



European Strategy for Multicultural Education

Progress Report

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Executive Summary

This report addresses the municipalities within the EU with public libraries, expert organisations in the field of integration of immigrants, migrant self-organisations, the EU Commission's DG for Education and Culture, DG for Employment, Social Affairs and Equal Opportunities and DG for Justice, Freedom and Security, and the EACEA.

The aim of the project ESME (European Strategy for Multicultural Education) is to initiate an EU-wide upgrade of local public libraries into local multicultural educational centres, named "Libraries for All", with a European perspective. Throughout the EU, local public libraries are usually run by municipalities. They have a similar setup, comparable structures and the common goal of serving the local community as easily accessible places of learning and communication.

By upgrading local public libraries into "Libraries for All", the symbolic cultural capital of the local migrant population will become an integral part of local public libraries. The users of the "Libraries for All" will be both immigrants and the local majority societies. They will benefit via a broadened range of services and offers, tailored to their needs, which foster especially their non-formal and informal learning.

By serving the community as a whole, the libraries will be enhanced into local contact points for implementing common European integration strategies. The pilot projects include libraries in four different European regions (Austria, Sweden, Czech Republic and Germany). A central focus is the introduction of Advisory Boards for Multiculturalism (ABMs). The ABMs consist of the librarians and specifically qualified members of the local immigrant communities. Their main tasks are to assess the needs of the local population with regards to library services and to develop new services.

The project consortium includes all kinds of organisations necessary to develop and install "Libraries for all", which are realisable in different European regions: two expert organisations in the field of integration (okay.zusammen leben in Austria and the Multicultural Centre Prague in the Czech Republic), one public library (The Public Library of Frankfurt am Main in Germany), one migrant self-organisation with expertise in education, integration and librarianship (Immigrant Institute in Sweden), and one NPO specialised in transnational development, project management and evaluation. To realise the ESME project, the consortium applies an approach that combines theoretical development work with practical implementation activities.

Up to August 2009, ESME developed a draft of a guideline to show municipalities, libraries and expert organisations how to create a "Library for All". Further achievements are the four pilot projects, which already set up their ABMs and which will start with the implementation of the new services and products and their promotion within the local population in October 2009.

The experiences of the project will be presented in a final manual including a plan for the sustainable realisation of "Libraries for All", and the know-how will be transferred to expert organisations via the project website, a counselling system, workshops and further dissemination activities.

For more information: www.librariesforall.eu

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1. Project Objectives

The project supports social cohesion through social, cultural and language exchanges between migrants and minority communities in the respective countries. By enhancing the libraries into *local Libraries for All (that are local multicultural educational centres)*, the cultural capital of the migrants should become an integral part of local libraries. In the same way these libraries will become educational centres for migrants and will support this group's educational opportunities and therefore their opportunities for involvement in the new community. The Library for All will thereby become an intercultural contact point of communities and therefore be able to support cross-European integration strategies at local level.

The long-term objective is to help local public libraries become *Libraries for All* throughout Europe for the entire population with their different needs.

Local libraries user group:

The local libraries are able to develop their potential for supporting the integration of migrants and developing and handling cultural diversity. The process itself takes place in an intercultural setting, thereby itself generating interculturality, and because those involved in integration with migrant background, together with library workers as active members of the Advisory Board for Multiculturalism (ABM), bring their skills into the planning and implementation of intercultural libraries. The libraries can therefore be developed into contact points for all citizens alike, irrespective of their ethnic, national or religious origins. The pilot libraries will have a permanent stake in directly shaping the project, while working in association with the ABM on the development and implementation of intercultural library services.

Migrant user group

This user group will benefit considerably from the new library services (support for acquisition of the national language, support for preserving languages of origin, finding one's bearings in the new country, etc.), which are being developed in the course of the project by the pilot libraries.

On the other hand, they will benefit from the participation of those involved in integration with migrant background on the Advisory Board in the development and implementation process. These members represent the user group in the development process and ensure that their specific needs are included.

Majority society user group:

The ESME project enables the majority society user group to have a positive experience of their own region's cultural diversity and to participate in it.

The project has a very practical use for these three user groups: libraries, migrants and the majority society.

The libraries learn how to extend their services to the migrant client group and, in the context of the effects of synergy, to link the multicultural activities of the libraries to other integration projects and programmes.

The migrants obtain new services, which they did not have before and which increase their educational opportunities and opportunities for involvement.

The majority society gains the opportunity to experience the cultural diversity of their immediate local and regional environment in a positive way.

2. Project Approach

The aim of ESME, to promote social and cultural exchanges within Europe, is reflected within the working approach of the project. ESME chose an intercultural and interdisciplinary approach. That means:

Intercultural: Organisations and staff from four different countries (Austria, Sweden, Czech Republic, and Germany) in different regions of Europe provide their inputs both for the joint outputs as well as for local implementations.

Interdisciplinary: The organisations and their staff make available different expertises and experiences for ESME: There is an information exchange on equal terms between a public library, two non profit organisations (NPOs) with expertise in local integration measures and policy, one migrant self-organisation established in the field of integration, education and librarianship, and one NPO with expertise in transnational management and evaluation.

The project's methodology combines theoretical development and practical implementation. It is based on this mutual enrichment.

After a first phase of desk study where good practices from abroad in the field of multicultural activities in libraries were researched, the concrete development of Libraries for All started. This development process is based on previous research, discussions between the experts of the transnational partnership and inputs from local partners, and the practical experiences from the four partners implementing Libraries for All regionally. The following steps were carried out:

1. Selection of a library: A checklist as guideline for the project's partners was developed for the process of selecting a library, including criteria for the library. Within the pilot regions, the partners selected one or two libraries who were interested in upgrading their library work according to the ESME project's objectives. In the majority of the cases this selection process was carried out with a call for interests.
2. Setup of an Advisory Board for Multiculturalism (ABM): The constitution of the ABM reflects the composition of the consortium. The ABM is intended as an advisory board for the libraries to implement intercultural library activities and offers, and its members represent both the local immigrant population and the local majority population, represented by librarians. The partners chose different approaches, corresponding to the local circumstances, to set up the ABM (see chapter "Project outcomes and results"). The procedure of the instalment of an ABM was summarised in a guideline, which will be part of the Libraries for All setup guideline.
3. Needs assessment: One main task of the ABM is to assess the needs and demands of the local population with regard to multicultural library services. The different possible tools to conduct this assessment are also summarised in a guideline.
4. Development of new offers and services: Based on the needs assessment, new offerings are developed. This is quite an individual process for all pilot projects as the needs of the local populations in the different regions differ. For the envisaged new offerings see chapters "Project outcomes and results" and "Future plans")

In the following year this approach will be continued. The experiences of the pilot projects, assessed through regional evaluations, will be gathered and integrated into the final Libraries for All setup manual.

The added value of the approach taken includes cooperation by the system's partners who have never previously worked together on a common project, but whose cooperation is fundamentally important for sustainable integration work. This is the case both within the pilot projects (shown by the constitution of the advisory board) and the transnational consortium (intercultural and interdisciplinary approach).

Dissemination and exploitation:

The target group of ESME are people who are very affected by and interested in one primary problem: the lack of an EU-wide structure and strategy for European, national and regional integration of minorities at the community/local level. The following four groups are considered:

- Organisational target group: All EU municipalities with public libraries within the EU regions of Vorarlberg, Västra Götaland County, Prague, and the city of Frankfurt am Main.
- User target group: People with migrant backgrounds living in the above-mentioned EU communities; majority societies in the above-mentioned EU communities
- The following stakeholders would also be affected: local politicians in the specified EU-regions, national politicians and parties and national governments (i.e. public libraries) in AT, CZ, DE, SE; EU Commission, EU politicians and parties; majority societies; and the economic and labour market of AT, CZ, DE, SE.
- The main long-term target group are public libraries worldwide – especially libraries in the EU whose clients are people with migrant background and members of the majority society, and/or which are located in/serve communities with a rich and diverse migrant population.

Via a call for interests addressed at municipalities and their public libraries, one library per region is selected to participate in the pilot project. In each target region, the project partners initiate and maintain a cooperative working relationship with the regional public libraries which continues beyond the implementation phase. Further, in each region, two workshops take place for the exchange of information and ideas, presentation of the ESME concept, and discussion of the challenges facing the municipalities and their public libraries in fostering a healthy multicultural society. Assistance by phone for networks and associations in local municipalities and their public libraries is also offered.

The future library users with migrant background and from the majority society are reached via public relations and outreach efforts emanating from the public libraries – press conferences and press releases will generate articles in local newspapers. An advisory network assists in the organization of at least one press conference and one press release in each partner region, and also through participation at a minimum of one international conference with the IFLA, distribution of European-wide newsletters and 4 national (AT, SE, DE, CZ) specific newsletters by their public library associations.

Two paths are important to reach the long-term target group beyond the lifetime of the project:

(A) Information, supporting and counselling system for all who are interested in turning a local public library into a Local Multicultural Educational Centre: One of the products of ESME is the publication and upkeep of a web-based presentation about the Library for All on the website www.librariesforall.eu/en/. This presentation includes information, guidelines and manuals. Furthermore, it is possible to make contact with any of the project partners and to get advice, as advising service, either via telecommunication means or in person. This service will extend beyond the lifetime of the project. Finally, all four selected libraries will be interested in carrying forward and disseminating the ideas, experiences and results in order to encourage a common interest in sustained support for integration. For this reason, early distribution of the internet address (URL) is crucial.

(B) The involvement of IFLA as associated partner of the project: IFLA is the most widespread library network in the world, with over 1700 member libraries in more than 150 countries. The associated partner of ESME is the IFLA department “Library Services for Multicultural Populations”. This will ensure that the results of ESME will be thoroughly developed, disseminated and made use of worldwide, especially within the EU. IFLA is to be

involved in ESME as a collection point for all project information and activities, with at least one international presentation of ESME, publishing of an article about ESME in their electronic newsletter, and expert advice regarding the final manual.

As a soft aspect for the sustainability impact of ESME, a support manual for setting up Libraries for All within public libraries is to be distributed via the internet. This manual will also contain a financial and feasibility study detailing initiation and sustainability for new start-ups. During the lifetime of the project, all pilot libraries of ESME will be provided with a financial and feasibility protocol for sustainability over the entire implementation process. This will allow them to continue their own development and serve as Libraries for All beyond the duration of ESME. This measure ensures the existence of the selected libraries as active proponents of multicultural libraries. The pilot projects can thus be used as models for adaptation in other European public libraries.

The impacts of the dissemination and exploitation process extend beyond the lifetime of ESME. Not only the participating countries will be targeted: the whole of Europe and the world will also see benefits. In Europe, on average 25% of the population are registered users of their local libraries (see <http://www.libecon.org/pdf/InternationalLibraryStatistic.pdf>).

The existing registered users of the libraries will benefit because of the new offers and the results of the project and thus may seek to implement multicultural libraries as well. New users will also benefit from the services offered.

Project evaluation

The quality assurance within the ESME project includes the monitoring of all activities and outputs, the assessment of the regional dissemination activities, of the counselling system, the Libraries for All setup manual and guideline, and the four pilot projects. Beside the coordination of all these measures for quality assurance, whose results will be available at the end of the project, the consortium decided to conduct an internal formative evaluation for assessing the transnational cooperation process. The objective of the evaluation (the successfulness of the transnational cooperation process) and the respective criteria for success were jointly formulated within a workshop at the first transnational meeting. The indicators are the following:

- Mutual learning and information exchange: information transfer via formal and informal exchange of experiences and methods, personal estimation of the learning impact and broadening the own horizon, information about partner countries with regard to the topic, consideration of different personal and professional backgrounds within common developments, solutions and outputs, and division of work.
- Capacity of problem-solving: The consortium finds solutions to challenges and questions within the project; regional implementation within the Lifelong Learning Programme; handling of the conditions of the LLP for the regional implementation.
- Further cooperation: Intention of min. two partners to cooperate in a new project: take first steps toward new project cooperation; specific cooperation in related fields between partners of ESME and operating partners.

The evaluation is carried out with the help of the following evaluation instruments: focus groups, online questionnaires and photo protocols. The main results of the project evaluation are presented in chapter 4, "Partnerships". In short, two points should be emphasised:

- So far, the topics which the partners perceived to offer a learning process from each other and from the respective countries correlate very well with the personal interest in learning and the wishes for future information exchange. These topics are the exchange on the multicultural library work or policies in other partner countries, on the one hand,

and the gathering of more information about the partners' regional implementations and new ideas for the own regional work, on the other hand.

- The transnational cooperation process is satisfactory to the partners, which is shown by the fact that the partners are content with the consortium's capacity to overcome challenges, and that the partners already intend to establish further cooperation with each other after the ESME project lifetime.

3. Project Outcomes & Results

The main joint result of the project so far is the draft of the “Libraries for All setup guideline”, the first guideline for the establishment of the Local Multicultural Education Centre. The draft contains the layout of the content of the manual and unit chapters, background papers and data for the chapter “Best practices and literature sources”. It is based on local experiences with the implementation of the Libraries for All and is the basis for the further project implementation. The draft of the Libraries for All setup guideline serves as the basis of information for project partners and all project participants for the implementation of project activities. It gives advice on how to select the library as a local partner of the project, how to install the advisory board in the library, how to assess the needs of migrants in the library and reach the target group. The draft presents many examples of best practices of libraries as Libraries for All and provides relevant literature sources. The draft offers step-by-step guidelines and should help project participants with the implementation of the activities as well as serve as inspiration for all interested people and experts.

The ESME project website, www.librariesforall.eu, has been installed and informs about the project and its local implementation. It enables the project partnership to present the results of the project, contacts and links to other organisations, news, best practices in the fields of librarianship and integration, etc.

In all four countries of the partnership (Austria, Czech Republic, Germany, Sweden) Libraries for All will be implemented. In the following, the four local projects and their results so far are presented. Further information will also be available at www.librariesforall.eu and, if presented, at the specific contacts.

Local Project in Austria

- Establishment of criteria for the suitability of local libraries as pilot libraries: number of migrants locally; progress of the integration process of these migrant groups. Is there a political and administrative structure of responsibility for integration issues in the local administration?
- Sounding out the library scene in the region through discussions and correspondence. Which libraries are basically interested and are also in a position to take part in such a programme?
- Implementation of a “Call for Interest” with 3 potentially interested local libraries.
- Selection of 2 local libraries that will be contributing their services to the programme as pilot libraries.
- Composition of the Advisory Board (ABM): 7 members. The ABM is composed of the following groups: (1) people with migrant background who are active in integration work (mother-tongue teachers, cultural interpreters, cultural activists, ...) and have skills in actively supporting the libraries with project planning and implementation. They are members of various ethnic groups in Vorarlberg. (2) Furthermore, integration delegates of the local authorities involved are represented on the Advisory Board.
- The implementation of three development workshops with the ABM and the pilot libraries under the direct management of okay.zusammen leben. The aim of the first workshop (18 May 2009): Needs assessment and introduction of participants to the intercultural library scene with the help of 3 papers on intercultural library work and “Good Practice –

Examples” from across Europe. The aim of the second workshop (08 June 2009): first draft of firm offerings from the pilot libraries. The aim of the third workshop (29 June 2009): preliminary draft and draft of firm offerings.

- Drawing up of 3 comprehensive papers on inter-cultural library work with reference to examples of good practice from across Europe.
- Discussion of the practical development work of the pilot libraries between the workshops by okay.zusammen leben.

Impact on the target groups: (1) The local libraries were made aware of the programme for a new target group, specifically for migrants. In the course of the project, they learn which services this target group needs. (2) Migrants find new services at libraries that increase their educational opportunities and opportunities for involvement in our society. In libraries they find media supplies in their language of origin for nurturing their mother tongue. They are supported when learning their national languages. The local libraries become contact points for migrants and opportunities for the majority society and people with migrant background to meet. (3) The majority society gains the opportunity to take part in the cultural diversity of their society in the Libraries for All.

The outcomes can be retrieved at the following websites: “okay.zusammen leben”, Dornbirn: www.okay-line.at/ (Modul: “Aktuelles”), local project coordination: office@okay-line.at.

Local project in Sweden

In spring 2009, four public libraries in the region of Gothenburg received a call for interest. The local public library Biskopsgårdens bibliotek was selected, above all for the librarians’ interest in and commitment to promoting library services in order to meet the residents’ needs, and for the broad involvement notable in the city district.

- Multilingual Advisory Board

In spring 2009, the library started searching for local residents from the largest language groups in the city district of Biskopsgården in order to constitute a multilingual advisory board that would support the process of developing intercultural services, activities and events at the library. On 16 June 2009, the advisory board was kicked off. To date, the advisory board consists of 8 residents and 4 librarians, including the head of library. 7 of the residents and the head of library are migrants. The advisory board members live and/or work in the local district and are very familiar with the district, the library, educational measures and working in NGOs. To date, the languages represented in the board are Arabic, Farsi, Finnish, Kurdish, Serbian/Bosnian/Croatian, Somali, Swedish, and Turkish. The advisory board functions as a think tank and information channel, providing the librarians with suggestions and advice from the users’ perspective. The members assist in planning library offers and activities, and some of the members also take part in the implementation process.

- Needs Assessment

A needs assessment was carried out and reported on in summer 2009. The needs assessment shows areas to focus on in order to meet the residents’ needs. The following library offers were developed on the basis of this needs assessment.

- Library Offers

On 13 May 2009, the Immigrant Institute organized an EU debate event within the ESME framework in cooperation with Folkets Hus, the National Federation of Immigrants and Biskopsgården City District. The event marked the kick-off of the local ESME partnership. Some 40 people attended the event where politicians from seven Swedish political parties running for the European parliamentary elections answered questions from the audience.

The Immigrant Institute has been able to build upon an existing adult educational library project in Gothenburg called *VIDARE/Vuxna i lärande (MORE ways to study/Adults learning)*, implemented at Biskopsgården's library. It offers an open learning environment for adults comprising an e-learning centre and allows adults to engage in formal studies or non-formal (self)studies.

Media purchase: Within the ESME framework, the Immigrant Institute has been able to add to the VIDARE adult learning environment by purchasing literature on Swedish society and culture, Swedish language training media, dictionaries, coursebooks for adult education, driver's licence training courses, fictional and non-fictional literature in several languages. The media purchases are important from the viewpoint of integration, in which learning the new language, learning more about the new society and engaging in further studies play a crucial role.

Since 2007, a Swedish language café has been organized at the library once a week within the VIDARE project. It is usually attended by an international group of 5-12 people, mostly newcomers. The Immigrant Institute kept the café running during the summer holidays.

Since July 2009, the library together with the Immigrant Institute also offers an English language café for residents who are interested in conversation in English with an international group of people. Some come for pleasure only and some because they have to improve their English in order to pursue higher studies. The number of participants has varied during summer, ranging from 2 to 8 per week.

Another new service is the Kurdish language café targeting persons who are learning Sorani, one of the mother tongues spoken in Biskopsgården. It builds on the idea of making other languages and cultures more accessible for members of the majority society and more visible in the public library.

Contacts: Immigrant Institute: Miguel Benito, Swedish project leader, migrant@immi.se; Randi Myhre, local project coordinator, randi.myhre@immi.se; Biskopsgårdens bibliotek: Olivera Djudja, head of library, olivera.djudja@biskopsgarden.goteborg.se.

Local project in the Czech Republic

- The Multicultural Centre Prague (MKC Prague) and the Municipal Library of Prague installed an advisory board in June 2009 composed of linguists, librarians, workers from NGOs and institutions dealing with migration and immigrant integration and their help in various locations. The advisory board had two meetings in June and July 2009. It is the consulting organ of the project and accounts for its content management and the selection of activities. The local activities are in agreement with the aims of the project.
- On the basis of a needs assessment, the advisory board agreed about the local activities, which can be participated in or used by migrants in the Municipal Library in Prague. The propagation leaflets will be disseminated in migrant organisations, municipalities, libraries, NGOs, etc. Migrants are informed about current and new offers by the library. The project activities should contact people. The information materials are translated to foreign languages (Vietnamese, Chinese, Mongolian, Ukrainian, Russian, German and English) and enable migrants to use the information and search system in the library as well as the search system manual Koniáš, which shows in a simple way how to work with the lending system, search books and media and borrow items from the library. The manual allows people to be independent in the library and simplifies using the information system and the library as a whole.
- In the first part of the project, the needs of migrants in libraries were assessed and adequate activities, which will be implemented from September/October 2009 onwards, were determined.

- The fundamental activity of the newly installed Library for All will consist of a computer course for foreigners that will take place every Thursday starting 1st October 2009 at the branch office in Opatov. The course as well as the propagation leaflets in six languages are now being prepared.
- An info-point will be placed in the central library where materials of NGOs, administrative departments, private and state institutions with important information for foreigners shall be available. The location and equipment are currently being prepared for implementation of the information point.
- The basic information materials, including the instructions on working with the electronic database Koniáš, were translated into Russian, Ukrainian, Mongolian, Vietnamese, Chinese, English and German. Foreign-language keyboards were added to computers with public access.

Contacts: czechmade@mkc.cz (project coordinator); project website: www.librariesforall.eu, Multicultural Center Prague: www.mkc.cz; Municipal Library in Prague: www.mlp.cz.

Local project in Germany

The local project in Germany is implemented in Frankfurt am Main in Gallus and Sindlingen, two branch libraries of the Frankfurt Public Library.

- Establishing an Advisory Board for Multiculturalism (ABM)

One joint ABM was implemented for both branch libraries. The members had to be rooted in one of the districts of the branch libraries. It was decided to have 3 members and 1 librarian (i.e. the branch managers Ms. Schumann and Ms. Dopichaj) for each branch library. The Frankfurt Public Library decided on the target group of migrant parents and families for the ABM. A part of the members were chosen irrespective of their ethnic background and on the basis of experiences in practical work with families in the districts, especially the networking in the districts. Four of the members are migrants (Turkish, Moroccan, and Greek.) They are partly chosen as representatives of the target group.

The first two meetings took place in June and July 2009. The board discussed ways of reaching the target group. Furthermore it talked about services in other languages and the marketing of the project. The board likes its work and the members like each other, and the members are very happy to be asked to contribute their knowledge and their network. The additional benefit for the library is to have partners not thinking in the professional way of a librarian, but representing the diverse views of customers or other professions.

- Elaborating a needs assessment for the two catchment areas (Gallus and Sindlingen)

The needs assessment was elaborated together with the ABM. In both catchment areas, the branch libraries are involved and part of networks of different pedagogical and social institutions yet working together. It is important that the Frankfurt Public Library as a library offers (only) library services and that they function as an additional service, "completing" the network's services. The library's good cooperation with the network partners is a success factor for the aim of contacting the target group. The target group is heterogeneous due to complex and different situations in both areas. Therefore, an integral and holistic approach is necessary. The services should be attractive for inhabitants without migrant background, too, and should comprehend all generations.

There are three main focuses for the services within the project: (1) The library should give support in the field of learning German, language promotion for all age groups with focus on early childhood/elementary school, and of adults. (2) Promotion of the mother language. (3) Promotion of literacy, especially media literacy and media skills.

The aims of the services are: reducing threshold fears within the target group, helping people to help themselves, combining literacy with the development of media skills, maintaining continuity of the services, involving and appreciating the knowledge of the target group, supporting other pedagogical institutions in the catchment area, and creating a goal-orientated service network through the wide variety of supporting organisations.

- Preparations for the implementation of a Library for All

The preparations for the Library for All included the development of the concept, the first testing of ideas, and ordering material and books. The official and visible start of the project's outcomes is planned for November 2009; from then on, the effects of results for the target group can be analysed. Within Frankfurt Public Library as much as in the municipality itself, intercultural work has a long tradition. Working within an EU programme stresses the importance of this topic even more.

Dissemination and Exploitation

Beside the ESME website (see above), the following dissemination and exploitation outcomes are relevant:

The implementation of the Corporate Design is a basic for all further exploitation activities. On the basis of the corporate design, it is possible to anchor the idea behind ESME on the one hand within the organisational target group, municipalities with public libraries, as topic ownership, and on the other hand as a constant eye catcher for the user target group, people with migrant background majority societies. Therefore, all exploitation activities must use the corporate design. In the same sense as described above, the ESME-Presentation Card, as a take-away product, is a very important medium to convey the ideas of ESME at a glance to the target group and all interested parties. On the one hand, the presentation card is a proven low-barrier method to inform the target group about the basic ESME ideas, and on the other hand, it has a real, sustainable impact because it will keep its function as easy, tangible evidence beyond the project lifetime.

The publishing of the newsletter is very important as a door-opener for the ideas of ESME into the community of the organisational target group and the group of the stakeholders and, therefore, to open discussions about public libraries as Libraries for All and to kick off new and additional rooms for manoeuvre for multicultural services. The newsletter reports are a very important output for the organisational target group and for the EU Commission. Via newsletter the target groups get sensitised to the ESME-topic and they become lastingly informed about the project progress and its results. The effects are the involvement of the target group in the topic for at least two years, the motivation for and information about the topic, and the connection with topic-related networks for further discussions and developments during the project lifetime and beyond.

Public relations activities are permanent and very necessary activities to reach, inform and motivate the user target group by raising awareness. It must be noted that the public relations activities differ from library to library and over time dependent on the specific local target group. Successful public relations continue by word of mouth that reaches the user target group even after the project lifetime. Therefore it can turn into a permanent movement of sensitization to the topic of multicultural societies and the need for multicultural libraries. The results and outcomes of the public relations activities provide the user target group--people with migrant backgrounds as well as from the majority society--with information about the special offers of the Libraries for All and the local multicultural libraries.

Furthermore, the draft of workshops for the multicultural upgrade of local libraries was completed. The draft for the preparation of workshops gives first instructions and examples of how to organise workshops about the integration of people with migrant background into libraries, how to share the know-how and innovation of the project with libraries,

municipalities, employees of immigrant associations and other organisations cooperating with migrants

In addition, the first layout of the counselling service is the basis for future counselling activities. The counselling service should enable librarians and all interested people to get more information about local activities, contact unit partners and consult them concerning the implementation of a new Library for All in their own country etc.

During the IFLA conference 2009, ESME was presented by Mr. Pirisich during the meeting session of Department SC32 of IFLA, Library Services to Multicultural Populations. The contact, the exchange with the associated partner IFLA, and the reports and presentations at the IFLA meetings in Milan are useful to spread the ESME topic and keep it alive EU- and world-wide beyond the project lifetime. The enormous IFLA network is a high guarantee that the target group gets in touch with the ESME topic beyond the project lifetime. Additionally, the ESME developments will be of high final quality for the target group due to the advice by IFLA.

All results of the dissemination activities are/will be published on the ESME homepage, www.librariesforall.eu, so far as it is technically and economically manageable.

4. Partnerships

The ESME experiences of a multi-country European partnership

At the beginning of the project, the ESME consortium decided that it wants to focus especially on mutual learning and information exchange within the transnational partnership.

In the evaluation process of the first focus group, most often the partners stated that they received a deepened perspective on multicultural library work and on how libraries work, on the one hand, and how they are perceived by non-library institutions and by non-librarians, on the other. It can be assumed that the emphasis was on the library work because, firstly, it is a main issue of the project, and secondly, the second meeting took place at the Frankfurt Public Library and the partners had the possibility to visit the library and its branches in situ. The other main learning impact concerned the project and the cooperation itself. The partners agreed that the personal meeting was very important for them and that they gained a clearer picture of the project.

Four months later, in an online questionnaire, the multicultural work of libraries, the main issue of the project, was still of very high importance (see chart 1, "Multicultural work of libraries": All respondents to the questionnaire learnt a little bit, something, or a lot about this topic.) For those respondents who work within the regional implementation and who already consider it a topic for transnational exchange, they got some or a lot of information and/or ideas for the regional implementation due to the partnership (see chart 1, "Ideas for regional implementation").

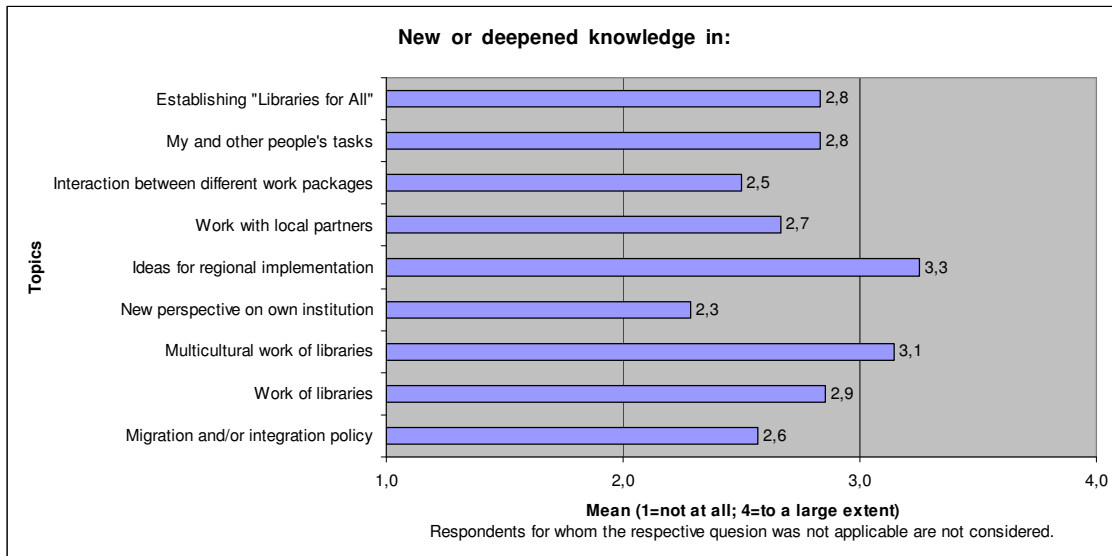


Chart 1: New or deepened knowledge the partners gained due to the transnational cooperation.

Additionally, the partners benefited from the different expertises provided within the transnational consortium (see chart 2). The fact that all mentioned expertises are to some extent useful is an indicator of the fair balance of expertises within the partnership, and that the expertises are shared and transferred.

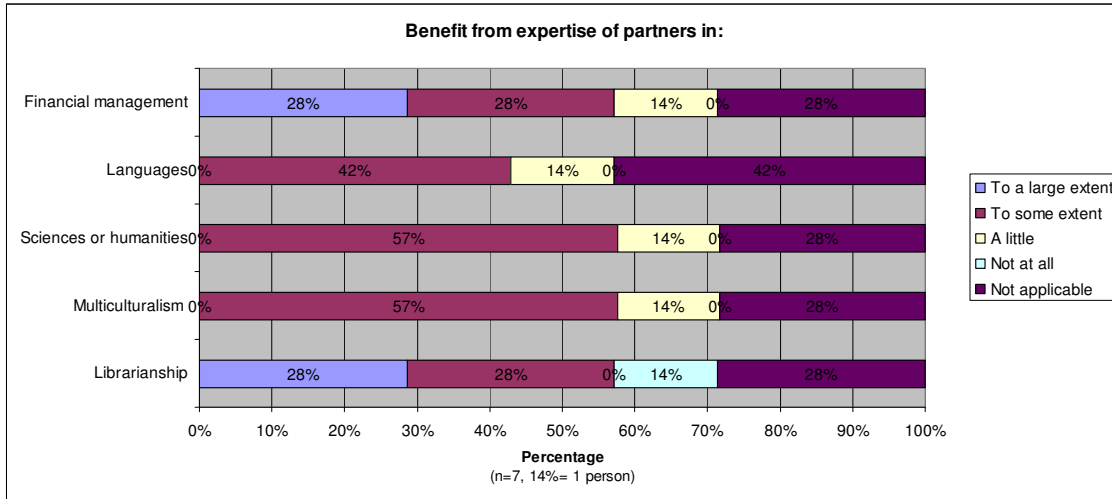


Chart 2: Benefit from expertise of partners in different fields.

Moreover, the consortium experienced how it can deal with challenges arising during the project realisation. Main challenges were (a) deciding on common outputs or procedures, and (b) dealing with organisational tasks and the administrative rules, but also (c) fulfilling the needs and demands of the local partners and (d) dealing with new project staff in some partner organisations.

The partners regarded the capacity of the consortium to overcome the challenges which occurred within the ESME project as good. The internal evaluation revealed that the open and transparent communication of the ESME consortium is a good strategy, as the communication between the partners is quick and the respective answers provided by partners were perceived as helpful.

Partnerships with groups outside of the direct consortium

In the reporting period, the organisation working in the local projects established a range of partnerships outside of the direct project consortium. The benefits of these partnerships are as follows:

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The most important advantages arise from the networking of institutions that have never worked together before: local libraries cooperate with local administration integration delegates and regional integration players as well as representatives of migrant groups. We thereby ensure that longer-term cooperation emerges over the duration of the ESME programme.

- Immigrant Institute

The partnership established between librarians, local residents and the Immigrant Institute in the intercultural advisory board has several benefits. For the librarians it is useful to meet the users, learn more from their perspective and receive constructive suggestions for development. For the residents it is valuable to be able to influence the further development of the library and its services, and also to learn more about how the library works from the librarians' experience and expertise. The advisory board partnership is valuable for needs assessment, planning of cultural activities and events and reaching the library's target groups, by both spreading and collecting information. Several of the members work actively in NGOs and have access to broad networks that are useful for promotion purposes.

Part of the current project partnership with the Immigrant Institute, the local library is also part of a valuable network of local organizations that contributes to the library and its services and

to reaching the target groups, e.g. the local Swedish church, the Swedish Union of Tenants, local NGOs, adult educational organizations such as Göteborgs folkhögskola, ABF, Medborgarskolan, and Biskopsgården's adult blended learning centre. Idépunkten and Biskopsgården City District are other such valuable partners. Some of them contribute directly to the implementation of the library services and events, while others are involved in the promotion process, reaching library service users and potential clients.

There are also several local and regional networks of librarians that the library staff is involved in – a network for international and multilingual issues, a VIDARE-network, a school librarians network etc. The library is also part of the Regional Library Office's European Social Fund project *The InterLingual Library* providing expert courses in intercultural competence development for librarians and management in Västra Götaland County.

- Multicultural Centre Prague

The main local partner in the Czech Republic came to be the Municipal Library of Prague, which is permanent partner of MKC Prague. The MKC Prague prepared different activities for library readers over the last years (workshops for librarians about multicultural education and communication with foreigners, acquisition service, etc.). The Municipal Library is the largest library network in Prague and enables us to reach the foreigners and set the activities up directly in their district. The partnership increases the credibility of the offers with foreigners and simplifies the contact and approach with other partners (municipalities etc.). The integration of experiences of both organisation increases the productivity and efficiency of the project activities.

- The Public Library of Frankfurt am Main

Cooperations with different partners are one of the most effective factors for a library's work. The Frankfurt Public Library has cooperated with a large number of institutions and partners for a long time and is part of several networks.

For the ESME project, cooperations are important because ...

- They are the basis for an efficient network
- They help get in contact with institutions with similar aims and/or target groups
- Via those contacts we reach our target group (and the members of our ABM)
- Via the contacts with other professions we learn from their experiences
- They allow to help and be helped
- Cooperative projects are effective and sustainable
- They broaden the perspective and last not least the success

The ABM is the most important innovation regarding partnerships that is created within the ESME project. It is very motivating and refreshing to have partners not thinking in the professional way of a librarian, but representing the perspective of customers or other professions, especially because in Germany users as advisors of libraries are still unusual.

In sum, the ESME partner organisations have already established fruitful cooperation with local partners. Additionally, the ESME partners have already noticed sustainable effects of the ESME project due to envisaged further cooperation with local partners, cooperation beyond the implementation of the ESME activities.

5. Plans for the Future

The Draft – Libraries for All setup guideline will serve as the basis for the Libraries for All setup manual. It will be completed according to the progress of the whole project and its local parts. The English version of the Libraries for All manual will be translated into Czech, German and Swedish, published on the project website, printed in all project languages and disseminated. The Libraries for All setup guideline will be prepared together with the manual as a step-by-step guideline and will be available alongside the manual (PDF on the project website, paper-based offered to libraries in project countries; in all project languages).

The outcomes of the pilot projects will be brought to the transnational ESME consortium, and in return, the outcomes at the transnational level will be passed back to the regions.

Local project in Austria

The pilot libraries were developing drafts for the practical implementation until July 2009. In September 2009 they will be submitting their firm services for the implementation phase. The programmes and offers selected will then be implemented in the pilot libraries from autumn 2009 until summer 2010. Some of the planned offers and activities:

- Acquisition of Turkish, Bosnian/Croatian/Serbian, Spanish, Russian, English and Italian media: graded according to demand.
- Main project: German Breakfast Club. For women with migrant background. 10 mornings are currently under consideration, starting in October 2009.
- The Götzis library will run an autumn and semester break programme for children with migrant background with help from Ms Gökman-Erden (Advisory Board).
- One of the focuses: media acquisition for children and adults. The Lustenau library would be happy to fall back on the ABM in this matter.
- The literature was to be distributed by various means, as well as through social events with food, drink, music, etc.
- A central point: the theme of the year, My Language, Your Language, Our Language.

The libraries are being further supported as regards implementation by the ABM. To this end at least two meetings are planned between October 2009 and July 2010. Joint deliberations are to be held at these meetings to ensure the offers are sustainable. Consideration will also be given to activities that have already been carried out.

Local project in Sweden

- The Advisory Board for Multiculturalism will meet 3-4 times per semester at the library throughout the project life time and beyond.
- Language cafés in Swedish, English and Sorani until June 2010. The English language café is a new service that will need more time and promotion in order to get as known and established as the Swedish language café. The Kurdish language café has started on a small scale and will be further promoted in Swedish and Kurdish media during autumn 2009.
- Basic computer courses targeting migrants until June 2010. Courses for migrant women start autumn 2009.
- Purchase of media corresponding to the needs of newcomers and established residents until the project end.

- Implementation of intercultural programme autumn 2009.
- Implementation of intercultural program spring 2010.
- Installation of library signs in several languages, translation of information materials on library services, offers and instruction texts into several languages.

Local project in the Czech Republic

The computer course for foreigners will be in progress starting this autumn every Thursday at the branch office in Opatov. In case of sufficient interest, it is also possible to extend it to more affiliates in Prague in 2010 or as soon as there are enough participants for the new course.

An info-point will be placed in the central library where materials of NGOs, administrative departments, private and state institutions with important information for foreigners shall be available.

For everyone interested in language education there will be an area reserved for advertising proposals and demands for tandem language courses. Computers with e-learning courses for the Czech language will be accessible in the library and in the affiliates. Foreign-language keyboards were added to computers with public access.

The project has daring plans for the next year. After the first semester of the computer course, its effect and attendance will be evaluated, and in case of need, it will be expanded to other affiliates with adequate facilities.

An exhibition about foreigners living in Prague will take place in Opatov.

The library will evaluate the ongoing activities after the termination of the project in 2010 and will consider the continuation of the activities and their expansion on the basis of this evaluation.

Local project in Germany

Up to October 2009: completion of concept development. The services within the project (i.e. completing the equipment, the collections, etc. in the libraries; working with the ABM) will be set up continuously.

From November 2009 onwards: Realization, implementation and steady evaluation.

Parents and families are in the centre of the concept. A parents' library with books and brochures for parents and children's picture books for reading aloud in German and other languages will be built up. Different types of information events for parents and families (e.g. a special introduction to the library and its services, informative discussions and talks about how parents can help their children to get familiar with books and competent at using other media) will be developed and put into effect. Events for parents and children will be held at which the librarians, cooperation partners and parents of the target group, will read aloud in different languages.

A second focus is on learning German: Library services for adults, especially mothers (e.g. special introductions to the use of the library, special collections and special computer software), complete the services of institutions of adult education (e.g. Volkshochschule, Frauenprojekt Gallus). To help younger children in preschool/primary school with learning German and their teachers with teaching German, a further collaboration with the Amt für Multikulturelle Angelegenheiten (Amka) of the municipality of Frankfurt is planned.

Dissemination and Exploitation

The processes of the newsletter reports and public relations in each partner country are continued as described in and to fulfil the application.

Press conferences and press releases will occur once at the beginning of the pilot project phase and once at the end.

The counselling service on the project website will be installed in October 2009. Experts, librarians and all interested people can ask the local partners about launching the project in their countries and consult the concrete implementation in their library. The continuation of the website and the counselling service after the end of the project is being considered.

In each participating country (Sweden, Germany, Austria, Czech Republic), two or three workshops on the multicultural upgrade of local libraries will take place in autumn 2009 and spring 2010. They inform librarians and stakeholders about ESME and how "Libraries for All" can be set up.

For example, in the Czech Republic, the target group of the training are librarians of the Municipal Library of Prague. The first workshop will be designed for all librarians employed by the library after the library has shown great interest in such a seminar (300 interested specialists). Workshops of a smaller scale will be held in spring and summer 2010 in library branches with a large share of immigrant readers. The focus is going to be more practical. Librarians will have the opportunity to deal directly with migrants, simulate life-like situations (not only in the library) and actively solve problems which await migrants in the library. These workshops will be visited by the librarians of the Municipal Library of Prague who most frequently come into contact with foreigners. Students from the field of information studies and library science and workers from other libraries in Prague will also be invited.

As another example, in Austria, the project's conclusions and outcomes from both pilot libraries in Vorarlberg are exchanged in the course of the project and passed on to the regional libraries and the integration delegates from the Vorarlberg local authorities. The target groups of the workshops are stakeholders of the libraries (first workshop), local libraries, local administration integration delegates and parent education institutions across the country (second and third workshops.)

At international level, beside the ESME reports at the IFLA meeting in Milan in 2009, ESME is continuing the networking with IFLA at the next annual conference in 2010 in Gothenburg. Additionally, if ESME gets permission by the EACEA, ESME will participate in the Annual Conference of the American Library Association (ALA, <http://www.ala.org>) to strengthen the network of the ESME idea, ensure good implementation of the ESME ideas in public libraries, exploit the ESME outputs and results, and contribute to the ESME sustainability beyond the project lifetime.

6. Contribution to EU policies

Already during the first year of the project, ESME contributed to a broad range of topics raised by the European “Action Plan on Adult learning: It is always a good time to learn” (2007.) The Libraries for All are developed as community-based centres, anchored within the local population due to the installation and work of the advisory boards. The developed services and offers are tailored to the needs of the target group, and access to high quality information is facilitated. As shown in the presentation of the envisaged offers, e-learning is a central topic.

It is conceivable that the target of the Lisbon policy, creating an open learning environment, especially for immigrants, will be achieved, as the public libraries are very well integrated into the project and actively participate in the process of upgrading their services for a multicultural audience. The offers and services developed within the pilot projects advance the acquisition of various Lisbon key competences:

- Communication in the mother tongue: provision of media, fictional and non-fictional literature and course material in the languages of the local migrant population; readings in these languages.
- Communication in the foreign languages: The media and events in the mother tongue of the migrant population at the same time foster the interest of the majority society in foreign languages. Furthermore, nearly all pilot projects implement services for language acquisition.
- Learning to learn: The wide range of services include a lot of approaches which foster the ability to learn – either by oneself with supporting material, or informally via events and personnel exchange, or in explicit courses.
- Interpersonal, intercultural and social competences and civic competence; and cultural expression: These key competences are promoted on two levels: First, the members of the advisory boards come from different backgrounds and work together irrespective of their ethnic, social or personal background. The first months have shown that the discussions within the advisory boards are very fruitful for all participants. Second, the offers at the Libraries for All target, either directly or indirectly, civic information (info-point, relevant literature), social competences (Language cafés, breakfasts, tandem learning, etc.), and interculturality (all offers and services).

Thus the promotion of the outlined key competences shows how ESME clearly addresses the GRUNDTVIG priorities, improving the quality and attractiveness of and access to adult education, and promoting adult learning for migrants (as the services, developed by the ABM as multicultural team, are designed especially for this target group).

The project’s approach describes how ESME facilitates the development of innovative practices in adult education and transfers the know-how from one participating country to others (Operational Objective 4 of GRUNDTVIG). The ESME processes and results (instalment of the advisory boards, multicultural upgrade of the library services) improve pedagogical approaches and the management of libraries as adult education organisations (Operational Objective 6 of GRUNDTVIG).

The first year of ESME has already fostered intercultural dialogue, social cohesion, active citizenship, tolerance and respect for other peoples and cultures by increasing the participation of disadvantaged groups in lifelong learning via innovative development work, implementation of pilot projects, dissemination and exploitation activities.

7. Photo Documentation



