DIVERSITY IN BREMEN PUBLIC LIBRARY – A ROLE MODEL FOR THE CITY!
AGENDA:

- Some Facts
- Diversity Strategy
- EQ – Entry level education
High percentage of people with migration background = 30 percent of inhabitants who were not born in Germany or are aliens
LOCATIONS

1 Central Library
6 Branches
1 Mobile Library with 27 stops
1 Library Service Point in a home for the elderly
1 Prison Library
1 Hospital Library
DIVERSITY STRATEGY

- Mission Statement and Mandate of the Library
- Intercultural training for all employees
- Staff position of a person designated to a target group
- Reflect society more strongly in our team
DIVERSITY STRATEGY

Migrants & refugees

Multipliers

Locals

Library employees
FUTURE OPPORTUNITY EDUCATION

EQ - Entry-level qualification

- Training offer from the Free Hanseatic City of Bremen for young refugees since 2014
- Joint project with:
  - Chamber of Commerce – IHK for Bremen and Bremerhaven
  - Bremen Chamber of Trade
  - Training in public service and in private sector companies
- Look into 2018:
  - over 40 job descriptions (business, technical, trade, or IT)
  - 250 EQ spots
EQ – PARTICIPANT REQUIREMENT

- Refugee status
- Residence in Bremen
- Residence status
- Work permit
FUTURE OPPORTUNITY EDUCATION

**EQ**
- 1 year
- € 231/month
- ÖPNV Student ticket

**Training**
- 3 years
- Regular training remuneration

**Diploma**
- Indefinite transfer
- Integration into the initial job market
FUTURE OPPORTUNITY EDUCATION

EQ Implementation

- Vocational school
- German instruction
- Tutoring
- Operation
- Assistance accompanying training
EQ – GENERAL CHALLENGES

- Talking in German
- Maintaining a record book
- Logging working hours
- Learning the names of co-workers
- Learning to read handwriting
- 39.2 hrs/week with many job sites
- Interacting with one another (appointments, greetings, communication via email, etc.)
- Participating in continuing education
EQ – IN THE LIBRARY

- Library software
- Checking returns for completeness
- Setting media according to the system
- New registrations
- Renewals
- Answering customer questions
- Orders from the branches
EQ – TARGET GROUP WORK

- Guided tours
- Long-term partner “Welcome to Germany”
- Accompanying cooperation meetings
- Writing (bilingual) media lists
- Event organization
- Translation work
- Bilingual children’s events
EQ – WHAT WE LEARNED FROM OUR EQers

- Personal communication
- Cell phones are part of everyday life
- Pressure is very high
- Highly motivated and very friendly
- Intercultural competence
- Better understanding of customer needs
- Language skills are a tremendous enrichment
- Great acceptance by the community
- Culinary treats