Intercultural Library Services
in the Public Library of Frankfurt / Main
The smallest metropolis in the world

- 730,000 inhabitants
- from 180 nations

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Delegation Sarah E. How, USA
The Public Library of Frankfurt / Main

Libraries:

- a central library with music library
- a central library for children and teens
- 4 district libraries & 12 branch libraries
- a mobile library with two busses
- 108 school libraries
The Public Library of Frankfurt / Main

Total holdings: about 750,000 items*

Visitors: 1.4 million annually*

Special services:
  - library programs for children and teens
  - collections, services and events in foreign languages
  - services for school libraries
  - cooperation with various institutions

* Public libraries without school libraries
The Frankfurt Public Library has long since been working interculturally
We saw an unusual situation in 2015 …
We saw an unusual situation in 2015

• 21.3 million persons were refugees worldwide (UNHCR: Global Trends. Forced Displacement 2015)

• 10 % of refugees were trying to find their way to a developed country

• Germany: Dramatic increase in the number of new asylum applications in 2015

• A major challenge

• But there was a great outpouring of support
A childhood spent waiting

There are often long waiting periods for the processing of an application for asylum.
The Frankfurt Public Library decided to take action

- In 2015 and early 2016, the emphasis was on the provision of immediate aid
- The response of libraries was rapid, unbureaucratic and pragmatic
- Our offer was designed to meet the needs of the target group
  - Collection
  - Services
  - Projects
  - Events
Language – analog and digital

- Book backpack „Welcome to Frankfurt“
- Practicing German with iPads
- Link list to learning German
- Use of the Computer Learning Studios
Partnership Network
Plain Language

Stadtbücherei

Die Stadtbücherei ist ein Treffpunkt:
Für junge und alte Menschen.
Für Menschen aus Frankfurt.
Für Menschen aus der ganzen Welt.
Für Menschen, die Bücher lieben.
Für Menschen, die gerne Zeitung lesen.
Für Menschen, die CD und DVD in anderen Sprachen suchen.
Für Menschen, die Deutsch lernen.
Für Menschen, die einen stillen Platz zum Lesen und Arbeiten brauchen.

Zur Stadtbücherei gehören:
- Die Zentralbibliothek in der Innenstadt.
- Die Zentrale Kinder- und Jugendbibliothek in Bornheim.
- 16 Bibliotheken in verschiedenen Stadtteilen.

Learning German

In all of our libraries you can borrow books, CDs and films for learning German. Or you can use them at quiet workplaces in the library. Some of our libraries also have PCs for learning German. We will be happy to advise you!

Internet and WLAN / Wi-Fi

Would you like to use the Internet in our libraries? Whenever the library is open, you can surf the Internet for 60 minutes at no cost. Some libraries have free WLAN / Wi-Fi. To use it, you need a library card and your password.

Your online account

Open the catalogue: www.katalog.stadtbuecherei.frankfurt.de

To enter your online account, click on the word „Login“ at the top center. Where it says „Ausweis:“ enter the letter and the number on your library card. Then enter your password where it says „Passwort:“ in your account you can see.

What have I borrowed? What have I ordered?
And you can renew the loan period of borrowed items.

Your password

You get a password when you register.
You can only register in person.
You cannot register in writing or by phone.
Please change your password.
No one except you knows your password.
We are continually learning ...

- Experience
- Networking
- In-house schooling through experts
Libraries have assumed social responsibilities

Aim: Independence, integration into the labour market

Key factors: Education, language skills, professional qualifications
  - Illiteracy as a special topic
  - Sometimes no foreign language skills

Essential: intensive counselling
Switching from immediate assistance to long-term assistance and support
We continue to accompany integration processes with our specific strengths

- Free access
- Maintenance of the quality of information and access to it
- Media skills
- Years of experience in intercultural library work
- A venue where you can meet others and exchange views
Refuge in Germany. Texts by Persecuted Authors
Thank you for your interest

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