Libraries serving diverse communities:
Multicultural library services of the Public Library of Frankfurt

Johannesburg, May 2011
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Overview

1. Stadtbücherei Frankfurt am Main – Frankfurt Public Library
   Some facts – overview

2. Demographic Change – Trends
   … and how Frankfurt Public Library responds

3. Services for immigrants
   The International Library:
   Successful library services for a multicultural community at Gallus Branch Library
1. Frankfurt – an international city

- 680,000 inhabitants
  approx. 27% without German passport,
  from more than 180 nations

- International hub
  (Airport)

- International financial center
  (banks, stock exchange)

- Department for multicultural Affairs

- „Interkulturelle Wochen“

- „Charta der Vielfalt“

- „Integrations- und Diversitäts-
  Konzept“ developed with public participation
Stadtbücherei Frankfurt am Main

Hereinspaziert
Wer in unseren Bibliotheken Medien ausleihen möchte, zahlt 12 € im Jahr. Für Kinder und Jugendliche (bis 18 Jahre) ist die Ausleihe kostenlos.

Welche Medien hätten Sie denn gerne?

Aktionen für Kinder(gruppen)
Das ganze Jahr über laden wir Kinder ein, bei unseren kreativen Aktionen rund um das Buch mitzumachen. Kindergruppen und Schulklassen können unsere Bibliotheken auch außerhalb der Öffnungszeiten besuchen. Unsere Aktionen sind kostenfrei.

Lesungen, Ausstellungen und mehr
Im Veranstaltungskalender der Stadtbücherei finden Sie jeden Monat literarische, informative, spannende und ungewöhnliche Abendveranstaltungen – in der Zentralbibliothek und in den Stadtteilen.

* Sonderkonditionen für ausgewählte Personengruppen (Frankfurtpass, Pädagogen etc.) entnehmen Sie bitte unserer Benutzungsordnung.

Birgit Lotz     Johannesburg, May 2011
Some facts ...

• A city library system:
  Central Library for adults
  Central Library for children and teens
  4 regional Branch Libraries
  13 Branch Libraries
  Mobile Library with 2 buses
  85 professionally managed School Libraries

• Total stock: about 670,000 items
  (2/3 for adults; 1/3 for children and teens)

• Visitors: about 1,500,000 each year

• Special services:
  • library programs for children and teens,
  • multicultural library services: collections, services
    and events in foreign languages
  • services for school libraries

• Cooperation with various institutions
2. Demographic change - Trends

- Migration
- Ageing population
- Declining population
3. How does Frankfurt Public Library respond?
Services for immigrants

• Collections in various languages
• Programms and events for adults: readings, cultural events, literature
• Programms and events for children and parents
• „DaZ-Container“ – a trolley filled with books & more
• International Library
„DaZ-Container“ – Trolleys for German as Second Language

- Cooperation with Dept. of Multicultural Affairs
- Since April 2008
- 6 Libraries
- 12 trolleys for classes 1 & 2
- 12 trolleys for classes 3 & 4
- Each trolley contains: 30 items, materials to encourage the development of language skills – with emphasis on German as a second language
- Target groups:
  - teachers and pupils (elementary school)
  - teachers of German as a foreign language
  - parents
Tipps for reading with children
International Library – The Beginning

International Librarians Abroad Program of Bertelsmann Foundation and BI International

Aims of the program

- promotion of 4 German librarians
- research in *Best Practice* libraries abroad:
  July/August 2001: done by Birgit Lotz at the Queens Borough Public Library, Queens, NY
  2002: implementation in the home library
Success factors of the Queens Library

- Community orientation

- *Let’s get started*: short and visible steps

- Multicultural library service as integral part of the library = permanent part of the library’s organization chart

- Link to the city’s goals, to the aims of the governing body

- *Help and let help*: local networks

- Participation of persons with migrant background: multicultural staff and / or work with volunteers

- Strategic management
International Library
- Framework for the implementation I

Gallus quarter
Catchment area: 25,000 residents
of these approx. 12,000 (47%) immigrants from more than 150 countries

Gallus Branch Library
Total stock: 25,000
Staff: 1 librarian, 2 library assistants

The International Library
start in 2002:
  as a project with funding;
  Bertelsmann Foundation
  (€ 5,000) and
  1,800 € from the budget
  of Frankfurt City Library
International Library
- Framework for the implementation II

• Target group: adult immigrants from various countries who have recently moved to Frankfurt

• Cooperation
  with the Dept. of Multicultural Affairs
  Adult Education Institution
  and with other (local) institutions
The International Library in brief

• Special collection of materials acquired in response to the needs of the target group

• 4 self learning work places

• Active public relations: media conference, opening event, flyer etc.

• Development of an interactive introduction to the library

• Staff training in intercultural competence
The introduction to the library is ...

... modern, interactive, focused on active participation
... tailored to the target group of adults
   with little knowledge of the German language
... created for courses in the language of origin.
The International Library expands

- Extension of introduction to include adult literacy courses - concept-development
- Increased cooperation with the Adult Educatin Center and within the EU project „Learning Regions“
- Since 2003: Extension of the International Library concept to Höchst Branch Library
- 2004: “Idea prize” in the „USable“- Competition of the Körber-Foundation
- 2005 - 2006: "Libraries as Gateways to the integration of immigrants“, part of the EU-Programme “INTI: Integration of third country nationals"
- 2008 – 2010: European Strategy for Multicultural Education – Libraries for All, part of the EU-Grundtvig-Programme
- Staff training in intercultural competence II / communication
Computer learning studio – promoting literacy for immigrants

- Opening June 2005

- Comprehensive collection specially selected to support adult immigrants in improving their reading skills (approx. 200 items)

- 6 PCs with appropriate software
  - literacy
  - learning German
  - Microsoft Office (especially: Word)

- Frankfurt Public Library:
  first public library in Germany with a well-structured programme to promote adult literacy for immigrants
The International Library – Our Goals

- Reduction of threshold fears within the target group
- Combination of adult literacy with the development of media skills
- Bridging the digital divide
- Creation of a goal-orientated service networked through the wide variety of supporting organisations
- Provision for personal and individual learning in the library
- Support for selfsupport
- Transforming the library into a place for life-long learning.
Libraries for All - a project funded by the European Union (2008 – 2010)
The Project Libraries for all European Strategy for Multicultural Education... was part of the „Grundtvig Programme“ of the EU, a programme focussing on education and lifelong learning.

- **Aim**: to provide adults with ways to improve their knowledge and skills, keeping them mentally fit and potentially more employable.
- **All sectors of adult education**: both formal and informal.
ESME Partners

- Social Architecture Team 3 (Austria)
  Project Management
- Multicultural Centre Prague (Czech Republic)
- Immigrant Institute (Sweden)
- Okay.zusammenleben (Austria)
- Frankfurt Public Library (Germany)
European Strategy for Multicultural Education

- Social inclusion: libraries for all
- Libraries are easily accessible places of learning and communication
- Important role in the integration of immigrants

Aims:
- Building of „Local Multicultural Educational Centres“ in libraries
- Participation of immigrants
- European perspectives
Local multicultural educational Centres

Steps:
- Establishing a „Multicultural Advisory Board“
- Needs Assessment
- Implementation of (new) services
- Public relations (local, regional, national)
- Evaluation
Participation of Immigrants

- Members of the Board: Immigrants or persons involved in work with migrant organisations
- Drafting and implementation of (new) services: additional cooperation with institutions and/or individuals
- Using the expertise of the target group to develop new services
European Perspective

- Close cooperation between the partners of all four countries

- EU wide information and publication of the project
  - Website (www.librariesforall.eu)
  - Seminars in the four partner countries
  - Documentation in a manual

- Counselling for other libraries in Europe preparing to initiate multicultural library services

Birgit Lotz  Johannesburg, May 2011
ESME / Libraries for All in Frankfurt Public Library

- Only partner, which was actually a library
- Pilot libraries: Gallus Branch and Sindlingen Branch
- Funding of the new „Local Multicultural Educational Centres“ by the EU supported by the budget of the Frankfurt Library
The Frankfurt Advisory Board I

- Respectively four members from each district
- Branch librarians + members of institutions with experience working with the target group
- 4 members with personal migratory experience
The Frankfurt Advisory Board II

- Counselling, recommendations, discussion
- „Think tank“
- Networking

Experiences from a librarian‘s point of view
  - Recognition and verification of our fundamental approaches and aims
  - Detailed ideas and impulses for future projects
Local Perspective
(Gallus Branch, Sindlingen Branch)

Results of the Needs Assessment

- Target group: parents and families

- Focus of attention:
  - Promotion of language in the mother tongue
  - Assistance with learning German and the promotion of the German language
  - The promotion of media competency and literacy
Services in the Branches Gallus and Sindlingen

- For families with and without migration background
  - Stock in several languages
  - Introduction in the library for parents
  - Briefing in everyday use of media in family life
  - Action boxes containing material to promote multicultural reading and creativity

- German as second language
  - stock
  - Introduction to the library

- Further services are planned
Our guidelines

- Fundamental approach:
  - Integration of parents and children
  - Integration of parents with and without migration background

- No services which are already offered by other institutions

- No competition with services offered by social or educational institutions

- On the contrary: our professional service and expertise provide a complementary addition to existing services

- Working with social and educational institutions as equal partners
How do we reach the target group?

- Intensive discussion within the Advisory Board
- Cooperation with social and educational institutions, for example:
  - Parent groups
  - Day care centres and schools working with parents to promote language and literacy
  - Foundations
  - Migrant associations and cultural clubs
Sucess factors for an implementation of multicultural library services

- Politics and associations: local, national, international level
- Vision and mission of the library
- Library management
- Demographic research
- Staff
- Project level for first steps
- Cooperations with other libraries and exchange of knowledge
- Networking and cooperations with local associations (help and let help)
- Public relations / marketing
- Ambiance, interior equipment and furnishings
Thank you very much for your attention...

Are there any questions?