



Intercultural services in Espoo Library

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How did it begin

- ▶ Started 2016
- ▶ Beginning 8 hours / week with one finnish speaking employee and 1-2 translators
- ▶ Now 20 hours / week with 4-5 finnish speaking employee and 5-6 translators
- ▶ October 2018 statistics:
260 cases in 3 weeks

Form assistance servive

Languages:

Arabic

Dari

Somali

English

Swedish

Finninsh

Tigrinja

Amhara

Persia

Bengali

Hindi

Kurdi

Turkish

Spanish

Most common issues

- √ Residence permits
- √ Family reunion
- √ Translating and clarifying decisions from authorities
- √ Job search, CV, applications
- √ Rental housing application
- √ Applications for studies
- √ Making appointments with authorities, doctor, ect.
- √ Invoices and debt collection
- √ Licenses for professional tasks
- √ Visas and traveling

Employment

- ✓ January 2018 started a project with professionals:
Employment office and Espoo City employment services
- ✓ 4-6 companies interview customers face to face:
60-120 customer / visit
- ✓ Library Pop-up recruiting for asylum seekers:
one company, 30-50 customers / visit

Licences for professional tasks

- ✓ Courses in arabic and dari
about 20 courses, 330 participants / year
- ✓ Hygiene passport:
restaurants and cafes, cleaning
- ✓ Safety card for construction work:
building, construction cleaning, carrier job

Pedagogical approach

Language cafes in Finnish:

- ✓ Beginners level A1
- ✓ Advanced level A2.2
- ✓ Level B1 needed for studies
- ✓ Reading group for women
- ✓ Prepping for job interview
- ✓ Also language cafes in:
Estonian, Russian, Swedish, English, Spanish and Arabic
by volunteers and library workers

Language trainees in library

- ✓ Program started in April 2017 in one library
- ✓ Now in three libraries
- ✓ Approximately 150 trainees per year
- ✓ Part of integration education
- ✓ We guarantee 1 hour Finnish lesson per day

Embassy of Afghanistan

- ✓ Visiting Espoo Library since July 2017 every third month
- ✓ Approximately 400-500 applicants for passports and tazkiras per visit
- ✓ About 15 library workers, 10 – 15 volunteers and 2 security guards working during weekend
- ✓ Service between 23 – 26 hours / two days

Changes in service

- ✓ Needs in service have changed since 2016
- ✓ Now focus in:
 - Employment
 - Education
 - Starting business