

# Needs assessment report

of the local public library in Biskopsgården, Göteborg, Sweden,  
in the framework of the lifelong learning project

*Libraries for all – European Strategy for Multicultural Education (ESME)*

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# 1. Introduction

The Swedish public library is an institution more than a hundred years old. It has offered generations of Swedes the possibility to read for pleasure or for more extensive studies, and all this free of charge. As the demographics have changed in our country over the past 60 years, and the needs of its residents also having changed, the library being a mirror of its time, is changing with it. The EU *Libraries for all* project, *ESME*, is a welcome defender and developer of the public library, and in Göteborg the project has been welcomed with enthusiasm:

The local public library of the city district Biskopsgården in Göteborg has been appointed Swedish pilot library of the project. The aim of the project is to upgrade local public libraries into "*Libraries for All*", where the symbolic cultural capital of the local immigrant<sup>1</sup> population becomes an integral part of local public libraries. The pilot projects includes libraries in four different European regions – Austria, Czech Republic, Germany and Sweden<sup>2</sup>, and the purpose of these pilot projects is to assess how services offered need to be developed or changed, to find out which activities are demanded by the residents of the area, to research how to best offer people the possibility to discover the resources available, and consequently, to develop offers and activities at the pilot libraries and promote them to potential users.

In order to do so, a Multilingual Advisory Board was recently set up at Biskopsgårdens bibliotek, and its first meeting was held at the library in June 2009. The advisory board consists of librarians and local residents as well as a representative from the Swedish project partner, the NGO the Immigrant Institute<sup>3</sup>, a research and documentation center on immigration to Sweden. To date, the languages represented in the group are Arabic, Farsi, Finnish, Kurdish, Serb/Croatian/Bosnian, Somali, Swedish and Turkish, in alphabetical order, and there are plans for more to be added.

The advisory board will function as a forum for information and discussion between librarians and local residents, who will help promoting the library as an intercultural meeting place for residents of different ethnic, social, educational and professional backgrounds.

Most members of the advisory board are bilingual, including the head of the library. All members have extensive knowledge about the district and all live and/or work in Biskopsgården. They use several of the library services regularly and are interested in promoting the library for the common benefit of the local residents. Their professional and educational background is mainly in the field of education, from preschool to adult education. Several members are actively involved in immigrant organizations and

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1 The term "immigrant" is used for all persons who are born outside Sweden and have migrated to Sweden, irrespective of reasons for coming, e.g. work, asylum, or family reunion, and irrespective of national/ethnic origin.

2 Project website: <http://librariesforall.eu>

3 Website: <http://www.immi.se>

other NGOs, and have access to useful networks, including contact with persons who have recently moved to Sweden.

## 2. Structure of the needs assessment report

In the current report we present the needs assessment made for the Swedish pilot library. For this assessment we have made use of statistics, library studies and other studies and reports as well as the experience and expertise of librarians, other advisory board members, library visitors, and employees and politicians in Biskopsgården.

But first we present some background information on immigration to Sweden, followed by an overview of the library services offered in Göteborg. We then move on to describe the pilot library, its services, assessed needs and discussion points for our future work together with the advisory board and other stake holders.

## 3. Immigration to Sweden

From being a country of emigration in the 19th and early 20th century, Sweden has become a country of immigration since World War II. Today, Sweden has a population of 9.27 million, of which 1.28 million were born outside Sweden (13.8%)<sup>4</sup>. Most of these persons live in and around Sweden's three largest cities – Stockholm, Göteborg and Malmö.

Immigrants who came to Sweden in the 1950s and 1960s received employment immediately. This was a period of labor recruitment to Swedish industries, mostly from Finland and Southern Europe. Free labor immigration was halted in the 1970s following the trade unions fear that a surplus of workers would depress wages<sup>5</sup>.

Since the 1970s, there has been a dramatic increase of refugees seeking asylum both in Sweden and worldwide, and also an increase in cases of persons reuniting with their families. In the 1970s, most refugees and cases of family reunion arrived from Chile, Poland and Turkey. In the 1980s, they came mainly from Chile, Ethiopia, Iran and other Middle Eastern countries, and in the 1990s from Iraq, former Yugoslavia and Eastern Europe<sup>6</sup>. In the 2000s, the greatest number of refugees has come from Iraq, but also from former Yugoslavia, Somalia, Afghanistan and Iran<sup>7</sup> and in the past years immigration from other EU countries has steadily increased. In 2008, immigration from Nordic countries was 11%, EU countries (Denmark and Finland excluded) 29%, rest of Europe 6%, Asia 36%, Africa 11%, America 5%, and others 3%<sup>8</sup>.

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4 Statistics Sweden

5 Bevelander, Pieter. "The integration challenges of Sweden". In *Canadian Diversity* 5:1 Winter 2006, p. 86.

6 Bevelander, Pieter. "The integration challenges of Sweden". In *Canadian Diversity* 5:1 Winter 2006, p. 86.

7 Statistics Sweden

8 Facts & Figures 2008. Swedish Migration Board 2009.

A major problem for persons coming to Sweden in the 1980s and later has been the difficulty finding employment and integrating into the labor market. This is particularly true for non-European refugees. It is not uncommon that it takes some 10-15 years in Sweden to integrate into the labor market, and it has become increasingly difficult, particularly for young people and non-Europeans, to find qualified or unqualified jobs. Youngsters and immigrants lack previous work experience in Sweden. Immigrants often also have the disadvantage of not being fluent Swedish speakers and they often lack networks outside their ethnic groups<sup>9</sup>.

There are also positive areas of Swedish immigration policy to highlight: Since the 1960s, Swedish language courses for immigrants are available free of charge. Information about Sweden is available in several languages. Local immigrant services bureaus (Invandrarbyrå), and later on citizens advice bureaus (Medborgarkontor), have developed. Swedish interpreter service is free of charge for immigrants who need interpreter support in contacts with public officials and health care. Since the 1970s, mother tongue training for immigrant pupils is offered in schools. Immigrants have the right to vote in municipal elections before they become citizens. Funding of cultural activities for minority groups is possible.

Today adult immigrants are offered free courses in Swedish for immigrants (SFI), usually at least 15 hours per week for approximately one year. Sometimes more time is required for passing the language tests and sometimes less. SFI courses are not compulsory to attend; however in practice they tend to be so.

Other education, from compulsory school to university level, is also open to adults and free of charge, with the possibility to receive grants and student loans for adult students. In order to pursue higher education at university level it usually takes several years of studies in municipal adult education courses (Komvux) in subjects such as Swedish as a second language, Civics, sometimes English, or Mathematics, depending on the university program entry requirements.

#### 4. Library services in Göteborg

Göteborg is Sweden's second largest city and has a population of almost half a million people. It is situated on the west coast of Sweden and is Scandinavia's largest university city with some 60 000 students. Today, 27.9% of the population in Göteborg has immigrant background<sup>10 11</sup>. The city is

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<sup>9</sup> Jan Ekberg, professor i nationalekonomi. Manus till SN:s konferens Integration och mångfald 2002-10-09. Ekonomiska effekter av invandring.

<sup>10</sup> *Immigrant background* includes persons who have migrated to Sweden and persons who were born in Sweden with both parents born outside Sweden.

<sup>11</sup> Statistisk Årsbok 2009. Göteborgs Stad.

quite international, but also segregated. The population of immigrant background vary from 5.2% in the southern archipelago to 89.2% in the northern suburb Hjällbo<sup>12</sup>.

Residents in Göteborg have access to the city library (Stadsbiblioteket), 25 local district libraries (stadsdelsbibliotek), and a mobile library service with two buses that visit the local districts. The public libraries share their book supply, so library visitors may borrow and order books from any public library in Göteborg, free of charge, and return them at a library of their choice. Residents also have similar access to the university library.

All Swedish public libraries have the responsibility to offer minority groups the possibility to keep in touch with their country and culture of origin and to maintain their first language. All local libraries purchase media in other languages than Swedish, but they cannot afford to provide a full range. In Göteborg, the main city library purchases most multilingual media. Book deposits in minority languages with few speakers are then made at the local libraries. The total stock of library media in other languages than Swedish amounted to 15.9% in Göteborg in 2005 and 20.0% of the media purchase was for other languages than Swedish. However, one should note that the figures include media in English, which accounted for approximately half of the purchased media in other languages than Swedish in 2005 <sup>13</sup>.

The International library in Stockholm provides a supplementary service to the regional service. Books can be ordered from the International library, free of charge, however, the local libraries have to pay transport costs for returning the ordered books to Stockholm. The transport costs for the local library often entail a reluctance to actively offer this supplementary service to library clients.

The Regional Library Office of Västra Götaland works with intercultural issues in the 49 municipalities in the Västra Götaland Region. The office encourages language and library projects in multicultural city districts, promotes the library as an intercultural meeting place and offers language counselling to libraries in the region. The Regional Library Office has created a network of organizations that work with intercultural issues and it organizes conferences and competence development courses for librarians. Currently, the Regional Library Office is involved in a parallel ESF competence development project "Det mångspråkiga biblioteket" (The InterLingual Library) offering expert courses in intercultural competence for librarians. Another Regional Library Office project example is "Äppelhyllan" (The Apple Shelf), an international cooperation with libraries in Russia, Serbia, Belarus and Ukraine, promoting material for children with special needs, their parents and pedagogues.

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12 Statistisk Årsbok. Befolkning: Svensk och utländsk bakgrund 2007. Primärområden.  
< <http://www4.goteborg.se/prod/sk/statistik/statistikR5.nsf> >

13 Media på andra språk än svenska. Västra Götalandsregionen 2005. Mediainköp.

In retrospect, we see that public libraries offering literature in different languages developed greatly in the 1970s and 1980s. However, over the past ten years the development process has stagnated, with the exception of some libraries, e.g. in the northern parts of Göteborg and in Biskopsgården. There is, thus, a great need to highlight positive models and spread them throughout the region.

## 5. The pilot library in Biskopsgården

The local library is very important in many respects. It offers a free, neutral zone, where all are welcome. It supports formal education and it provides access to non-formal and informal educational possibilities, free of charge: for example multilingual media, computers, access to information, information search, and language learning possibilities. The library is also a meeting place and a forum for intercultural communication and networking with great potential for further development. The library is used for formal, non-formal and informal education, and also for leisure and pleasure, depending on the needs of the visitors<sup>14</sup>.

The pilot library is situated in the city district Biskopsgården which has 25 500 residents. 38.2% of the local residents were born outside of Sweden<sup>15</sup>, and 14.3% were born in Sweden with both parents born outside Sweden<sup>16</sup>. The largest immigrant language groups we believe to be Serb/Croatian/Bosnian, Turkish, Finnish, Farsi, Arabic, Somali, and probably also Kurdish<sup>17</sup>.

The pilot library is open 48 hours/week, including Saturdays, except from mid June to the end August when the opening hours are reduced to 34 hours/week, and it is closed on Saturdays. The locals use their library extensively. In 2008, the library visitors numbered 162 000 and media loans were well over 93 000. The library offers its services to all residents of Biskopsgården, including its vast immigrant population. Statistics also show that public libraries generally are used to a larger extent by immigrants than by Swedes<sup>18</sup>.

The library premises are well suited for the services offered. It is located at one of the central squares in the district, where it is situated on the top floor of the Folkets Hus building, a local public hall used for conferences and other events. It also shares the top floor with a newly started public educational center for adult residents who are involved in blended learning<sup>19</sup>. The educational center includes 10 computers with access to web based learning platforms, two study rooms and one conference room

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14 Sammanfattning Mer nytta än nöje. En undersökning av invandrade göteborgares syn på biblioteksverksamhet. Ann-Christine Brunnström. 2005.

15 Göteborgsbladet 2009 (maj) SDN 17 Biskopsgården. Stadskansliet Göteborgs Stad.

16 Statistisk Årsbok. Befolkning: Svensk och utländsk bakgrund 2007. Primärområden.

17 Göteborgsbladet 2009 (maj) SDN 17 Biskopsgården. Stadskansliet Göteborgs Stad.

In Sweden official registration of mothertongue is only made for pupils at school, asylum seekers and participants enrolled in Swedish language classes for immigrants. Our estimations are based on official statistics on country of birth, which is inadequate. Sweden needs language statistics based on facts, not speculations. Cf. Article in Swedish: < <http://tidningenkulturen.se/index.php/debatt-mainmenu-91/kultur-mainmenu-147/4891-sverige-behoever-en-sprakstatistik-som-bygger-pa-fakta-inte-pa-gissningar> >

18 Åsa Nilsson, SOM-rapport nr 2009:12. Kulturvanor och livsstil i Sverige 1987–2008.

19 Biskopsgårdens Lärcentrum.

equipped for videoconferences, and offers coaching and IT-support. To date some 400-500 users are registered.

Inside the library entrance visitors find the library cafeteria with the newspapers and magazines department and four public computers. A total of 92 newspapers and magazines/periodicals are available at the library. 56% of the newspapers are Swedish (N=9) and 44% are non-Swedish (N=7); 83% of the magazines/periodicals are Swedish (N=63) and 17% are non-Swedish (N=13).

The cafeteria is run by the local district daily service for disabled persons, and functions as a training work place for persons with disabilities. Since the café is non-profit their prices are quite affordable.

The library management and staff are strongly committed and motivated. Eight employees work in the library: six librarians and three library assistants. Seven are female and two male. Most of the librarians employed are Swedes, two are immigrants. The head of the library is from former Yugoslavia, and is both a positive role model and a bilingual asset to the library. One of the librarians speaks Farsi, which is appreciated by newcomers from Iran and Afghanistan. The librarians constitute an important contact with the Swedish society and language. Visitors are treated with respect and friendliness, and the positive encounters encourage them to return and ask for information and assistance.

Please find below a description of some of the services offered at the library from the perspective of the visitors' age groups and the librarians' fields of specialization.

## **5.1 Children**

The library is a meeting place for children from different countries. The librarian specializing in children's literature shows the visiting children what the library has to offer their age group, and helps them find books they may enjoy and that may inspire their interest in reading.

The library organizes story-tellings for 3-5 year-olds and weekly book presentations for children. Biskopsgården city district offers the library special funding for the organization of free children's theater sessions for children below 7 years of age.

All preschools and school teachers are invited to the library with their classes for book presentations and guided tours of the library. Preschools and school teachers also order boxes of books from the library to use in classes. Both fiction at various levels of difficulty and factual study books on study related themes are popular. Every year, all local pupils aged 6 and 9 respectively visit the library together with their teachers and receive a book as a gift.

The children's librarian purchases books as well as audiobooks, films, and videogames, and tries to purchase as much as possible on demand from the library visitors, in Swedish and other languages.

The children's librarian regularly meets other librarians specialized in children and youth. Every year their network of librarians organizes a writers' week, where writers visit the compulsory schools in Göteborg and talk about their writing. Once per semester the children's librarian also meets with the local school librarians.

The children's librarian wishes that the library were able to expand its activities towards children with immigrant background so that even more of them would come to the library to talk, read and listen to Swedish. The path towards a new language is winding and takes a lot of effort, but language skills are crucial for the children's future. She has a wish to offer children's theater performances on Saturdays and a book circle for children. She would also like to be able to extend the children's literature department.

There is also a need for more organized activities for children during summer. Many children and adult residents stay in the district during summer, but most recreational activities are organized during school semesters. Parallel arrangement of activities for children and parents are also needed. Some parents would like to take part in activities at the library, but may feel hindered to attend because of their small children. Currently, an Eritrean association uses the library premises on Saturdays for art courses for Eritrean children together with an educational organisation. The librarians are open to increased cooperation with local associations for arrangement of cultural activities on Saturdays and Sundays.

## **5.2 Youth**

Adolescent residents are an important group of library users in Biskopsgården. One corner of the library is entirely devoted to youth culture. Three of the public computers are reserved for youngsters under the age of 18. The newly appointed youth librarian targets the group of 13-25 year-olds. The purpose of having a youth librarian is to better meet the wishes of the young people of Biskopsgården in terms of culture. It is important that the library keep up with the development of new technology and phenomena of youth culture so that the young can relate to the stock of media and the library itself. This includes buying appropriate music, videogames, books and movies as well as arranging activities outside the library – for example poetry slams and book talks. The youth librarian cooperates with the local schools, youth centres and the Union of Tenants. The library has also launched a youth blog, [biskopsbloggen.blogspot.com](http://biskopsbloggen.blogspot.com), which is filled with tips about new media (music, games, and



books) and interesting events such as exhibitions in the youth corner of the library. The Internet is an important arena for young people and it is only natural that the library follows.

The youth librarian, who is member of the advisory board, is currently setting up a parallel youth group at the library. We look forward to cooperating with the youth group and finding out more about young residents' needs and wishes for development.

### **5.3 Adults**

Study places, access to computers and language learning materials are important parts of the library services. Many newcomers want to learn Swedish as quickly as possible and borrow Swedish language learning materials as a supplement to the basic language courses offered. Access to course literature used at more advanced Swedish courses are also popular as the student can access it free of charge. A survey made in 2007 among 746 newcomers in Göteborg indicates that the majority consider the library important for their studies, and that they use it to a large extent. For newcomers, adult educational organizations are important channels of information about the library. In this survey, 50% of the respondents had received information about the library via their school, and 52% had attended a guided tour of the library<sup>20</sup>.

A study librarian is specifically appointed to enhance visitors' knowledge of information search and basic IT skills. Many visitors ask for assistance with scanning and copying documents. Many also need help navigating websites of work agencies, housing agencies, the bank, various authorities and to find documents for download on their websites. Many also need e-mail assistance, e.g. how to open an e-mail account, send and read e-mails, attach documents. The study librarian offers help with these matters, both on appointment and drop-in.

In order to reach newcomers, the study librarian cooperates with the local adult education organizations for immigrants and offers guided visits for newcomers. Linking the guided visits to current homework or themes of study is recommended in order to capture the students' interest<sup>21</sup>.

The library has 20 computers available for its visitors as well as fax, printers and scanners. 3 of the computers are reserved for children and youngsters under the age of 18; one computer is used only for catalogue search and one only for reservations. 6 computers are part of the educational project VIDARE/Vuxna i lärande (Moving forward/adult learning) aiming at improved language learning and IT learning possibilities for adults<sup>22</sup>. The 6 computers used in the VIDARE/ViL project contain Word, SpellCheck, the Gustava dictionaries explaining words in English and Swedish, Excel, Internet

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20 Ditte Sjöberg. Att locka fler än bara "läslusar" och barn... Utvärdering av Vil-projektet, Vuxna i lärande – De vuxenstuderandes syn på folkbiblioteken. Göteborg 2007-12-31, p. 4-5.

21 Ditte Sjöberg. Att locka fler än bara "läslusar" och barn... Utvärdering av Vil-projektet, Vuxna i lärande – De vuxenstuderandes syn på folkbiblioteken. Göteborg 2007-12-31. p.16.

22 Website: <http://www.goteborg.se/wps/portal/vil> and <http://bildanatverk.ning.com/group/vilgoteborg>

Explorer, Photoshop elements, TypingMaster, Teo which offers practice for the driver's licence theory exam, MediaPlayer, two web based Swedish language courses, and one English language course.

The Adult learning environment VIDARE/Vuxna i lärande (Moving forward/adult learning) was initiated by the departments of adult education and culture in Göteborg in 2003, and since 2008 it is headed by the city district of Kortedala. VIDARE/Vil offers an open learning environment for adults who would like to engage in formal studies or in non-formal studies/self-studies. The project is implemented at nine local public libraries in Göteborg, of which Biskopsgården's library is one. In addition to the e-learning center the project also includes counselling, basic computer training courses, homework assistance, and Swedish language café, all free of charge. Training is mainly offered by the study librarian and by different educational organizations, the Swedish church and NGO's interested in cooperating with the library.

The educational centre Biskopsgårdens lärcentrum next door also offers a good complement to the library in terms of premises, equipment, support and service for those involved in formal studies. Increased cooperation is planned in order to complement each other better. With the financial support of the ESME project the library will be able to purchase more language learning media and relevant literature for adult language learners.

Whereas newcomers often ask for Swedish language learning materials, dictionaries and course literature for SFI and Komvux studies, immigrants who have lived in Sweden for a longer time both ask for non-fiction and fiction in their mother tongue and in Swedish. Popular non-fictional topics are children, child psychology, bringing up children, health, disease and illness, Swedish society and culture, and not least cookbooks. Books in other languages than Swedish often need to be ordered from other libraries, since the amount of books is limited. The librarians encourage the visitors to bring forward their suggestions and also try to purchase demanded books. Newspapers and periodicals from the native country are also considered important in order to stay informed.

There are differences found between men and women's use of the library services. Female library visitors tend to borrow more books than male visitors, and they seldom linger at the library. Men read more newspapers and periodicals at the library and spend more time there. The newspapers and periodicals department is situated in the library cafeteria, which has become a predominantly male environment. The advisory board will look into the gender imbalance and discuss how more female visitors can be reached.

Men also use the library computers more than women do. The placing of the computers will be changed in order to allow more privacy, and immigrant women will be actively targeted for basic computer courses starting in fall 2009.

The library offers several activities targeting adults. Book café activities are organized, guided library tours, author visits, exhibitions, computer courses, as well as Swedish language café activities. Homework assistance that targets both adult students and younger pupils are also offered on a weekly basis.

The Swedish language café is popular for newcomers who want to practice their new language. It targets both newcomers and fluent speakers who are interested in intercultural communication, language learning, getting to know people from different countries and expanding their informal networks.

In order to pursue higher education many immigrants also need skills in English. During their first years in Sweden they usually focus on learning Swedish. An English language café was also started in the ESME project framework at the library in order to offer an opportunity to those who need to improve their English speaking skills, and for those who already are proficient in English to meet residents from different ethnic backgrounds and engage in interesting discussions. An English language café for youngsters has also been demanded.

A Kurdish language café has also been kicked off at the library, offering a possibility for Swedes and others interested in learning and practicing one of the immigrant languages in the district.

The library cooperates a.o. with some of the local migrant associations, the local Swedish church, the Red Cross, and with several adult educational organizations. The study librarian is also part of a network of librarians in Göteborg who meet on a regular basis to keep each other updated in the field of multilingual and intercultural issues.

#### ***5.4 Elderly and disabled***

The pilot library has an ambitious program that targets residents who are unable to attend the library in person. One of the librarians makes initial home visits, and then makes sure that book cases are brought to them, either by family members, the domestic service, or by a group of young disabled persons. For persons with visual impairment or dyslexia, books with large fonts are available, as well as audiobooks. Audiobooks on tape are being phased out by Daisy CDs, which are used on Daisy players or PC. A limited number of Daisy players can be borrowed from the library. A medical certificate gives residents the right to free Daisy players from the county service for disabled persons. In the beginning of 2010, the library plans to introduce memory cards and memory card players. The supply of audiobooks will then increase dramatically since most of the supply from The Swedish Library of Talking Books and Braille will become available for download, and, consequently, the supply of audiobooks for immigrants will also increase.

## **5.5 Assessed needs – Moving forward**

Due to the economic recession, the library's financial situation is strained. Participation in the ESME project therefore offers a wonderful opportunity for the library to continue to offer and further develop intercultural services for the residents of the area in 2009-2010.

The work of the advisory board has now been initiated and we look forward to taking a leadership role in this development work. Below we have listed several of the assessed needs that we will continue to work with.

Resident groups in Biskopsgården have assessed the need for an Information Center for newcomers. This will be developed at the library in cooperation with key stakeholders in the district during fall and winter 2009. The kick-off of the Information Center is scheduled to take place in 2010.

Residents have also put forward the need for positive role models for the younger generation. The advisory board has started to discuss the possibility of arranging a series of seminars at the library where adults, with immigrant background, are invited to talk about their professions, and may thus both contribute with useful information, personal contact and function as positive role models for youngsters and adults.

Other needs assessed concern cultural activities for youngsters in order to develop their artistic creativity, and also to use the library for more informal courses and study circles. A wish for more family activities has also been expressed. The librarians are open to letting the library premises be used on Saturdays and Sundays. The advisory board will check if there is an interest in using the library premises for more cultural activities and events on weekends. A separate advisory group composed of young residents is also being formed by the youth librarian in order to engage youngsters in the development of their library.

The advisory board would like to promote cultural events, and on the top priority list are invitations of famous authors with immigrant background to the library. Three author visits are scheduled for fall 2009, and the cultural program for spring 2010 is yet to be decided.

The library's language café activities will continue in order to promote informal language learning, intercultural communication and networking.

Basic computer courses will be organized at the library. In fall 2009 computer courses specifically targeting immigrant women will be kicked off. This is important in order to bridge digital divides. The study librarian plays a central role in counselling visitors.

Areas of development put forward by library visitors include more quiet zones in the library, extended opening hours which will require more staff, an expansion both of the number of course books used in municipal adult education and of literature in general in both Swedish and other languages. The library is undersized and would benefit from larger premises; however, this is not part of the immediate future plans of the city district committee.

Most visitors are familiar with the library and easily find information at the library. However, we believe that signs and display can be improved for new visitors. The advisory board members recommend that language signs indicating media in other languages be both in Swedish and in the actual language.

At the pilot library many use the web and the different web programs available, but this is still an area that needs further development, in terms of content as well as of information to the public. Public information regarding availability of free computer courses also needs improvement.

Installation of library signs in several languages, translation of information materials on library services, offers and instruction texts into several languages are prioritized tasks of the advisory board.

As the library's yearly subscriptions of newspapers, magazines and periodicals will be renewed in October, the advisory board members will reassess the selection of newspapers, magazines and periodicals of the respective language together with the librarians.

We look forward to continuing our cooperation during fall 2009 and spring 2010. We will implement an interesting cultural program at the library, continue to offer language café activities, develop an InfoPoint, further enhance the stock of relevant media, improve signs, display and information materials, and continue to promote the library as an intercultural meeting place and a forum for lifelong learning as broadly as possible.