**Wagga City Library Language Café**

**Summary** Wagga Wagga, is both a Refugee Welcome City and a resettlement area, with a dynamic and growing Cultural and Linguistically Diverse (CALD) community that is 6% of the population of over 64,000. In response to the growth in this cohort especially as library users, and to promote the ESL collection, the Wagga Library Manager Claire Campbell worked with Riverina TAFE to train 20 volunteers to deliver a new spoken English program called *Language Café* (LC) in 2017.

**Opportunity** The city of Wagga recognised the need for local community to strengthen its existing relationships with other CALD service providers. To establish a central learning point for individuals across diverse cultural groups to access English classes through a volunteered system.

**Action** The LC is coordinated by library staff with the development of resources at both beginner and advanced levels of English. Delivered three times per week for ninety minutes by trained volunteers in an informal environment.

**Achievement** The LC has now gained over 1000 culturally diverse participants and 40 community volunteers since establishment. There has been the introduction of further educational opportunities through programs for adults and children. Various libraries across NSW have now also introduced *Language Café’s* and gained interest from Charles Sturt University and The Multicultural Council.