From Refugee to Citizen—Integration: Policies and Actions of Cultural Institutions

**Day One - August 16th Wednesday**

- 13:00 – 13:30 Registration
- 13:30 – 13:45 Welcome & Introductions:
  - **Sebastian Nix** | Head of the Reader Services Department, Staatsbibliothek zu Berlin, Berlin
  - **Adjoa K. Boateng** | Head of Reference Services at the British Library, London, UK

- 13:45 – 14:45 Keynote Speaker:
  - **Anne Barckow** | Head of Department of Intercultural Services, Languages and Education at Bücherhallen Hamburg, Hamburg
  - **Alyssa Pierce** | University of Michigan School of Information, Ann Arbor
  - Opening the library’s doors to refugees. Why it is worth having a look beyond one’s own nose!

- 14:45 – Coffee/Tea Break
- 15:00 – 15:30 First Speaker:
  - **Ann Lungborg** | Developer libraries, Kultur Skåne
  - Welcome to Skåne: a holistic and health promoting integration platform including libraries

- 15:30 – 16:00 Second Speaker:
  - **Karen E. Fisher** | Professor at the Information School, and Adjunct Professor in the Communication Department at the University of Washington
  - Library Caravans and Ideas Boxes at Za’atari Camp, Jordan

- 16:00-16:45 Panel Discussion, Questions and Answers
  - Facilitated by **Stephen Stratton** | Librarian & Head of Collection Management and Technical Services, Broome Library CSU Channel Islands, United States

---

**Day Two - August 17th Thursday**

- 09:15 - 10:00 First Speaker
  - **Prof. Dr. Stefan Weber** | Project Director Multaqa: Museum as Meeting Point – Refugees as Guides in Berlin Museums, Berlin, Germany
  - Pulling the past into the present – the museum in times of migration and political change
10:00-10:30 Film presentation - *Proyecto “Vecino Migrante” del Programa Bibliotecas para Tu Acción Ciudadana: Desarrollo deservicios para la inclusion de la comunidad migrante en la Biblioteca Pública de Recoleta, Chile.*
- Paz Zavala | Coordinadora Programa Bibliotecas para Tu Acción Ciudadana Fundación Democracia y Desarrollo Santiago, Chile

- Coffee/Tea Break

- 10:30-11:15 Third Speaker:

**Dr Benedicta Obodoruku, BSc, MA, PhD | Long Island University-Post Campus, Palmer School of Library and Information Science and Political Science Department**
  - Multiculturalism of Tanzanian’s Refugees in the Information Society and the United Nations High Commissioner for Refugees (UNHCR) from NY about Tanzania

- 11:15-11:45 Staatsbibliothek zu Berlin, Tours

- 12:00 – 13:15 Lunch

- 13:15 -14:15 Keynote Speakers:

**Ursula Liebmann, Monika Kil | NÖ Fachverband Kommunale Bibliotheken (www.komm-bib.at)**

- 14:30 -15:30

Round table Discussions:
Facilitated by **Stephen E. Stratton | Librarian & Head of Collection Management and Technical Services, Broome Library CSU Channel Islands, United States**

  - How do libraries and other cultural institutions support refugees
  - Facilitating the Journey from a refugee to a citizen
  - Best practices and knowledge sharing of inclusion, multicultural practices
  - Services provided by cultural institutions that have been successful
  - Library leadership in the area of service to immigrants

- Summary and Conclusions from Discussions

- 15:30 - 16:00 Section acknowledgements and appreciation

**Jack Hang-tat Leong | Director, University of Toronto Librarians, Canada**
Section Chair, Library Services to Multicultural Populations

- 16:00 - 20:00 Offsite Social and Networking: Brachvogel (http://www.brachvogel-berlin.de/bv/)