

# CILLA: meeting the needs of Asian communities

*The City of Wolverhampton Public Libraries provides library services to over 236,000 people via its central and 19 branch libraries. Wolverhampton Libraries support many distinct community groups including a number of Asian communities through the provision of library services and book titles in Panjabi, Bengali, Gujarati, Hindi and Urdu.*

## AT A GLANCE

Serving over 236,000 people, of which 14.3% are Asian, from one central and 19 branch libraries

Supporting Wolverhampton's Asian community with nearly 16,000 titles in Indic Languages, including children's titles

Using OCLC's CILLA quarterly booklist service to develop and grow their Asian language collection

***“We believe that the CILLA service is an important tool in helping us achieve our commitment to making library services accessible to all of our communities in Wolverhampton.”***

**—Kal Dale, Ethnic Services Manager**

### Situation

Wolverhampton Public Libraries are committed to providing library services to all communities within Wolverhampton. They have a dedicated Ethnic Services Manager responsible for developing and delivering effective services to the various ethnic communities within Wolverhampton.

continued on reverse →

## CILLA: meeting the needs of Asian communities

continued

**Solution** | To help them with developing library services within the Asian community, Wolverhampton Public Libraries have been subscribers to OCLC's CILLA service since 1985.

CILLA provides quarterly book lists for Bengali, Gujarati, Hindi, Panjabi, Tamil and Urdu materials suitable for public library audiences. Quarterly book selection meetings, open to CILLA member libraries, are held in London, Birmingham, Preston and Glasgow for selection purposes and recommendations are made from language specialists from the current book collection. Member libraries also have the opportunity to view the physical books from the list at these meetings.

As the Ethnic Services Manager, Kal Dale is responsible for the development of library services to the Asian community. Kal meets with an Asian group of community volunteers whose principal role is to provide advice and guidance to Wolverhampton Libraries and Information Service on the selection of books and other materials in Bengali, Gujarati, Hindi, Panjabi and Urdu. The group also acts as a forum for ideas, views and comments with regard to stock purchase. The group members represent the interests of their communities. They consult with the community and provide feedback to Kal. "We have forged close working relations with our Asian community. Our subscription to the CILLA service provides the mechanism for our Asian community to have a voice in the book titles we offer to their community. It also enables us to provide a professional service in the knowledge that our stock selection meets the need of the community we are serving", Kal comments.

Wolverhampton Libraries also subscribe to the CILLA MARC records, which they download directly into their local system.

The CILLA service provides the transliteration of the titles and a record that is ready for use once the copy details are added.

Kal says, "You can't put a price on the availability of these records. We do not have resources in place to support the creation of these records so the availability of this information through the CILLA subscription is vital to us in providing an efficient system."

**Result** | Wolverhampton Libraries are committed to continuing to use the CILLA service. Kal continues, "The suppliers used by OCLC to produce the booklist select very relevant materials which are comprehensive in covering the interests of the community groups. There are still many immigrants coming to the City of Wolverhampton, but perhaps they have a different outlook than the established communities. The new immigrants are looking for dual language materials as their goal is to become fluent in English in order to become integrated into the general community and economically viable as quickly as possible. We believe that the CILLA service is an important tool in helping us achieve our commitment to making library services accessible to all of our communities in Wolverhampton."