

1. Introduction

In Denmark, the latest survey of ethnic minorities' use of the library service: *Frirum til integration (2001) (A space for integration)* shows that in the larger Danish towns, ethnic minorities use the library more frequently than ethnic Danes do (Thorhauge 310). One of the reasons for this keen usage is that Danish libraries really have something to offer and fulfil some real needs when serving foreign nationals.

As part of the research project, "Libraries and Cultural Diversity", Waterford City Council Library Service focused on a Danish Library Authority for its international case study. Greve Library Authority was selected for their strategic approach which is considered to be pioneering in this area. Greve Library is an example of a relatively small library system that has actively focused on developing guidelines and services towards ethnic minorities. In relation to ethnic minority service provision, the library has become more focused on the user than on itself as an institution. By focusing on the needs of the target groups, it has become an important information and resource centre which goes beyond the classic library task of passively making materials available.

The Danish Library Authority has launched a two-year development programme, of which Greve Library Authority is a part, with the aim of creating a common library platform for servicing ethnic minorities. The programme is based on a network of four regionally based consultants, one of whom is Ms. Berit Sandholdt Jacobsen of Greve, and comprises library services to the well-integrated citizen with a non-Danish ethnic background as well as the newly arrived refugee or immigrant. The programme will be in effect from August 2002 until August 2004. The purpose of the programme is:

- To develop the role of public libraries in the interface between cultural diversity and the integration process
- To develop new models for library service to ethnic minorities
- To create and spread interest in this line of library work
- To experiment with new forms of co-operation between libraries

The case study involved a visit to Greve Library and an interview with Ms. Jacobsen. The case study provides a vision for the future of an inclusive library service for foreign national users, offering ideas for a way forward to strengthen and develop the Irish Library network.

2. National Profile

Denmark is a small country of extreme homogeneity. The country has had a monarchy for more than 1000 years with a parliamentary democracy since 1849. Apart from an area 40 miles connected with the European continent, Denmark is surrounded by the sea which has been a protection against being invaded by hostile neighbours. However, immigration has become more significant in recent times. The 1960s saw the beginning of the “guest workers” who stayed on, were joined by wives and children, and in the next generation, married someone from the homeland. The guest workers were followed by “immigrants” and then an increasing number of “refugees”. In 2002, 7.7% of the Danish population were of an ethnic origin other than Danish (Thorhaug 309).

3. Local Profile

Greve Library is a library system in the greater Copenhagen area serving a population of approx. 50,000 inhabitants in the municipality of Greve. The non-Danish ethnic population in Greve totals approximately 4,767 individuals and consists of approximately 113 different nationalities. The following is a breakdown of the largest non-Danish ethnic groups by country of origin:

Country	Number
Turkey	984
Lebanon	495
Iraq	402
Iran	225
Pakistan	219
Poland	209
Germany	174
Yugoslavia	148
Bosnia/Herzegovina	132
Sweden	131
Norway	111
Great Britain	102
Vietnam	101

Figure 1. (Figures courtesy of Greve Library Authority)

80% of the area's foreign national population is in the Library service's immediate catchment area.

4. Legislation

In May 2000, Danish Parliament adopted new legislation on libraries: *The Libraries Act of 17 May 2000*. The Act primarily aims at providing a better framework for public libraries to carry out their information and cultural policy duties in an information society. In addition to books and audio books, the Act now requires that public libraries provide musical recordings, Internet access and digital media.

Aspects of foreign national service provision are addressed in Part 2 of the Act: *Government tasks within the library domain*.

Part 2: Section 14.3 states "The State and University Library acts as main loan centre for the public libraries by providing the public libraries and other relevant institutions with material specifically intended to fulfil the needs of refugees and immigrants."

And

Part 2: Section 17 states "The Government provides subsidies for the libraries of the German minority in Southern Jutland."

And

Part 2: Section 17.2 states "The Government may provide subsidies for library service to other special groups."

Greve Library Authority

5. Demographics

The activities of libraries should not only be influenced by politics or the general mood of the community but also based on facts and a good knowledge of the demands of the population being served (Larsen, Jacobs, and Vlimmeren 10). In relation to multicultural service provision, understanding a city's cultural communities often begins with good data. The case study confirmed that Greve Library service knows which ethnic minority groups are represented in the community and in which numbers (*See Figure 1*). This demographic information has proved very useful in the planning processes of the library, e.g. knowledge of the number of people in particular language groups has supported the creation of special collections and services.

6. Policy and Planning

A critical starting point for any library authority in meeting the needs of foreign nationals is a commitment by the authority to do so. Policy statements provide an important benchmark for assessing the progress made by that authority. The case study revealed that Greve Library Authority has developed a specific policy on non-Danish ethnic groups (*See Appendix A*). This policy entails proposals of co-operation, inclusive collection development, intensive training of staff, and provision of important information in native languages.

The case study also identified an internal contract made by Greve Library Service on planned performance re: "Integration at Greve Library" (*See Appendix B*). Both these statements on the position of the library towards the multicultural society were composed to communicate the vision of the library and to support staff in their provision of services to foreign national communities.

7. Co-operation

7.1 Co-operation with groups

Co-operation with local foreign national groups and their associated support networks is essential for the provision of effective multicultural library services. In Greve, the Library collaborates with local schools, language learning centres, and Kindergarten. These links have improved the take-up by foreign nationals of existing services, and

have provided a basis for establishing new and improved service initiatives. Examples of successful co-operative ventures undertaken by Greve Library are explored elsewhere in the case study.

7.2 Cooperative/outsourced services for foreign language materials

Co-operation in acquisitions and in cataloguing are possibilities which neighbouring or networked libraries involved in the provision of multicultural services might want to explore. In Denmark, the Central Library for Immigrant Literature operates a joint acquisition and cataloguing programme together with Copenhagen Public Libraries. It is open to all Danish public libraries and has been in operation since 1998. The programme includes acquisition and cataloguing of books and music on cassette and CD in 10 languages. The programme was initiated because many libraries faced difficulties maintaining collections for ethnic minorities. Access to adequate selection tools was limited or not available at all, and often no suppliers of the actual books or other media could be found in Denmark. Proper cataloguing of foreign languages, often in non-Roman scripts, was found to be almost impossible for most public libraries, and the total process was so difficult and time consuming that something had to be done to encourage libraries to build up and maintain local collections. Greve Library service makes full use of this programme for the acquisition and cataloguing of all their foreign language materials.

They buy for us and then they send it. We just tell them that we want 30 books in Turkish every year and they buy the books. They get everything ready and send it to us. We pay them. It is very easy for us (Jacobsen).

The Central Library for Immigrant Literature also provides a lending service to public libraries for foreign language material. Greve Library also avails of this service, borrowing and exchanging materials every 3-6 months.

8. Services Currently Provided

8.1 Information Provision

Library authorities should provide accurate and up-to-date information for everyday living and problem solving on topics of public interest and concern (National Network Local Service 28). Greve Library Service addresses the information needs of foreign nationals by providing access to the FINFO (an acronym for Information for

Refugees) community information portal (<http://www.finfo.dk>). This portal is organised in such a way as to provide both general information on the Danish society and local guides and explanations under headlines like New in Denmark, Education, Social security, Society, Work, Organisations, and Culture. Through the FINFO system Greve Library Service is one of 131 municipalities offering local information and support in the immigrants own language. The information is available in the eleven most common immigrant languages in Denmark. For Greve, establishing a local FINFO system has meant local ownership of service to ethnic minorities, and the website has a positive effect on other library services to the groups in question.

Information about the Library service itself is provided through a series of leaflets translated into 8 languages and a leaflet produced in English entitled “The Public Library – an opportunity for immigrants and refugees”.

8.2 Internet Access

Greve Library Service provides free Internet access to all library members. Typically, the Library has experienced a high level of use of this service by the foreign national communities in the area. They use the service for the purposes of email, accessing foreign language newspapers, and finding information via the FINFO information portal.

8.3 Stock

Stock and collections should reflect the cultural diversity of the community served. Greve Library endeavours to provide for the tastes of foreign nationals of all ages and communities. The provision of a video collection has been a major part in this, as well as the fact that the foreign language book collection, periodicals and audio collection are all housed together in a comfortable environment. Providing dictionaries in foreign languages is felt to be an important step as well as access to material on customs, cookery, everyday practices, etc. to promote integration. The area around the foreign language material is made more attractive by the use of displays and laminated posters on the walls. Greve Library also supplies dual and single language books for children, although the case study noted that,

This year we did not buy any children's books in foreign languages, the children want the Danish books that their friends are reading and what they know from television (Jacobsen).

Many of the foreign national groups in the Greve area do not come from a book-orientated culture so, in addition, the FINFO website presents a very extensive link guide to Web-based magazines and newspapers.

8.4 Translation Services

Due to the high cost of translation services, Greve Library Authority does not provide in-house translation services for its foreign national users or groups dealing with foreign nationals. However, as with most libraries in Denmark, Greve Library does try to provide as many library information materials as possible in native languages in order to reach its ethnic minority communities. The Central Library for Immigrant Literature provides a translation service to libraries and the case study noted that Greve Library avails of this service when required. By using "Immigrant Library" consultants, staff at Greve are assured of an accurate and professional service.

8.5 Community Outreach

Community outreach is crucial for the library service to understand the current and changing needs of the ethnic minority communities served. At Greve Library Service, community outreach efforts are not just about signing up new members, but finding out what they want, inviting them to community events in the library and even bringing books to them in their own homes and centres. Work carried out as part of the Danish Library Authority two-year programme has led to a number of successes, in particular the project detailed below.

Kindergarten Project Supporting Various Cultures

An excellent example of successful community outreach on the part of Greve Library is their "Kindergarten Project Supporting Various Cultures". The project involves supplying bulk loans on a regular basis to two Kindergarten, both with a high foreign national population, in two different parts of the Greve Council area. This allows the children to borrow books without having to come to the library.

The first Kindergarten is very near Greve Central Library and the situation here is that, whilst knowing where the library is, the children are not reading books at home with their parents. The second Kindergarten is downtown and is not served by a library in its immediate environs. Here the children are familiar with the concept of books but are not familiar with library use.

In both cases, many of the parents and children cannot speak Danish at all and this factor is a major obstacle for them. The mothers whilst often keen to use the library, lack the confidence to do so as a result of their language barrier. It is also evident they are unaware of the full range of library services available to them. Thus, in attempting to overcome these issues and raise their awareness of the library services, a librarian visits the Kindergarten for two hours per week to promote services and obtain feedback. Story-time sessions are organised to coincide with the visits and many of the children start to become regular library users. By visiting the Kindergarten and meeting people there, library staff make one-to-one contact with ethnic minority children and their parents and can promote their services to them. Outcomes of this project:

- Increase in membership
- Increase in the number of issues
- Better understanding of the needs of ethnic minority children and their parents
- Increased awareness of the Library and its services in the community
- Many of the mothers have gradually started to bring their children to the Library.

8.6 Events/Activities

In attempting to promote a community orientated library service, Greve Library continually organises events and activities to celebrate the diverse culture in the local areas. To date events/activities have included debates, music, dance, literature, and film and theatre. A festival celebrating cultural diversity is hosted nationally, every Spring and Autumn, in all libraries throughout Denmark. Greve Library Service consistently avails of this opportunity to host additional events and activities targeting

foreign nationals, with events in Spring 2004 consisting of Turkish folk music and Bosnian folk dancing.

9. Budgets and Grants

Another important instrument in public library service provision to foreign nationals is of course the allocation of budgets. Greve Library Service does not have a separate budget for the acquisition of foreign language materials, however, a percentage of the collection budget is reserved for materials in non-Danish languages and for Danish as a second language. In this way, the library is sure that cultural diversity will be reflected in the various collections.

In Danish Libraries, national grants are seen as crucial in developing new library models for serving foreign nationals. With reference to national grants, Ms. Jacobsen explained,

*Those who don't get the money don't provide services,
so it is important that libraries get the money.*

The case study identified two examples of how Greve Libraries successfully availed of grant-aided funding. In Denmark at the beginning of 2004, a national budget of 3.2 million DKR was made available for ethnic minority service provision in public libraries. Greve Library Authority was successful in acquiring extra money from this budget to develop services towards multi-ethnic communities. As previously mentioned, Greve Libraries also availed of external funding via The Danish National Library Authority two-year development project for ethnic minority service provision as described above.

10. Staffing

Greve Library Authority believes that, in managing services to foreign nationals, the staffing structure is a key factor in the effective delivery of objectives. Through the Danish Library Authority two-year programme, the specialist post which has been introduced gives the library service a better base for provision than is available in other authorities. The staff member assigned to the specialist role works solely on multicultural service provision for a total of 18.5 hours per week. If a project or initiative requires extra staffing then additional resources are available from

mainstream personnel. In addition, there are two members of staff who have responsibility for the purchase of foreign language materials.

Greve Libraries' policy on non-Danish ethnic groups aims to ensure that the composition of library staff is a direct reflection of the population within the local community (*See Appendix A*). They aim to engage bilingual employees in permanent positions, so the overall staffing complement includes staff who are multilingual. This is considered important both in order to serve patrons at the library and to be able to conduct the selection process for new library materials in a proper way. They also intend to give priority to bilingual applicants when employing students on a part-time basis. Consequently, foreign national students are employed, with pay, for 2-3 hours after school hours to re-shelve books,

... we want to show them that they can get a job in the library just like the Danish children can (Jacobsen).

Also, job-training and work-trial candidates are, as often as possible, bilingual employees.

Greve Library service has made good use of local volunteers when it comes to multicultural service provision. Volunteers can assist in filling language gaps, making connections with particular communities, and assist staff with multicultural programming. Their highly successful homework workshops detailed below are handled almost entirely by volunteers.

These staffing arrangements and policies are not set to change in the foreseeable future.

11. Training

In Denmark, every library regardless of size or composition of staff is obliged to provide for ongoing staff training and continuing education to assist staff in serving their ethnically and culturally diverse patrons. To this end, Greve Library, as part of the Danish National Library Authority two-year programme, had the opportunity to carry out a training needs analysis in relation to ethnic minority service provision. The training needs analysis had an informal structure and did not result in a static

written policy document. This was due to the fact that needs change and new areas emerge all the time which need to be addressed.

Every time a training need is identified we either send staff out to get training or we bring trainers in so that all staff can hear what they have to say (Jacobsen).

At Greve Library many areas of training have been identified as a priority to build staff awareness, skills, competence and confidence in delivering multicultural services and engaging with foreign national communities. One of the main concerns has been how to tackle the situation with too many ethnic minority children and young people who use the place to hangout rather than as a library. Cultural awareness training was also identified as a priority as well as providing education about foreign language and translated literature.

The case study revealed that at Greve Libraries, the necessary staff training and development opportunities in relation to multicultural service provision are being made available. In order to address the main areas of concern outlined above, training regarding children, behaviour and identity, cultural awareness and foreign language and translated literature is being provided. *(See Appendix C for some examples of courses and training days held at Greve Library).* The training is provided through ongoing speaker series for staff, as part of new employee orientation and through educational courses/seminars in co-operation with other colleagues within the local, national or international community. Greve also make use of local agencies and organisations serving immigrants and refugees and local educators from schools and universities to provide training sessions.

12. Barriers to Service Provision

12.1 National Policy

In Denmark, currently there is a reaction to cultural diversity stressing the need of a common language and a good understanding by newcomers of the cultural heritage and rituals of the host country. Politicians want to see a more enthusiastic involvement in Danish community life by foreign nationals. Naturally national politics influence or support the initiative in libraries to become more culturally diverse. Consequently, Greve Library service has experienced less acceptance of

special efforts in information translation, foreign language materials acquisition and cultural activities which has often posed a barrier to improved service provision.

12.2 Cultural Understanding

Cultural sensitivity is mandatory in serving multicultural communities. For example, in some cultures, women are not allowed out of the family home except on rare occasions. To encourage the women in their community, therefore, Greve Libraries are communicating the message of the library as a buffer – a clean and safe place where women can come and borrow materials, learn a language, find out information or simply meet other women from similar backgrounds. Programming during the final quarter of the two-year programme at Greve Library will focus on this objective.

13. Marketing and Promotion

In relation to multicultural services, the process of market research is a critical promotional tool as well as an important information gathering exercise. The case study learned that Greve Library Service has been able to work with multicultural communities to help them define what they want from their libraries. One major market research project was the researching of what the young people in the area are doing in their spare time. Consultants were hired by the Library to go into schools and survey the students. The Library's job was to take the ideas raised on board and look at ways the Library could get involved. The findings are at implementation stage, but when complete, the Library will fit in with communities' interests and services will be tailored accordingly.

All staff in Greve Library are encouraged to continually publicise services to members of ethnic minority communities, either during outreach or front line service. They have found one of the best ways of promoting library services to multicultural communities is through a word of mouth campaign,

...they don't read Danish or they don't use newspapers for information the way the Danish do. The best way to pass on information is through the older men. If you want word spread about something you have to tell them and they are going to say it in their own community (Jacobsen).

Posters in the Library and in the community where larger groups of ethnic minorities are living have also proved effective in promoting services. The experience of Greve Library is always to include a contact number on promotional materials,

...if they are not that good at reading Danish we can usually understand one another when speaking so it is important to always include a contact number (Jacobsen).

14. Programmes and Suggestions

Library programming attracts, welcomes, and provides basic services to culturally diverse communities. For the purposes of this case study, programming is defined as events and activities, as well as instructional opportunities, hosted by Greve Library Authority. At Greve Library, programmes aimed specifically at ethnic minority communities are conducted in Library buildings and also in the community. At the time of the case study, Ms. Jacobsen was involved in the following activities:

Project Nordbasen

The market research carried out in second level schools as described above has led to the development of “Project – Nordbasen” at Greve Library Service. The Library wishes to see a general increase in the number of children and youths who use the leisure time/sporting activities offered in the Greve Council area. Only 45-50% of students interviewed are involved in the existing Council activities, whilst the number taking part in other organised leisure activities is a little higher. The Library wishes to increase the total number involved in these activities to approximately 60-65%.

“Project – Nordbasen” involved the setting up a dedicated computer in the Library containing a database of local organisations, clubs, societies, etc. which are specifically aimed at young people. Simply by accessing this database, young people can now find information on organisations, etc. who deal with topics of interest to them.

For the future, a special focus of “Project – Nordbasen” will be on increasing interest in leisure activities amongst young girls of non-Danish ethnic background. Only 25% of this group are involved in sporting activities. The Library hopes to increase this number to approximately 35% when the project is near completion. The establishment of a homepage with youth to youth counselling/guidance as well as a chatroom for

lonely young people, will also assist foreign national children integrate into Danish society.

Outcomes of this project:

- Increase in membership
- Increase in the number of issues
- Increase in the use of the library as an information resource
- Better understanding of the needs of children and young people from foreign national communities

Homework Workshops

This programme involves the running of homework workshops at Greve Library for children whose first language is other than Danish. Staff working in the children's library had noticed that ethnic minority children were struggling when attempting to do homework in Danish. A notice requesting volunteers to help run homework workshops was posted in the libraries as well as an advertisement placed in a local newspaper. A total of 12 people responded. To assist with the setup, a meeting was held with a volunteer consultant from the Danish Refugee Council and it was agreed that the homework workshops should be held three times a week, between the hours of 1.00pm and 5.00pm. From 1.00pm to 3.00pm, the workshop is attended by children of a preschool up to fourth grade age and from 3.00pm to 5.00pm it is open to children from fourth grade and upwards.

It is something that is happening in many libraries in Denmark and it can be students from High School that are the volunteers (Jacobsen).

Such is the success of this programme at Greve Library, that in the Autumn 2004, it will be extended to include the school for adults who are learning Danish.

Outcomes of this programme:

- Increase in membership
- Increase in the number of issues
- Increase in the use of juvenile non-fiction stock in the library
- Increase in the stock in order to meet the growing demand
- Increase in the use of library materials as homework support

- Better understanding of the needs of children from foreign national communities

Den Flyvende Kuffert (The Flying Trunk)

In 2004 Greve Library Service received a grant of approx. €10,000 from the Library Commission to fund the project “The Flying Trunk”. Funding was supplemented by a further €4,000 from existing funds within the library service itself. The aim of “The Flying Trunk” project is to offer children lifelong learning processes in regard to information, education and cultural activities at the libraries in Greve. A total of 200 “trunks” containing music, songs, etc. will be distributed by library staff in the areas of Askroed and Gersagerparken in Hundige, where many people of a non-Danish ethnic background live. In fact they make up about 90% of the population in these areas. The Library’s aim is to give a cultural experience in the form of music and song to the younger children, using, for example, “Tip-Tap-Toende”, a simple, playful and amusing way to be introduced to Danish culture. Music and song are being used because Greve Library believes they reach a wider sphere, in particular, ethnic minorities, because music is the only art form the brain perceives in 3D. Music gives, therefore, an experience that is more expansive than a book.

The “trunk”, in addition to being a gift to the child, will contain items adapted for use by the adults in the family. This provides the opportunity to facilitate information about the community and culture which would perhaps not otherwise reach the recipient. Furthermore, the contents of the trunk will be promoted as e-learning via the Internet, so that all those who receive a “trunk” can find information about it on the library’s homepage.

Outcomes of this project:

- Increase in membership
- Increased contact by library staff with foreign national communities
- Increase in use of library website
- Better understanding of the needs of children from foreign national communities

As experiential activities, the programmes outlined above offer opportunities for Greve Library to connect with individuals and whole communities on a personal level. They provide a means of introducing foreign nationals to the Library's offerings and promoting the service as a whole. The result of the work Greve Library is doing has made all the efforts very worthwhile and provisions for foreign nationals are set to improve even more in the coming year.

15. Conclusions

This case study is more than just an account of the many activities that Greve Library has been involved with. It is evidence that, in relation to services to foreign nationals, the Library is taking a pro-active approach to identifying and meeting needs. The case study concludes that the services and facilities needed to meet the particular requirements of foreign nationals extend far beyond the provision of materials and the appointment of "specialist staff".

Libraries need to tailor specific services to the needs of foreign national communities, but it is important that these services are not an "add-on" but part of the regular work of the library in a holistic approach. The author concludes that the case study highlights the following service implications:

- The need to formulate and implement explicit policies and strategies
- Be committed to co-operating with other agencies in the community
- Investigation of special approval and selection facilities for materials
- Access to cataloguing and stock categorisation facilities
- Development of specially packaged and delivered services, through outreach collections, etc.
- The importance of providing targeted collections to multicultural communities, including books and multimedia in native languages
- Access to high quality translation services
- Additional space in libraries for materials, exhibitions, activities programmes
- A commitment to providing increased and ongoing funding to serve foreign national communities
- Additional staff to meet the scale and range of services identified above

- The desire to recruit staff of ethnic minority origin to both generalist and specialist posts at all levels throughout the library service
- The requirement to ensure that all staff receive appropriate race and cultural awareness training and understand the particular library and information needs of the minority communities they serve
- A significant input of senior staff time to manage and develop these services and facilities

Finally, the author believes that the case study findings may be useful to all library authorities that serve foreign national communities. The challenge arising from the study will be for Irish libraries to consider the service implications outlined and start the process of improving service delivery.

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APPENDIX A

The Greve Libraries Policy on non-Danish ethnic groups

(Translated from Danish by Greve Library Authority)

Objectives

- A** The library is considered a vital instrument in the integration of ethnic minorities in local society and lifestyle.
- B** Ethnic minorities, as library users, are considered as being on equal footing with all other groups.

In order to achieve these objectives, effort is concentrated on the following areas:

Staffing Policy

The composition of library staff is a direct reflection of the population within the local community.

- Our aim is to engage bilingual employees, in permanent positions, on the condition that their qualifications meet our requirements.
- We intend to give priority to bilingual applicants, when employing students on a part-time basis, to re-shelf books.
- Job-training, work trail candidates are, as often as possible, bilingual employees.

Competence

The development of the staff's competence, in being able to afford all user groups a professional level of service, is joint, not individual, responsibility. Knowledge and attitude cultivation, can be achieved by:

- Staff meetings with relevant introductory speakers.
- Coaching/supervision of one another, or from external sources.
- Library staff are given the means to achieve competencies in solving whatever problem might arise from the meeting between different cultures.
- Educational courses/seminars in co-operation with other colleagues, within the local community, national or international.

Material selection

Through its selection of materials, the library also supports ethnic minorities in their efforts to learn the Danish language. At the same time, we are also able to offer relevant material in original languages.

- A blending of Danish and foreign-language materials has resulted in a more attractive and accessible placement and promotion. A broader perspective is also achieved through the placement of children's literature in the adult department.
- We have purchased Danish language easy readers, language courses, simple dictionaries, books on Danish culture, and electronic media. The younger generation of ethnic users borrow Danish magazines, music, videos, cd-rom and angle of approach in regard to children and teenagers.
- We purchase up-to-date foreign language material, including magazines, newspapers and music.

Finfo

In the Autumn of 2000, Greve Library was the first public library in Denmark to be connected in FINFO, a nation-wide information network for lingual minorities in Denmark .

- Finfo consists of a global-link index (a directory of information from specific countries, language groups and global areas).
- Nation-wide information and links on civil rights, responsibilities, possibilities and includes employment, education, society and lifestyle, aid-organisations, culture, social services and integration for immigrants and refugees.
- Finfo operates with 11 different languages on its homepage set-up: Danish, Albanian, Arabic, Bosnian/Croatian/Serbian, Kurdish, Somali, Persian, Turkish, Vietnamese, English and French. Urdu, Tamil and Sorani will be included, as soon as it is technically possible.

Co-operation

We are working on establishing regular co-operation with native-language teachers, district health-officers/maternal groups and interpreters, in addition to language schools, integration advisers and other active cross-cultural organisations. Contact is made to occupant groups and advisers. The library nominates the responsible contact persons.

Activities

- Library-orientation, including training in library culture, is arranged for both state schools and language schools.
- Cultural days
- Debate evenings
- IT-introduction, in foreign languages, with a presentation of Finfo
- Homework and study groups have been mentioned on several occasions. The library has promoted the idea to all relevant co-operative partners.

APPENDIX B

Greve Library – internal contract 2002-2003 – planned performances

(Translated from Danish by Greve Library Authority)

Performance: Integration at Greve Library

Result: Improvement on the visibility of the library's foreign language collection for relevant users.

Process: Girls of non-Danish ethnic background will be involved in activities in our media-workshop.

All materials in our foreign language collection will be placed in one section of Greve Library – to be known as the International Section. The process will take place through co-operation between the different department of the library. Those responsible for carrying out these processes will be the library's Integration Consultant and FLIN (Refugee and Immigrant Group).

Effect: Our users will experience a more visible foreign language collection, especially Children's Literature, in many different languages.

Success

Determination: Increased use of all items/materials in the International Section, measured through the number of times books and other materials have been borrowed, both before and after the establishment of the International Department.

APPENDIX C

Courses and Training Days Held at Greve Library

Internet Use for Ethnic Minorities

Danes in a Multi-cultural Society/The Challenging Meeting of Cultures

Children – Language – Identity

Turkish Literature and Music

Kurdish Literature and Music

Arabic Feature Day

Persian Feature Day

Staff Meeting with Team Balkan (Team Balkan consists of two police officers who travel around Denmark telling about their experiences with the younger generation of ethnic minorities.