
Norwegian	124
Norwegian (Nynorsk)	1
Nyanja	1
Occitan	1
Pahlavi or Pali	1
Panjabi	2
Persian	47
Polish	38
Portuguese	68
Pushto	1
Romani	5
Romanian	1
Rundi	1
Russian	130
Shalishan Languages	1
Samaritan Aramaic	1
Sami	1
Sanskrit	8
Scots	1

Scottish Gaelic	1
Serbian Discontinued	1
Sinhalese	1
Slavic (other)	1
Slovak	3
Slovenian	3
Somali	1
Spanish	458
Sudanese	1
Swahili	2
Swedish	281
Swiss German	1
Tagalog	3
Tamashek	1
Tamil	654
Telugu	1
Thai	7
Tumbuka	1
Turkish	32
Tuvinian	1
Ukrainian	4
Undetermined	54
Urdu	3
Vietnamese	25
Welsh	1
Yiddish	2
Total*	157351
Total LOTE	13637