Libraries’ contribution to social inclusion:

Supporting migrants to strengthen their multilingual and ICT skills

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„Bridging the digital divide“
Structure

• Double exclusion
• Criticism about digital divide
• Trends
  – the library is coming to the user
  – diversity management and co-operations
  – focus on language
• Conclusion: Double inclusion
• References
Double exclusion

- exclusion by language
  → language classes
- exclusion by ICT skills
  → ICT classes
Criticism about digital divide

Is there really a digital divide?

• Benjamin Compaine:
  „digital divide will decrease ...“
  → „people will not need high-tech skills to access internet“

• European Commission study (2005): „...divide is not being bridged...“

Trends

• library as a “third place”
• modern architecture and technique
• the library is coming to the user
• diversity management and co-operations
• focus on language
Trends and analysis 1

The library is coming to the user

Example: Netti Nysse, Tampere Public Library, Finland

Trends and analysis 2

Diversity management and ...

Examples:
library hosts at Malmö Public Library, Sweden
staff at Library10, Helsinki, Finland (right),
Idea Stores in Tower Hamlets, Britain

Presentation by Gullvor Elf
http://lib.eduskunta.fi/
Trends and analysis 2

... co-operations

Example: Idea Store, London, Great Britain
Trends and analysis 3

Focus on language

1) focus on the dominant language of the country

2) courses and items in mother tongue


http://www.bibliotheek.rotterdam.nl/NL/Informatie/leren/PublishingImages/faciliteitien%20006.jpg
Trends and analysis 3

1) Focus on dominant language

Example: Lees en Schrijf!, Openbare Bibliotheek, Netherlands
Trends and analysis 3

2) Focus on mother tongue

Example: Queens Public Library, NY, USA
Conclusion: Double inclusion

• combine traditional library work with users’ needs
• support language of the country AND offer multilingual items and services for their users
• offer language and literacy courses in combination with computer courses
Conclusion: Double inclusion

Example: Gallus Bibliothek, Frankfurt, Germany
References

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• http://en.wikipedia.org/wiki/Digital_divide
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Thanks for your attention!

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