Public Libraries and Immigrant Populations in Spain

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Topics

My speech will be divided into three parts:

The first part will be an introduction with some reflections about the term “multiculturality” and about the challenges public libraries face.

The second part will be an analysis of the immigrant situation in Spain especially.

In the third part, I will describe for you some of the main projects related with immigration and public libraries in Spain and especially a research project we are carrying out at the Complutense University of Madrid. In this project we are trying to develop a methodology to detect the information needs of immigrants living in the Autonomous Community of Madrid, a kind of federal state or region, and, the place where the largest amount of immigrants in Spain live.

Multiculturality concept

In political discourses, in daily life, in mass-media and at the university, the use of term multiculturality seems to be growing, it’s become a “fashionable” term.

But it is also a confusing term, particularly if we consider three dimensions of the term all at once: multiculturality as a social fact, as a political model and as an ideology.

In general terms, people think of multiculturality as a mere social reality. Only when social movements associated with multiculturality appear do politicians design “multicultural policies” that seek formulas to integrate immigrants into contemporary democracies.

However, is there really integration of all aspects of different cultures in the majority culture, taking into account that a culture is just a group of legitimated and institutionalised practices?

What about polygamy, then? What about the way people dress? What about the use of the veil? Are all of these legitimated and institutionalised practices in receiving countries?

Culture and Cultural Identity

In the case of immigrants, just being one and belonging a group with a separate identity doesn’t mean having a cultural identity. Their only common aspects are
political and socioeconomic aspects: legal or illegal status in their adopted country, problems to access to a place to live, etc. However, every culture of every immigrant community is very different.

Therefore, we can also define culture as: “a body of knowledge and patterns of perceptions, thinking and actions”.

There is cultural diversity wherever there is a physical presence of cultural groups that differ from the majority culture.

Usually “the different ones” are ethnic groups or groups associated with poor socio-economic contexts and/or marginal groups.

The combination identities-culture that make up multicultural movements has led to different ways of understanding the multicultural phenomenon: in Canada, the United States, Europe...

In Canada multiculturality has been conceived as a democratic variant of integration politics.

In Europe, multiculturality has become an important part of the political debate. The reality is different in every country.

In Spain this reality is marked by the existence of strong nationalist groups. Catalanian, Galician or Basque Country identities, to these different cultures and languages now we have to add cultures and languages from immigrants arriving in a massive way in recent years.

**Challenges for the Public Libraries**

What is the discourse at public libraries about multiculturality? Public Libraries address multiculturality from a sociocultural dimension. Many times the creation of multicultural services are absolutely altruistic, not responding to any political plan or support. In countries with a longer tradition with multicultural populations, there exist guidelines and institutional support.

What are the changes at public libraries?

Public Libraries have changed their role from preservation to one of social commitment. This new role has been assumed by countries, governments, international institutions and professional groups, all interested in the Information Society. Recently, we have witnessed different forums like:

- PULMAN Guidelines (Public Libraries Mobilising Advanced Networks) 2ª ed. (Feb 2003)
- Oeiras Statement (March 2003) (36 European countries)
- First National Congress about Public Libraries in Spain (Nov 2002)
- Statement of Magdalena Palace (July 2003) “The right to reading: the libraries”

**Libraries must play a main role in the Information Society.**
But the truth is in Spain there are many libraries without sufficient human, technological or economic resources. We still have a lot of libraries that do not even have a telephone connection to Internet. And although we have some Information Society programs the fact is that it is very difficult to play the vital role that everyone says we should.

**Libraries must work with their user’s information problems and needs.**

It’s essential to know the community well. Beyond the lending and the reference service, the library must be sensitive to the creation of other information services for their users (educational orientation, information and help in applying for financial assistance, open their bulletin boards to job offers, etc.)

**They must create initiatives to better the personal and social conditions of the population they serve.**

This will depend on the training and mentality of librarians as much as the politicians who oversee libraries (city councils, governments, etc.).

**They must contribute to the creation of new social spaces for integration and discussion.**

Public Libraries have an strategic opportunity to improve the quality of life and the democratic possibilities of Information Society citizens by giving them free and equal access to quality information.

**They must go beyond the exclusive professional circle.**

Public libraries must open their internal debates and work strategies to other professionals and institutions: city halls, schools, citizen groups, immigrant associations, non-governmental associations, etc.

**Public Libraries and Immigrant populations**

What kind of actions and services may public libraries offer to help to solve some of the problems associated with immigration and immigrant groups?

Public Libraries move between theory and practice. Between wishful-thinking and what is possible.

Many European countries lack national plans that define the role of public libraries in favour of social integration. Such plans must necessarily be linked to the European Convention of Human Rights or the Universal Declaration of Human Rights.

We could ask ourselves how much money political institutions have given to make this possible. Isn’t there a need to finance special budgets for these kinds of services at the national and European level to help to preserve all this linguistic diversity in Europe?

In its second edition, the PULMAN Guidelines suggested there was a need for a change in mentality in libraries in favour of social integration. This implies extending library services, establishing new relationships with the communities they serve and changing
some of the more traditional practices and values. Such a process will require active support from well prepared and motivated librarians. With financial support and some kind of reward, not necessarily economic, I might add.

**The globalisation of migrations**

According to the International Organization for Migration no country in the world is unaffected by international migration movements. There are origin countries, transit countries and destination countries, and there are countries that fall into two of the categories at the same time. Like commerce or finance, like ideas or information movements, the growing number of people crossing frontiers is one of the reliable indicators of globalisation.

One of every 35 persons in the world is an international migrant. The total number of migrants all over the world is estimated at more than 175 million of people (2.9% of the global population).

United States and Russian Federation lead the list of the first 15 countries with the greatest quota of migrants. Other countries on this list are: Germany (7.3) the Ukraine (6.9) France (6.3) India (6.3), Canada (5.8), Australia (4.7), and the United Kingdom (4.0).

**Immigrant Populations in Spain I**

Today, Spain is a receiving country, just the opposite of 25 years ago. Many Spanish people had to immigrate to Europe and Latin America to look for a better life and escape the dictatorial Francoist repression.

In the last decade, the Spanish population has grown by two million people, mainly because of its immigrant population. Spain has the fastest rate of growth from immigration of all European Union countries. In just six years we have seen the immigrant population triple from five hundred thousand in nineteen ninety six to one million five hundred thousand in two thousand two.

According to the last official census, the total population of Spain on January one, two thousand three, this year, was almost forty one million people. Of these, three point eight per cent, one million five hundred thousand people were foreigners, most of them coming from Ecuador, Colombia and Morocco.

Immigrants in Spain contribute five point three six percent of Social Security system contributions. And in the last year, two thousand two, the birth rate in Spain was the highest in the last ten years, the increase due almost completely to births by immigrant mothers.

Multiculturality is the essence of Spanish identity. First, with the coexistence of different cultures (Arab, Jewish and Christian). Later, in the contemporary age with nationalist movements (Catalonian, Basque or Galician). Spain is a social, political and even ideological multicultural society with its own conflicts.
The real novelty in Spain is the phenomenon of the massive arrival of immigrants coming from different countries, belonging to different races and cultures, looking for a better life: economic immigrants.

The map of our country shows the different cultural identities of the Spanish nation. Cultural identities are reflected in the Autonomous Communities (Regions) and Ceuta and Melilla. There are four official languages: Spanish, Catalan, Euskera and Galician.

**Immigrant Populations in Spain II**

The data of the map are percentages of immigrant population compared with the total population of every Autonomous Community.

Ceuta, Melilla and the Canary Islands (very near the West African coast) have the highest proportions of immigrant population because they represent the limits of the border with Africa.

Murcia, Valencia, La Rioja and Navarre are regions with a large offering of farm labour jobs. The Balearic Islands of Mallorca and Ibiza also attract many immigrants because of jobs in tourist services. And Madrid and Catalonia are the areas with the most greatest power of attraction. The two big cities have a lot of jobs in construction and services.

In the geographical distribution of immigrant population, Madrid (the city and the region), followed closely by Catalonia, are the Autonomous Communities with the highest concentrations of migrant population.

In Andalusia, the Canary Islands, Ceuta and Melilla, the predominant immigrant groups come from the north of Africa and the Sub-Saharan area. The majority of immigrants in Madrid, Catalonia and Murcia come from Ecuador.

**Immigrants distribution in % I**

The substantial increase in foreigners staying in Spain has changed the map. Although the number European Union citizens coming to live in Spain is growing, their relative proportion has diminished from fifty per cent in nineteen ninety two to thirty per cent this year. The main populations now are Ecuadorians, Colombians and Moroccans.

By continents:  

**Europeans** represent thirty seven point two per cent, including Eastern European countries like Poland, Romania or Bulgaria).

**Africans**, primarily from North Africa, represent twenty seven point four per cent. However, the highest rate of growth nowadays comes from the Sub-Saharan region. These groups usually settle in Andalusia, the Canary Islands, Ceuta and Melilla. In two thousand two, more than seven hundred thousand arrived in Spain from Africa but did not return home.

**Latin Americans** represent almost twenty seven percent of the immigrant population in Spain. The countries of origin are Ecuador, Colombia, Peru, the Dominican Republic, Cuba and Argentina. Only last year more than one hundred thirty thousand people arrived to Spain from Argentina. More than four hundred thousand people arrived to
Spain from Latin America and did not return home. These groups usually settle in Madrid, Catalonia and Murcia.

**Asians** represent eight per cent, mainly coming from China, and usually settle in big cities.

**Immigrants distribution in % II**

On this graph we can see the percentage of foreigners, by continents, living in Madrid (city and region). Of the total number of immigrants living in Spain, Madrid has sixty six per cent of the Latin Americans, sixteen per cent of Europeans, nine per cent of Africans and almost seven per cent of immigrants from Asia. Let me point out the high percentage of Latin American and Asian people in Madrid.

**Evolution of immigrant population in the Madrid municipality**

I want to highlight two key aspects of this graph:

There has been an increase of almost fifty per cent in immigrants living in the city of Madrid in the last two years, evidently a very fast growth rate.

**Immigrants in Madrid, by countries (84%)**

In January two thousand three, the number of legal resident foreigners in the city was about three hundred sixty thousand.

Ecuadorians are the biggest immigrant community in twenty of the twenty one districts of the city.

So, one of every three immigrants in Madrid is Ecuadorian. They are followed in numerical importance by Colombians, Moroccans, Peruvians, Dominicans and Romanians.

Some characteristics of this population
Most of them are between the ages of twenty five and thirty nine years old.
More than fifty percent are women, except among the Bengalis, the Pakistanis and the Senegalese.

This is the population with we are working with in our research project. However we intend to extend the research to those Autonomous Communities that border Madrid, Castilla La Mancha (Toledo, Ciudad Real, Guadalajara, Cuenca and Albacete) and Castilla y León (Ávila, Segovia, Salamanca, Valladolid, León, Zamora).

**Multicultural Libraries. Spanish projects**

For most Spanish public libraries, like all other institutions, immigration is a new phenomenon.

Spanish projects are characterised by:

Their youth. Obviously all are very recent projects.
The way they were born. Most of them has been set up without institutional support, by personal initiative. Fortunately, some autonomous governments have become aware of the library as a space to integrate.

While the schools have been forced to cope with the arrival of children with different languages and educational levels, public libraries have not had to deal with this issue as a problem.

A sample of the institutional and professional interest in the development of multicultural library services was made clear at the First National Congress of Public Libraries celebrated in November two thousand two. Final conclusions of the Congress pointed to the need to serve the immigration population and the integrating role that public libraries may play.

Some of the projects I will talk about now were presented there. These are some of the areas where multicultural libraries have been set up: Andalusia, Catalonia, Extremadura, Murcia and Madrid

Multicultural Libraries. Spanish projects I

Andalusia:
This is an example of a project with institutional support, with special dedication to Arab culture. Andalucía’s working in the Entreculturas web portal.

Catalonia
Group of Catalanian public libraries of the UNESCO network
The group of Catalanian public libraries of the UNESCO defend a model where the public library must have a high level of intervention in local media and the problems of the communities they serve.

They are promoting the creation of forums to discuss proposals related with immigration.

Some of the initiatives that the municipal public libraries are beginning to promote were originally suggested by this group.

They are working on the selection of a collection that serves immigrants as well as on projects to get to know those populations and their sociocultural needs better.

Multicultural Libraries. Spanish projects II

Extremadura
“Juan Pablo Forner”, Merida Public Library
Multicultural Public Library Project. Development of multicultural library services directed at Latin American and Asian immigrants.

In Merida, the population coming from Asia are mainly children (girls) adopted by six hundred of the city’s families. It will be very interesting to follow the evolution of this project.

Murcia
CUMANDA Project.
Multicultural Public Library Project. Development of multicultural libraries services directed at Latin American immigrants.

**Multicultural Libraries. Spanish projects III**

Madrid
Fuenlabrada Public Library. Multicultural Public Library Project. Development of multicultural library services directed at Arab and Eastern European immigrants.

For the last eight years this municipal library has worked on a project to develop Polish and Arabic collections in order to serve the immigrant population in that area of Madrid.

In two thousand two, a group of public libraries from Madrid began the Project “Libraries for the Coexistence”. The year two thousand two was dedicated to “Other Cultures”.

This project consisted of:

First, making a selection of book materials for adults, young people and children containing some kind of story related with the country or culture of immigrants.

Second, elaborating a commented bibliographic catalogue for those books.

Third, buying several units of the proposed selection.

Fourth, spreading the word about this campaign with brochures, publishing in professional forums, make local announcements, etc.

Some other libraries have joined this project. Today, at least nine of the seventeen public libraries that depend on the Autonomous Government of Madrid have developed some activity with immigrant populations.

Complutense’s Project.
Research to determine the information needs of immigrants living in Madrid and a proposal to create library services to facilitate sociocultural integration.

**Spanish Research. Complutense project**

People from different knowledge areas are working on this project: library and information science, education, sociology and philosophy. This allow us to make a study and analysis from different points of view.

We are trying to open up new lines of research in the field of Library and Information Science in order to likewise have some influence on the curriculum of the Library and Information Science Schools. But it is also to open interdisciplinary lines of research.

Why a research project if public library initiatives to develop library services for immigrants already exist?

The main objectives of the Complutense project are:
To help public libraries in Madrid to get know their immigrant communities.

To detect their information needs.

To help to demonstrate the value of library services to the whole community and public institutions.

To detect those aspects where public libraries need support (economic resources, technological infrastructure, human resources...)

**Theoretical aspects of the research**

Something that may enrich our community has been converted into a social and political problem. The politics of immigration, special laws for foreigners and political discourses have contributed in part to fear, contempt or lack of understanding about the immigrant.

We can find manifestations of these feelings in the way people call them, insultingly: immigrants, undocumented aliens, Ecuadorian, moor.

We believe the conceptual definition of the groups studied is essential. It’s necessary to name or rename them, and we must promote their self-naming process, taking into account their identity discourse.

Some research on the perception and feelings of the Spanish population about the immigrant give us some pessimistic data. They reflect a certain rejection of immigrants by a majority of the Spanish population, relating immigrants with delinquency. There are many racist attitudes and much fear of intermarriage.

**Methodological Aspects**

At the moment, “illegal immigrants” have a right to the free health care and schools. The only requirement is to be registered in the census of the city where they live. So, the official data comes from the National Institute of Statistics and the less-official data from the city halls, which may, however, be closer to the reality.

We have based our study on the municipal census to build an immigration map and to identify the areas with greater numbers of immigrants. With that data we have selected: the public libraries to study, the school centres near those libraries and the immigrant associations.

With respect to the libraries, we have been working with a sample of thirty per cent. In the Madrid area one hundred forty one libraries have signed an agreement with the autonomous government. Of these, one hundred twenty three are municipal, distributed among 87 localities, and eighteen are in the city of Madrid.

About schools. We have selected two types of school centres: primary and secondary schools with students between the ages of ten and eighteen.

And we have selected all associations that exist for every group of immigrants identified.
We had elaborated three surveys: one for the immigrant associations, one for the school centres and one for public libraries.

The method used to collect the data has been the personal interview, a method that guarantees the completion of the survey and permits interaction with the interviewee.

At the present, we have successfully concluded the interviews with one hundred percent of the school centres, and we are finishing the surveys and interviews with public libraries and immigrant associations.

Once the process of collecting data is finished we will proceed to the analysis and evaluation of the data. Then, taking as a base the guidelines of IFLA about multicultural library services:

- We will present the study of the information needs of the immigrant population, divided by countries and cultures.
- We will elaborate some recommendations for public libraries.
- We will create a web page to serve the immigrant population and public libraries.

About Immigrants

On one hand, we study immigrants as a group, and on the other, within every group we identify different cultures. In some cases, cultural and education diversity is enormous. We find populations with great reading traditions and others with great difficulties to even understand what they read and who are almost illiterate. Evidently, neither the activities nor the collections developed will be the same.

Through the surveys we want to find out where they have come from, what they miss from their countries, how they lived, why they emigrated, how they feel and how they live now. And this we can only discover by talking with them.

If we know what kind of immigrant a community has (temporary, permanent, an Ecuadorian in domestic service or an Arab in the construction industry or an expert Polish sheep shearer) we can make an inventory of information needs (doctors, non governmental organizations, etc.)

It’s important to remember that for a real integration there is a need for the “indigenous” population get to know their new neighbours well.

In any case, we must avoid the creation of ghettos in the libraries. Trying to mix more than to separate. More than creating special rooms for every culture we should try to integrate reference books, music, art and history books in the general collection.

About secondary school

The reason why we address the schools is because through them we may learn the real situation of immigration by municipality and neighbourhood. Our survey has been addressed to teachers with immigrant students.
Through the teachers we are trying to find out the information needs of teachers to work with this kind of student and also to discover the information needs of the students and even some information needs of the parents of those students.

**About Libraries**

Through the survey directed at the libraries we may learn:

The knowledge libraries have about their communities and particularly about the immigrants living in their area of influence.

The level of awareness-raising about immigration.

The multicultural activities they are carrying out.

If librarians are ready to help them.

To know what is being done and to see what can be done.

To find out the situation of the libraries located in areas with an important number of immigrants.

Automation, internet connection, policy of selection of collections, budgets, institutional supports...

Libraries may contribute to social integration and to avoiding social exclusion by organizing cultural activities that respect ethnic diversity, by promoting the integration, and by highlighting the history and customs of the country they are in and the country they come from. Stressing differences and coexistence. And trying to bridge the digital divide.

While it is accepted by all that libraries are places for studying, is it equally accepted that libraries may have leisure spaces, like cyber cafes? Should librarians facilitate communication with their families or friends through Internet? Is the mission of public libraries to upload content on the Internet in other languages, in the languages of “our immigrants”?

In countries like Spain where we are just beginning, it all probably sounds like utopian missions. We will have to look at the good examples of those countries that are doing very well like Denmark or Holland, just to cite a couple of well-known examples.
Topics

• Multiculturality concept
• Challenges for the Public Libraries
• Public Libraries and Immigrant populations
• The globalisation of migrations
• Immigrant population in Spain
• Multicultural Libraries. Spanish projects
• Spanish Research. Complutense project
Multiculturality concept

The confusion of the term “multiculturality” comes from the coexistence of three dimensions at the same time:

- ¿multiculturality as a social fact?
- ¿multiculturality as a political model?
- ¿multiculturality as an ideology?

“Identity” and “culture”:
- Both terms are included in the concept of multiculturality
- The combination of identities-culture has resulted in different ways to understand the multicultural phenomena
Culture and cultural diversity

- **Culture** may be defined as a body of knowledge and patrons of perceptions, thinking and actions.

- Every person has access to more than one culture, but only adopts parts of each one of these cultures.

- All culture developments take place through cultural exchanges and interactions.

- There is cultural diversity wherever there is a physical presence of cultural groups that differ from the majority culture.

- Usually "the difference" are ethnic groups or groups associated to poor socio-economic contexts and/or marginals.
Challenges for the Public Libraries

- Must play a main role in the **Information Society**

- Must take on their **user’s information** problems and needs.

- Must develop actions to achieve better personal and **social conditions of the population** that they serve.

- Must contribute to create **new social spaces** for integration and discussion.

- Must **go out** of the exclusive professional circle.
Public Libraries and Immigrant populations

- **Cultural actions**
  - Preservation of cultural diversity
  - Promotion for the integration of different cultures

- **Educational actions**
  - Training in languages
  - Training in information technologies

- **Social actions**
  - Creation of information services for immigrant populations
  - Promotion for the coexistence of cultures
The globalisation of migrations

- One of every 35 persons in the world is an international migrant.

- The total number of migrants all over the world is estimated at more than 175 million of people (el 2.9% of the global population). Almost 50% of international migrants are women.

- United States (35 million) and Russian Federation (13.3 million) lead the list of the first 15 countries with greater quota of migrants. Other countries on this list: Germany (7.3) Ukraine (6.9) France (6.3) India (6.3), Canada (5.8), Australia (4.7), United Kingdom (4.0).

Source: IOM. *Cuestiones de Políticas Migratorias*, 2, marzo 2003
Immigrant populations in Spain I

Total Spanish population: 40,847,371
Immigrants: 1,572,170
3.8%

Source: INE. 2002
Immigrant populations in Spain II

Source: INE. 2002
Immigrants distribution in % I

Immigrants distribution in Spain, by continents
2002

Europe: 37.2%
Africa: 27.42%
America: 26.94%
Asia: 8.25%
Oceania: 0.09%
Stateless: 0.04%
NA: 0.06%

Source: Ministerio del Interior. 2002
Immigrants distribution in % II

Immigrants distribution in Spain (2002) and in Madrid (2003), by continents

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Evolution of immigrant population in Madrid municipality

Evolution of immigrant population in Madrid
11'99% of total population (Jan 2003)

Almost an increment of 50% in 2 years (2001-2003)

Source: Madrid Municipality. 2003
Multicultural Libraries. Spanish projects

✓ Andalucía
✓ Cataluña
✓ Extremadura
✓ Madrid
✓ Murcia
Spanish projects I

✓ Andalucía

Multicultural Libraries in Andalucia

Integral Plan for Immigration in Andalucia, promoted by the Junta de Andalucía (Regional – State Government). The main objective is to create multicultural information services for immigrants in andalusian public libraries.

✓ Cataluña

Group of catalonian public libraries of the UNESCO network

Professional Seminars “Les biblioteques publiques: espais de integració social”.

(http://www.unescocat.org)
Spanish projects II

✓ Extremadura

“Juan Pablo Forner”, Merida’s Public Library
Multicultural Public Library Project. Development of multicultural library services addressed to latin-american and asian immigrants.

✓ Murcia

CUMANDA Project. Multicultural Public Library Project. Development of multicultural library services addressed to latin-american immigrants.
Spanish projects III

✓ Madrid

Fuenlabrada’s Public Library. Multicultural Public Library Project. Development of multicultural library services addressed to arabian and eastern european immigrants.

Libraries for the Coexistence. Development of activities related to the integration of immigrants.

Complutense’s Project. A research to determine the information needs of immigrants living in Madrid and a proposal to create library services to facilitate sociocultural integration.
Spanish Research. Complutense project

- Financed by University Complutense of Madrid
- A project in free competence, which at least demonstrates some interest for the subject
- Participants from several knowledge areas: library and information science, education, sociology and philosophy.
- Open new lines of research
- To help libraries to:
  - To know immigrants communities better
  - To detect their information needs
  - To demonstrate the value of library services
  - To detect those aspects in which public libraries must be supported.
Theoretical aspects of the research

¿How are we going to refer to the immigrants?

The “other”, the “stranger”, “ethnic minority” or “rural immigrant” or “urban immigrant” or “paperless”.

– It’s necessary to define conceptual referents
– It’s necessary to “name” or “rename” the immigrant population to analyze
– It’s expected that they name themselves and collect this discourse that belongs to their identity.
Methodological Aspects

Taking as base the municipality census

• To count immigrant population and select the groups to study
  • To select the libraries to study
  • To select the secondary schools nearest to the libraries
  • To select immigrant associations
• To elaborate and to process the polls
• To analyse the data
• To elaborate the recommendation for the creation of library services
• To create a web portal to serve immigrants and public libraries
About immigrants

- Information about their origin, habitat conditions, familiar situation, etc. It’s also very important to know their profession and level of education.

- Obviously it is necessary to distinguish information needs for someone working in domestic services or agriculture than someone working in the service sector in big cities.

- **Libraries** may create **databases** and newsgroups to create a kind of virtual community.

- **Libraries** may have influence in the development of new economies, facilitating contact between people and ideas.
About secondary schools

- Schools and public libraries must work together with institutions that promote and generate information and knowledge.

- In many schools the percentage of foreign students are above 80%. These are the potential users of libraries in present time and in the future.

- Besides selecting a collection that represents all communities culture, the library must create useful and attractive services for an important group of users.
About libraries

- The speed of changes produced by the arrival of immigrants to their communities make that libraries don’t know the situation of these communities well. Public Libraries need to follow their user’s behaviour but especially that of immigrants.

- Public libraries need to go out of the professional circle and convert the libraries in real sociocultural spaces. Must promote activities such as language learning, distance learning and information technologies learning. And also other kinds of courses, like cooking (to help women to find job in domestic service)
¡Thank you!

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