

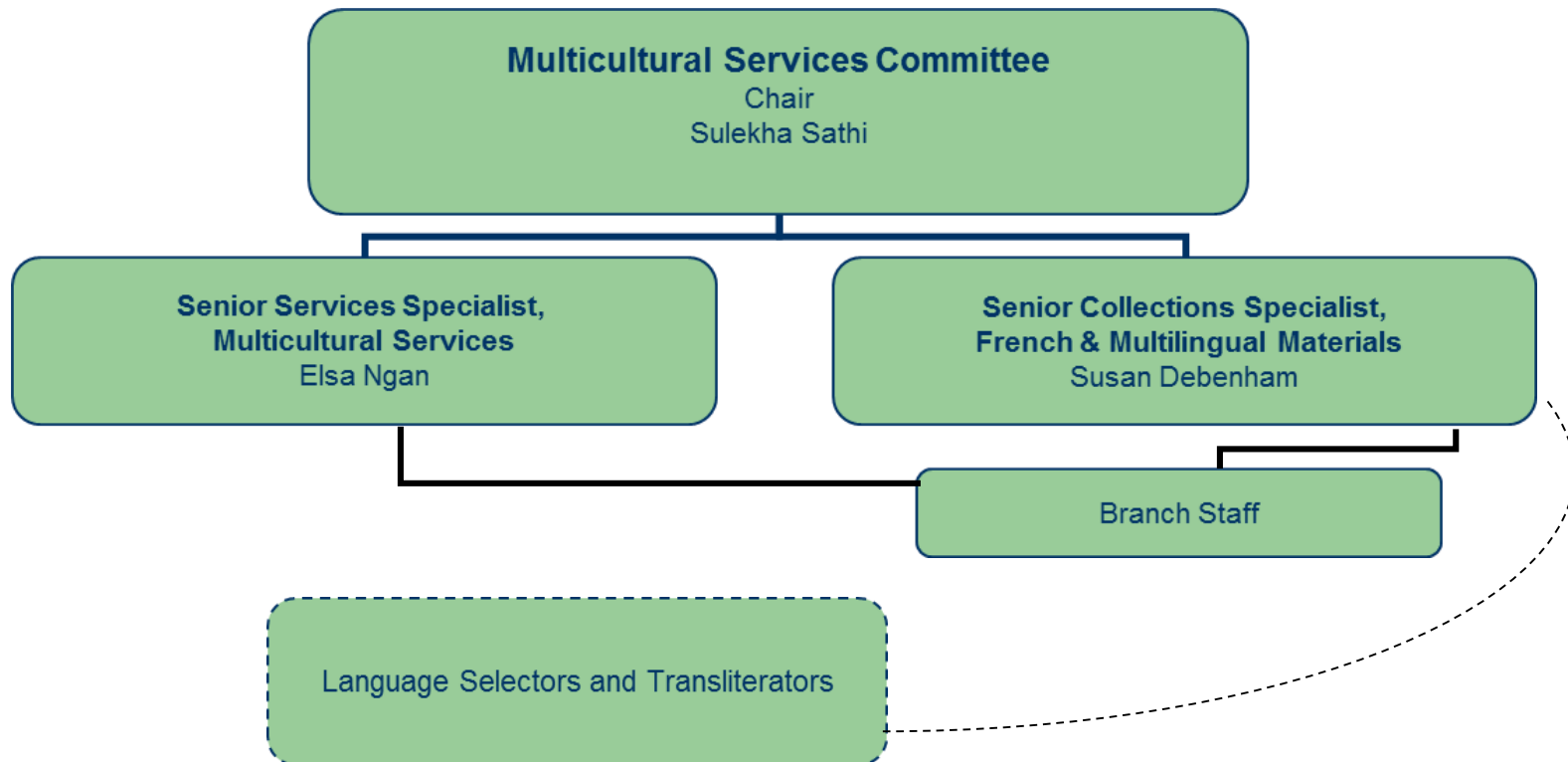


# Building Responsive Multilingual Collections at Toronto Public Library

OLA Super Conference  
Thursday, January 28, 2016



# Planning and Delivering Multilingual Collections and Multicultural Services and Programs



# Multilingual & ESL Collections

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- Multilingual Collections

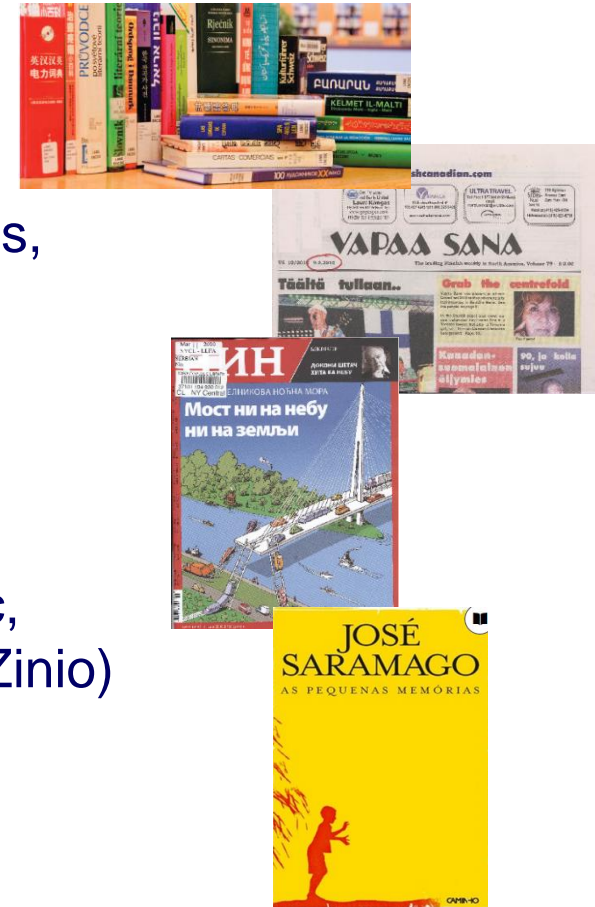
2015 Collection Size	616,317
2015 Circulation	2,127,513
2015 Budget	\$1,227,000

- ESL Collections

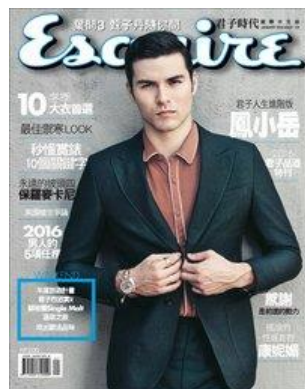
2015 Collection Size	68,577
2015 Circulation	382,747
2015 Budget	\$201,152

# Multilingual & ESL Collections

- Adult and Children's material
- Books, CDs, DVDs, paperbacks, periodicals, newspapers
- Children's kits, board books
- Downloadable eBooks, eMagazines, music, videos, eAudiobooks (Hoopla, OverDrive, Zinio)
- English as a Second Language



- OverDrive - eBooks in French, Chinese, Portuguese, Russian, and Spanish
- Zinio - eMagazines in French, German, Chinese, Italian, Spanish, Portuguese, Vietnamese, and Filipino (English)
- Hoopla - Music and videos in French, Chinese, German, Hebrew, Italian, Japanese, Korean, Spanish and more
- Chinese e-Magazines database



# Multilingual Collections

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## How We Select Material

- Staff selectors with knowledge of languages and communities
- Select from catalogues, lists, reviews, publisher/vendor websites, blogs, retail outlets
- Profile orders
- Multilingual Material Suggestion Form

# Multilingual Collections

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## Languages Collected

Amharic  
Arabic  
Armenian  
Bengali  
Cantonese  
Chinese (Traditional/Simplified)  
Croatian  
German  
Greek  
Gujarati  
Hebrew  
Hindi  
Hungarian  
Italian

Japanese  
Korean  
Kurdish  
Macedonian  
Malayalam  
Mandarin  
Nepali  
Panjabi  
Persian  
Polish  
Portuguese  
Pushto  
Rumanian  
Russian

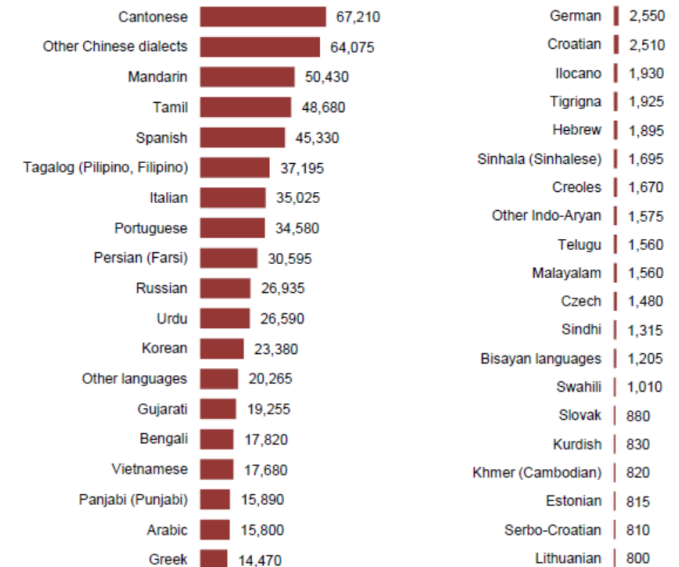
Serbian  
Somali  
Spanish  
Tagalog  
Tamil  
Telugu  
Tibetan  
Tigrinya  
Turkish  
Ukrainian  
Urdu  
Vietnamese  
Yiddish

# Multilingual Collections

## Collection Assessments

- Staff and public input
- Performance measures
  - Statistics from Director's Station
  - Circulation trends
  - Stock and turnover
  - Cost per circ
- 2011 Census
  - Backgrounder
  - Census tract

Toronto Home Languages





# Multilingual Collections

## 2011 Census

Top-15 Home Languages in the City of Toronto  
(Excluding English and Multiple Languages)

	Persons	% of Toronto	Rank in 2006	Change since 2006
1. Cantonese	67,210	2.8	2	-11%
2. Other Chinese dialects*	64,075	2.7	1	-24%
3. Mandarin	50,430	2.1	6	+32%
4. Tamil	48,680	2.0	3	-4%
5. Spanish	45,330	1.9	5	+3%
6. Tagalog	37,195	1.5	8	+10%
7. Italian	35,025	1.5	4	-21%
8. Portuguese	34,580	1.4	7	-9%
9. Persian (Farsi)	30,595	1.3	11	+11%
10. Russian	28,935	1.1	10	-4%
11. Urdu	26,590	1.1	9	-14%
12. Korean	23,380	1.0	12	-2%
13. Gujarati	19,255	0.8	13	-13%
14. Bengali	17,820	0.7	19	+22%
15. Vietnamese	17,680	0.7	14	-16%

\* "Other Chinese dialects" include Hakka, Fukien, Shanghaiese, Taiwanese, dialects not otherwise specified, as well as responses of "Chinese" that do not specify a dialect.

#### Top-5 Home Languages in Greater Toronto & Hamilton Region (Excluding English and Multiple Languages)

##### Durham Region

	Persons
1. French	3,745
2. Urdu	3,155
3. Persian (Farsi)	2,240
4. Tamil	2,200
5. Spanish	1,995

##### York Region

	Persons
1. Cantonese	58,370
2. Other Chinese	35,380
3. Russian	23,480
4. Mandarin	20,570
5. Persian (Farsi)	19,720

##### Peel Region

	Persons
1. Panjabi (Punjabi)	86,185
2. Urdu	31,710
3. Polish	20,455
4. Spanish	15,920
5. Tamil	14,395

##### Halton Region

	Persons
1. Spanish	4,650
2. Urdu	3,740
3. Polish	3,720
4. French	3,420
5. Panjabi (Punjabi)	3,115

##### Hamilton Region

	Persons
1. Italian	6,090
2. Spanish	4,335
3. Arabic	3,970
4. Other Chinese	3,550
5. Portuguese	3,410

# Multilingual Collections

## 2011 Census

Don Mills		
	Population	%
Total - Detailed language spoken most often at home	37,465	100.0%
Single responses	34,990	93.4%
English	25,865	69.0%
French	265	0.7%
Non-official languages	8,860	23.6%
Multiple responses	2,485	6.6%
English and French	90	0.2%
English and non-official language	2,300	6.1%
French and non-official language	20	0.1%
English, French and non-official language	75	0.2%
Chinese, n.o.s.	1,040	2.8%
Mandarin	965	2.6%
Persian (Farsi)	920	2.5%
Arabic	720	1.9%
Cantonese	675	1.8%
Korean	405	1.1%
Tagalog (Pilipino, Filipino)	360	1.0%
Romanian	330	0.9%
Serbian	300	0.8%
Spanish	295	0.8%
Greek	290	0.8%
Russian	260	0.7%
Turkish	185	0.5%
Armenian	165	0.4%
Urdu	160	0.4%

Bridlewood		
	Population	%
Total - Detailed language spoken most often at home	39,640	100.0%
Single responses	35,950	90.7%
English	16,645	42.0%
French	170	0.4%
Non-official languages	19,140	48.3%
Multiple responses	3,695	9.3%
English and French	55	0.1%
English and non-official language	3,575	9.0%
French and non-official language	20	0.1%
English, French and non-official language	50	0.1%
Chinese, n.o.s.	3,840	9.7%
Mandarin	3,675	9.3%
Cantonese	3,395	8.6%
Tamil	2,625	6.6%
Armenian	950	2.4%
Tagalog (Pilipino, Filipino)	580	1.5%
Persian (Farsi)	455	1.1%
Arabic	435	1.1%
Italian	330	0.8%
Greek	315	0.8%
Gujarati	300	0.8%
Urdu	295	0.7%
Spanish	175	0.4%
Bengali	145	0.4%

# Multilingual Collections

## How to Locate Language Collections

You are [not signed in](#)

[Your Account](#)

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Search books, movies, branches, programs & more

Search

[Advanced](#) | [Old Catalogue](#)

[Books, Video, Research & More](#)

[Programs, Classes & Exhibits](#)

[Hours & Locations](#)

[Using the Library](#)

### FIND YOUR WAY

- ▶ [Downloads & eBooks](#)
- ▶ [Articles & Online Research](#)
- ▶ [We Recommend](#)
- ▶ [Français](#)
- ▶ [Job & Career Help](#)
- ▶ [Small Business](#)
- ▶ [History & Genealogy](#)
- ▶ [Digital Innovation Hubs](#)
- ▶ [New to Canada](#)
- ▶ [Early Literacy \(Birth to 5\)](#)
- ▶ [KidsSPACE](#)
- ▶ [Teens](#)



#### Blogs

The Buzz...About Books  
**Let's Talk/Let's Write/Let's Share**  
 Jan 25 | M. Elwood

Career and Job Search Help Blog  
**Cruisin' to the Top!**  
 Jan 24 | Alessya

North York Central Library Blog  
**Your Brain on Exercise: How Physical Activity**

#### Grow your skills in 2016



#### Safari Tech & Business Books Online

The latest books and videos on business, technology, and design.

#### Let's welcome our newcomers

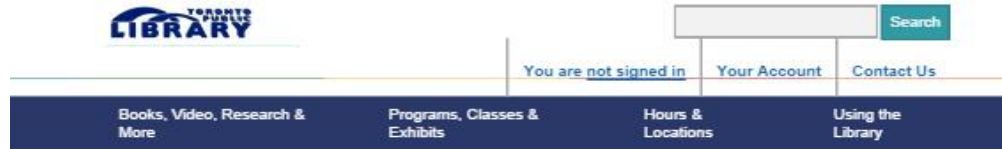


#### Donate now

Donate to Toronto Public Library to help fund programs for newcomers.

# Multilingual Collections

## How to Locate Language Collections



### New to Canada

[Learn English - ESL](#)

[For Children - ESL & Fun Programs](#)

[Citizenship Test](#)

[Settling in Toronto](#)

[Jobs, Training & Certification](#)

[Multicultural Service Goals](#)

### Also of Interest

[Youth Hubs](#)

[Find Material in Your Language](#)

[Your Library Card](#)

## New to Canada



### Books & Movies in Your Language

Find library materials in your language.



### Citizenship Test

To become a Canadian citizen, you must pass the Citizenship Test. Prepare by taking our practice test.



### Learn English

To help you learn English, the library has books, study guides for standardized tests (TOEFL, TOEIC), and ESL classes.



### Using the Library

New to the library? Learn how to get a library card and what you can do with it.



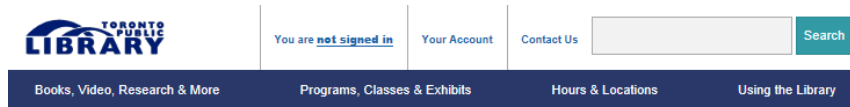
### Databases and Online Tools

Online tools for English learning, IELTS practice, and more.

Check the [New to Canada Blog](#) for the latest news and updates about library services for newcomers to Canada.

# Multilingual Collections

## How to Locate Language Collections



### Books, Video, Research & More

- Books
- Movies & Video
- Music
- Downloads & eBooks
- Articles & Online Research
- Recommended Websites
- Material in Your Language
- Special Collections & Rare Books
- Digital Archive
- Book Sales

### Material in Your Language

Toronto Public Library has books, movies, music, and digital content in over 60 different languages.

### Collections at library branches

Find out which library branches have material in your language.

- |                         |                         |
|-------------------------|-------------------------|
| Amharic   አማርኛ          | Punjabi   ਪੰਜਾਬੀ        |
| Arabic   العربية ←      | Persian   فارسی         |
| Armenian   հայեր        | Polish   Polski         |
| Bengali   বাংলা         | Portuguese   português  |
| Chinese   简化字   繁體字     | Pushto   پښتو           |
| Croatian   Hrvatsk      | Romanian   Română       |
| French   Français       | Russian   русский язык  |
| German   Deutsch        | Serbian   српски        |
| Greek   ελληνικά        | Somali   Soomaali       |
| Gujarati   ગુજરાતી      | Spanish   Español       |
| Hebrew   עברית          | Tagalog                 |
| Hindi   हिन्दी          | Tamil   தமிழ்           |
| Hungarian   Magyar      | Telugu   తెలుగు         |
| Italian   Italiano      | Tibetan   ལྷོ་སྐད་      |
| Japanese   日本語          | Turkish   Türkçe        |
| Korean   한국어            | Ukrainian   українська  |
| Kurdish   كوردی         | Urdu   اُردو            |
| Macedonian   Македонски | Vietnamese   Tiếng Việt |
| Malayalam   മലയാളം      | Yiddish   ייִדיש        |

# Multilingual Collections

## How to Locate Language Collections

### Arabic

Books, Video, Research & More

Material in Your Language

Search

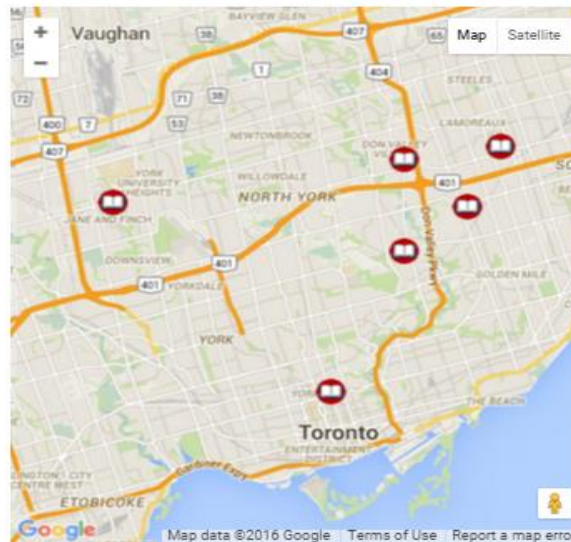
Search

#### Need help?

- [Email](#)
- [Phone](#)  
416-393-7131  
Hours of operation
- [Chat](#)
- [Help & Troubleshooting](#)



### Arabic Locations



[Welcome to the Toronto Public Library - Arabic](#)

[New to Canada? Join the library - Arabic](#)



#### Find Library Branches with Arabic

Large: 1500 or more items	Medium: 750-1500 items	Small: Fewer than 750 items
<a href="#">Toronto Reference Library</a>	<a href="#">Agincourt</a> <a href="#">Albion</a> <a href="#">Fairview</a>	<a href="#">Don Mills</a> <a href="#">Maryvale</a> <a href="#">York Woods</a>





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