TEMPLATE

TITLE of Extended Abstract

# Abstract

The abstract should describe and present a scholarly research, practical advances, best practices, and educational projects. Both completed research and early work/preliminary results are invited. Abstract should contain the following elements: purpose, methodology, results, originality, practical implications and conclusion of the proposed contribution. Submission should not exceed 500 words (not including references). Extended Abstracts should be modified after review process, if required by reviewers. Abstract should NOT include author names or affiliations.

Keywords: 3-6 keywords

References/Bibliography (not included in the word limit)

Type of Contribution: Paper / Poster / Workshop / Pecha Kucha / Doctoral Colloquium

Conference subtheme to which it relates most directly: Social roles of information institutions / Information profession(als) and discipline / Innovative technologies.

**EXAMPLE**

**PUBLIC LIBRARIES AND LINGUISTIC DIVERSITY: SMALL SCALE STUDY ON SLOVAK ETHNIC MINORITY IN EASTERN CROATIA**

**Abstract**

One of the key missions of the 21st century public library is to foster inter-cultural dialogue and favor cultural diversity by reaching out to all members of the local community, especially multicultural populations (IFLA, 2008; Croatian Parliament, 2002; Thorhauge, 2003; Train, Dalton and Elkin, 2000).

This paper will present a fragment of data gathered in a multi-phase exploratory study whose aim was to survey multicultural services of Croatian public libraries and collect and analyze data about information needs and behavior of long-established national minorities in this country, and understand the use and level of their satisfaction with the library services. Due to spatial limitations this paper will focus on Slovak national minority in Osijek-Baranya County, their information needs and perceptions of libraries as a source of everyday information and reading material in their mother tongue.

Data was gathered with the help of quantitative methodology. Self-administered print questionnaires were distributed through Slovak cultural associations and the Central library for Slovak minority. A total of 112 questionnaires were returned, making a turnout of 55.5%. Since 2155 members of this national minority are registered in this region the study covered ca 5% of the whole population. Descriptive statistics and variant analysis were used to analyze data.

The study has confirmed that respondents, members of the long-established Slovak national minority in Osijek-Baranya County, have the need for diverse information and reading material in their mother tongue: only 8.9% said that they do not need information resources in Slovak. As expected, the large majority indicated that they needed these materials to stay in touch with their cultural and linguistic heritage (79.5%). Also, results showed that only 24.1% respondents use public library as a source of information and reading material in Slovak, following newspapers and magazines (67.9%), Slovak cultural associations (63.4%), personal contact (54.5%) and the internet (42%).

The importance of this research lies in its implications for development of library services to multicultural communities in Croatia as well as offering suggestions for improving the collection building in Croatian public libraries, in particular regarding material in languages and scripts of long-established minorities. Authors also hope that this study will encourage librarians in Croatia to systematically collect and analyse information about their local community minorities, especially their library and information needs.

**Keywords:** multiculturalism, public libraries, Slovak national minority, information needs, information behavior, Croatia

**Bibliography**

IFLA. (2008).The IFLA multicultural library manifesto*.* Retrieved from <http://archive.ifla.org/VII/s32/pub/MulticulturalLibraryManifesto.pdf>

Croatian Parliament. (2002). Constitutional act on the rights of national minorities. Retrieved from <http://unpan1.un.org/intradoc/groups/public/documents/untc/unpan017847.pdf>

Thorhauge, J. (2003). Danish strategies in public library services to ethnic minorities. *IFLA Journal* 29(4): 308-312.

Train, B., P. Dalton and J. Elkin. (2000). Embracing inclusion: The critical role of the library. *Library management* 21(9): 483-490.

**Type of Contribution**: PAPER

**Conference subtheme**: SOCIAL ROLES OF INFORMATION INSTITUTIONS