

Project
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Intellectual Output 1 / Activity 2

National Analysis-Report

Situation Analysis

Danube University Krems

Austria

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1. Introduction

a. Situation of minor refugees

Especially in 2015 the world faced a major movement of forcibly displaced people due to conflicts, wars, persecutions and human right violations. The number of people forcibly displaced reached the record number in the world history. At the end of the 2015, 65.3 million people reported to be forcibly displaced. 21.3 million of these people were refugees; 40.8 million of them were reported to be internally displaced people, while 3.2 million people were asylum seekers. Europe was one of the hot spots as a final destination for these people (UNCHR, 2016). Only in 2015, 1.3 million people applied for asylum in Europe (Eurostat, 2017). Austria was the sixth-largest recipient of applications for asylum. Austria received 88,340 applications during 2015 and this made up the highest number on record with a dramatic increase compared the previous years. In 2016, the number decreased to 42.073 (Asylstatistik, 2016). The largest number of these came from Afghanistan (11.742) and the Syrian Arab Republic (8.845), followed by Iraq and Pakistan.

Table 1: Number of Asylum Claims in 2015 and 2016 according to origin of the applicants

Country	2015	2016
Afghanistan	25475	11742
Syria	24538	8845
Iraq	13602	2837
Pakistan	3023	2494
Iran	3432	2454
Nigeria	1384	1848
Russian Federation	1694	1610
Somalia	2069	1534
Morocco	730	1043
Algeria	942	1016
Kosovo	2486	-
Total	88340	42073

Source: compiled from Asylstatistik Report 2015 and 2016.

Age distribution of the asylum seekers indicates that in Europe, almost 30% of them were under 18 years old in 2015. This number includes children who were with their parents as well as those without any guardian. Those who are without any guardian are defined as “unaccompanied minors” (UAMs). EU defines an unaccompanied minor as *a third-country national or stateless person below the age of eighteen, who arrives on the territory of the Member States unaccompanied by an adult responsible for them whether by law or custom, and for as long as they are not effectively taken into the care of such a person, or a minor who is left unaccompanied after they have entered the territory of the Member States* (Article 2(f) of Council Directive 2001/55/EC,6).

In 2015 there were 88.7 thousand applications for asylum in the EU-28 from unaccompanied minors:

- 91% of them were males
- 57% were between 16-17 years old
- 29% were between 14-15 years old
- 13% were younger than 14 years old
- 51% of the unaccompanied children asylum applicants were Afghans.
- 40% of those registered in the EU MS, filed applications in Sweden, 16% in Germany, 10% in Hungary, 9% in Austria (Eurostat, 2016).

Austria is the fourth popular country for asylum applications of UAMs. In Austria, these children without any guardian are identified as “Unaccompanied Minor Strangers” (Unbegleitete minderjährige Fremde- UMF) according to Austrian asylum law. In the asylum procedure, unaccompanied minors are all persons under the age of 18 who do not have a parent or other guardian. There are special regulations for these children and adolescents, so that their welfare can always be given special consideration. The minors are accommodated in special accommodation and receive special care (BMI Website, 2017).

Table 2: Number of minor refugees according to year and age groups

Age	2015	2016
Under 14	663	400
Between 14 and 18	7717	4151
Total	9331	4551

Source: compiled from Asylstatistik Report 2015 and 2016.

Table 2 indicates the total number of UAM refugees who applied for asylum during the last two years. There is a sharp drop in 2016 due to new regulations and actions taken Europe wide. Majority of the UAMs are between 14-18 years. In terms of the country of origin, a very high proportion of the UAMs are from Afghanistan, followed by Syria, Somalia, Pakistan and Iran. As it can be seen from Table 3, there have been changes in the trends of the UAMs applications for asylum based on their country of origin.

Table 3: Number of UAMs according to country, age and year*

Country	2015		2016		Total
	Under 14	14-18	Under 14	14-18	
Afghanistan	427	5182	299	2447	8355
Syria	182	952	24	112	1270
Iraq	64	302	21	68	455
Pakistan	2	182	8	338	530
Iran	8	79	4	45	136
Nigeria	-	167	-	244	411
Russian Federation	10	-	1	-	11
Somalia	4	217	15	376	612
Morocco	3	30	-	96	129
Algeria	2	97	3	127	229
Kosovo	3	40	-	-	43

Source: compiled from Asylstatistik Report 2015 and 2016.

*There are other countries that are not listed in the table

Regarding the numbers, it is important to note that there is no data on minors who live in Austria without having applied for asylum. These children can be the victims of human trafficking as some UAMs are brought to Europe through smugglers that are paid by their parents (Dursun and Sauer, 2015). Moreover, there are also no numbers available related to decisions on the asylum applications of the UAMs.

With regard to entry into Austria, there is no specific regulation for UAMs, they are subjected to general procedures and documents. As a general rule, when an UAM is apprehended and s/he claims to be a minor -even if the minor’s age is doubtful but is not apparently false – then the Children and

Youth Service Authority has to be contacted immediately. Different from adult refugees, UAMs apply for asylum in the first entry points as they enter Austria informally. Afterwards, they are brought to the federal reception facility east (located in Traiskirchen, Lower Austria) where they can officially complete their application for asylum (Koppenberg, 2015).

When an UAM applies for asylum in Austria, s/he is taken into protection by the Children and Youth Service authorities. The Children and Youth Service Authorities take guardianship. As it is stated in the Austrian civil code, guardians always have to consider and ensure the best interest of the child. The concept of the best interest is defined as a non-exhaustive list of factors that have to be considered such as care and education, asset management and legal representation (Art. 160–169 Austrian Civil Code).

According to the *Basic Welfare Support Agreement* between the federal government and the nine Austrian provinces, asylum-seeking UAMs are provided basic welfare support (Daily rate for UAMs changes from 40 to 95 €). The category of asylum-seeking UAMs who can receive the *Basic Welfare Support* includes the following groups:

- UAMs in the admission and the actual asylum procedure,
- UAMs who are not admitted to the actual asylum procedure,
- UAMs who have been granted subsidiary protection status,
- UAMs who have been granted asylum (but only for a period of up to four months after receiving asylum),
- UAMs who have received a final negative decision and are awaiting return,
- UAMs who were rejected but who cannot be deported due to legal or factual reasons (Art. 2 para 1 Basic Welfare Support Agreement).

Aside from asylum-seeking UAMs, the following groups of UAMs who do not seek asylum are also entitled to basic welfare support:

- displaced persons,
- non-Austrians without a legal status who cannot be returned due to legal or factual reasons,
- third-country nationals with a “residence permit for individual protection” (victim of human trafficking) (Koppenberg, 2015, p. 50)

In terms of accommodation, when UAMs have been admitted to the actual asylum procedure, the federal government decides (in agreement with the provinces) on relocation to a reception facility in the provinces. The allocation is based on quotas that are in proportion to the provinces’ population. In the provinces there are three different reception facilities for UAMs’ accommodation, depending on the degree of care and supervision that they need. These facilities are apartment-sharing groups (WGs), residential homes, or supervised accommodation. Currently the majority of facilities fall under the highest category, the apartment-sharing groups (Koppenberg, 2015, p. 53).

With a new regulation issued in 2015, UAMs can live with the Austrian families as guest families (Pflege- oder Gastfamilien) (depending on the federal state the implementation is somewhat differently structured). It is also possible for single-parent households to host an UAM. Interest, willingness and some temporal and spatial resources are a prerequisite, and financial support for being the guest family is provided by the respective province. There is a great need for caregivers and guest families as UAMs prefer to live in a host family rather than WG. In these caregivers or guest families, UAMs can grow up like other young people in families with parents and siblings, unlike in the WGs, where they live among other UAMs which increase the social participation and integration (Asylkoordination, 2017).

After having been admitted to the actual asylum procedure and after transferral to a provincial accommodation facility, UAMs who are in the age of compulsory schooling and stay at least one school semester in Austria have access to public schooling. However, for those who are older than compulsory school age which is the majority in Austria, it is more complicated, yet they have different alternatives. Although they are no longer in the age for compulsory school, they can either choose entering a secondary school or doing a ‘second-chance education’ (zweiter Bildungsweg), which offers the possibility of obtaining a school degree after leaving regular school or they can choose vocational training.

In practice, however, access to secondary schools is often restricted for UAMs mainly due to recognition of their former learnings, the gaps in their educational biographies and the language. On the other hand basic education and literacy courses up to Hauptschulabschlusskurse is easier to attend (Blecha, 2012). Blecha (2012) indicated “the main reason why UAMs usually do not go to regular secondary schools and why they are excluded from wide parts of the Austrian public school system as the fact that their educational background and their German language skills in combination with their age often do not match with the requirements set out for the Austrian educational curricula” (Blecha, 2012, p. 39). In addition to general education, there are also opportunities for vocational education since 2012 with work permit (Koppenberg, 2015). Thus, UAMs over than 15, can either go to vocational training (if they completed the compulsory schooling) or they can be employed within the limits defined by the regulations.

Another important educational issue is the language. UAMs are provided with several opportunities for learning German. Minors with a lack of German language skills and below 15 can get support in attending school. UAMs who receive basic welfare support are entitled to get support in the form of 200 teaching units of German language courses (Koppenberg, 2015). However, non-school-age UAMs thus have access to German language classes or secondary education only through the efforts of private initiatives or NGOs.

Austrian authorities have been trying to improve educational offers tailored to the needs of these young people, however, number of places that are offered are not sufficient for the increasing number of UAMs (Mayrhofer, 2015).

It is important to note that the practical implementation of guardianship show variety between the provinces (Koppenberg, 2015; Dursun and Sauer, 2015), which is due to the fact that guardianship is the responsibility of each individual province and that there are no guidelines concerning its implementation. Differences also depend on, for example, local conditions, financial resources or personal engagement. Even though the federal government shares the provision of basic welfare support with the provinces, there is a lack of national standards or coherent approach regarding the way guardianship is conducted. Thus, the accommodation and residence issues as well as daily allowances, legal framework, the responsible authorities, the financial regulations, and the reception arrangements show variety according to province which totally depends on the resources and the policies of the single province (Koppenberg, 2015). Dursun and Sauer (2015) underline that this division between the federal and state level and gaps among the provinces can cause violation of the rights of the UAMs in Austria. There has been no data found on the number and the living condition of UAMs according to the provinces.

b. Situation of libraries and librarians

The statistics of the public libraries of Austria (2015) show an increase in the borrowings and the visits, but a decrease in the number of the users compared to previous years. However, the trend in the borrowings flattened and in 2015 it showed the lowest increase in the last 10 years. For the first time in 10 years, there has also been a decrease in the number of media. There is also an increase of 0.8% in the number of employees. Table 3 and Table 4 show the basic numbers related to libraries in Austria according to type of the libraries and provinces, respectively (BVÖ Statistics, 2015). An important issue to note here is that 85% of the library workers are volunteers who are not paid. Seven percent of them works in the libraries as a second job, and only 8% of the librarians work in the libraries as their main job. Thus, volunteer librarians play a very crucial role in the sustainability of the public libraries in Austria.

Table 4: Statistics of Libraries and Librarians according to Type of the Library

Provider	Number	Media	Users	Borrowings	Visitors	Not paid workers.	Second job	Main job
Community	618	5.977.705	509.259	16.213.633	6.845.916	2.048	364	651
Cooperative	419	2.667.839	189.774	4.251.691	2.087.513	3.604	85	97
Church	235	1.090.564	64.238	1.150.876	709.502	2.062	16	8
ÖGB und AK	57	394.132	33.368	848.348	272.713	97	29	30
Others	90	915.462	27.598	424.430	276.539	280	77	43
Austria	1419	11.045.702	824.237	22.888.978	10.192.183	8.091	571	829

Source: [https://www.bvoe.at/oeffentliche bibliotheken/daten und fakten/statistik](https://www.bvoe.at/oeffentliche_bibliotheken/daten_und_fakten/statistik)

According to 2015 statistics, users' characteristics can be defined as following: 34.4% of the users are children, 8.5% are youngsters and 55.8% of the users are adults. Gender distribution, both among the users and librarians, shows that libraries are dominated by females. 87.2% of the workers are women while only 12.8% of the workers are men. Among the users, 65.5% are female and 34.5% are male. The female dominance grows significantly with the age: among children up to 14, 45.8% are boys and 54.2% girls, while it totally changes with the increase in the age. In adult users, only 25.9% of the users are men as opposed to 74.1% women.

Table 5: Statistics of Libraries and Librarians according to Province

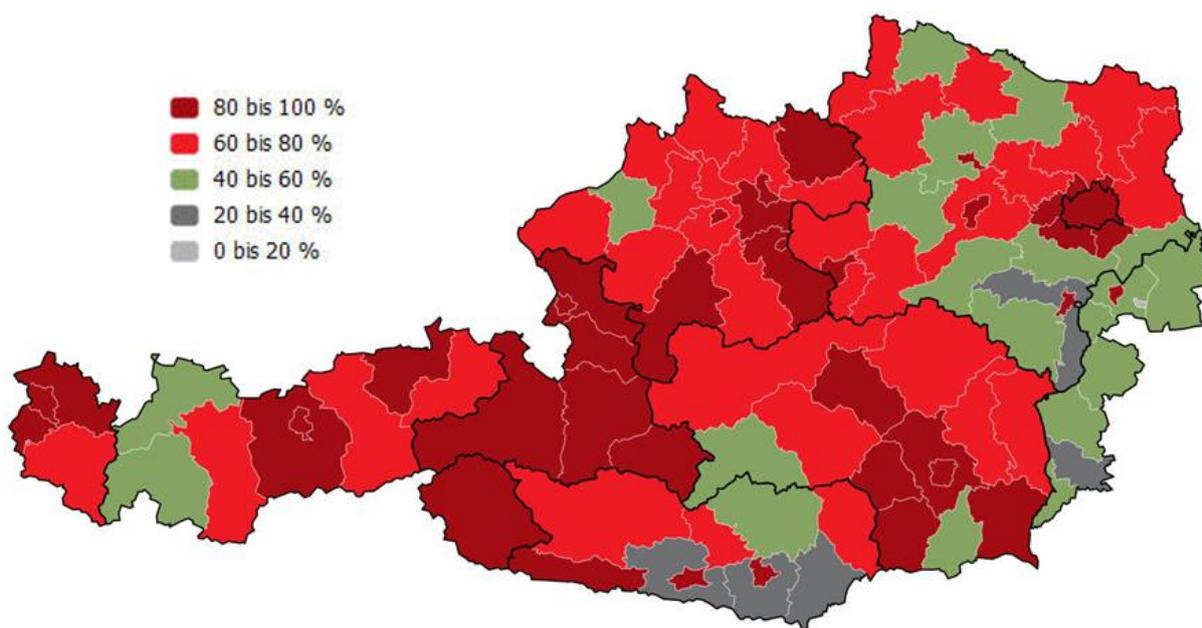
Province	Library	Media	Users	Borrowings	Visitors	Not paid workers	Second job	Main job
Burgenland	79	333.019	19.567	261.771	128.433	245	19	10
Kärnten	61	597.762	27.883	642.555	270.904	107	47	32
NÖ	255	1.685.703	108.213	2.066.679	1.108.745	1.387	82	90
OÖ	323	2.100.902	150.579	4.210.742	1.949.496	2.715	108	118
Salzburg	114	824.461	78.085	2.395.022	960.276	484	54	64
Steiermark	213	1.502.626	102.291	2.581.035	1.191.564	952	119	118
Tirol	180	1.164.816	81.960	1.812.042	827.023	1.284	50	43

Vorarlberg	98	1.008.862	70.655	2.750.814	1.028.466	776	31	71
Wien	96	1.827.551	185.004	6.168.318	2.727.276	141	61	283
Total	1419	11.045.702	824.237	22.888.978	10.192.183	8.091	571	829

Due to the absence of legal regulations, libraries in the provinces are very different. As a result of the lack of supra-regional coordination, the scope for public libraries is dependent on the extent to which municipalities and other organizations are involved and the financial and professional support they receive. The differences between the provinces are extreme and have changed only slightly over the last few years.

Figure 1 shows the percentage of the population with direct access to a public library.

Figure 1: Percentage of the population with direct access to a public library.



Public spending on public libraries has risen by 1.9% in 2014. The total expenditure per inhabitant for public libraries in Austria is EUR 7.13. There is a great difference in the provinces, also with regard to subsidization. The funds for media spending also fluctuate between 43 cents per inhabitant in Carinthia and EUR 2.70 in Vorarlberg. The Austrian average is EUR 1.01. The statistics of the public libraries of Austria 2015 again show that the use of the library services continues to increase, but due to the different structural and financial frameworks, libraries in Austria do not show any unification yet.

In the report published by BVÖ (*Die Zukunft gestalten Chance Bibliothek*, 2009) strengths and weaknesses of the public libraries in Austria were identified. Strengths were listed as highly initiative, development of innovative projects, young user profile, working against gender gap, centralized services, promotion of technology and online libraries. On the other hand, weaknesses were determined as lack of a central law/regulation, lack of resources such as personnel, space, media and books, and open hours, lack of incentive systems, lack of integration to national cultural, economic

and educational policy, and lack of a national library strategy (p. 36-39). These are important to mention even though the report was published almost a decade ago, our report yielded similar situations in terms of the current situation of the libraries.

c. Short overview on the role of Danube University Krems

Danube University Krems, as a continuing education university, has a long tradition of being a proactive player in the issue of migration and refugees at different levels. Migration, integration, social inclusion, and social cohesion have been central issues for the university. Department for Migration and Globalization engages in basic as well as applied research, provides scientific guidance for policy makers, business, civil society and the media. At the research level there has been several national and international projects have been completed that are related to migration, integration, and refugees and currently eight projects are running on these issues from various departments including Continuing Education Research and Educational Management. Comprehensive research reports such as “Austrian migration policy: vision and development of a migration monitoring system” (Biffli, et al., 2016) provides reflection and direction at the policy levels. Head of the Migration and Globalization Department is a member of the Expert Council of Integration in the Ministry for Foreign Affairs, Europe and Integration.

Moreover, in line with the latest developments, new programmes were designed and initiated such as “Social Work for the Integration of Refugees” (see the website: <http://www.donau-uni.ac.at/de/studium/soziale-arbeit-mit-fluechtlingen/index.php>) in addition to existing programs in migration and integration.

There are also other occasions and events that migration and problems of refugees were placed in the centre of the discussion such as The Dialogue Forum. It is dedicated to the future issues of migration and integration and the current challenges. It creates space for a common dialogue between science, politics and practice. Dialogue is one of the most important instruments of communication, especially in a world of globalization and acceleration.

Another event organized by Danube University Krems was the Symposium on volunteer work with the refugees in September 2016.

A group of students who have been studying e-Education, created a website for teaching and exercising German called „Willkommen Flüchtlinge” within the framework of a project (<http://imbstudent.donau-uni.ac.at/welcomerefugees/>).

Danube University Krems is continuing to be a pioneer in taking actions on social inclusion, integration and diversity in Austrian society both at the regional and national level.

2. Governmental and non-governmental bodies

a. Libraries

Libraries are governed under the Federal Chancellery's Art and Culture Division at the federal level. At the providential level, municipalities govern the libraries. Funding is provided by the local governments. Libraries and librarians are well organized in Austria, both at the regional and national level. Following associations and organizations pursue the interest of Austrian librarians and libraries.

– Associations, working groups and consortiums at the national level

- i. **Büchereiverband Österreich (BVÖ):** The Austrian Library Association is one of the strongest umbrella organisations representing the interests of Austrian public libraries. More than 2,800 libraries are members of the association. BVÖ provides its members with service, advice and information on issues as financial support to the promotion of literature and reading, publications and cost-free online content and it also offers basic and advanced professional training for librarians working at public libraries. Members of BVÖ are public libraries and their executive bodies, special libraries like prison libraries, libraries in hospitals and retirement homes, as well as school libraries.
- ii. **Vereinigung Österreichischer Bibliothekarinnen und Bibliothekare (VÖB):** The Association of Austrian Librarians represents the professional interests and concerns of 1,200 members, mainly from Austrian academic libraries.
- iii. **Bibliotheken, Archive, Museen Österreichs (BAM):** Libraries, Archives, Museums of Austria is an organization that works on intensifying the cooperation between Austrian libraries, archives and museums. BAM develops joint positions and strategies and initiates and supports projects and activities in the field of science and culture, which help to scientifically open up, make public access to and preserve the cultural heritage of Austria. Representatives of the umbrella organizations of the libraries, documentation offices, archives, AV archives, museums and, in addition, the representatives of individual institutions, regularly meet twice a year at the Round Table BAM-Austria to discuss future works, projects and new development as well as to share and exchange experience and practice.
- iv. **Forum Universitätsbibliotheken Österreichs (ubifo):** Council of Austrian University Libraries is an operational platform of all university libraries and the Austrian National Library. It advocates and represents shared interests and common goals of university libraries and cooperates - amongst others- with Universities Austria (uniko), the Federal Ministry for Science and Research (BMWF) and the Österreichische Bibliothekenverbund und Service GmbH (OBVSG).
- v. **Österreichische Bibliothekswerk:** the Österreichische Bibliothekswerk, headquartered in Salzburg, represents the interests of around 1,300 Catholic libraries throughout Austria. It is responsible for providing advice and support to these libraries. More than 6,500 librarians now work in these libraries, the vast majority of whom are volunteers. The Österreichisches Bibliothekswerk is supported by the Austrian Bishops' Conference and sponsored by the BKA.

– Associations, Working Groups and Consortiums at the regional level

- i. **Komm.bib:** Professional Association of Public Libraries in Lower Austria Komm.bib is an advisory board in all areas of the municipal librarianship and education system in the province of Lower Austria, as well as cross-border cooperation in all of Austria in cooperation projects. It provides support, training and networking for public libraries in the province.
- ii. **Treffpunkt Bibliothek:** This is a programme funded by the province of Lower Austria in order to support the development of the libraries through a package of services. They offer

monitoring, public relations and lobbying, and quality assurance to public libraries in the district.

Other associations and organization in relation to libraries and librarians are: *Österreichische Gesellschaft für Dokumentation und Information (ÖGDI)* [Austrian Society for Documentation and Information]; *Verein zur Förderung der Informationswissenschaft (VFI)* [Association for the Advancement of Information Science]; *Arbeitskreis kritischer Bibliothekarinnen und Bibliothekare (KRIBIBI)* [Working Group of Critical Librarians]; *Gesellschaft der Freunde der Österreichischen Nationalbibliothek* [Society of the friends of the Austrian National library]; *Gesellschaft für Buchforschung in Österreich* [Society for Book Research in Austria]; and *Österreichische Konsortien (KEMÖ)*.

b. Refugees

In the field of migration and asylum, legislative and executive powers are held mainly by the Federal State. Many further tasks are performed by a variety of actors on various levels (The list of these actors and bodies are taken from the report *Organization of Asylum and Migration Policies in Austria* published by the International Organization of Migration [IOM], 2015, p. 13-17).

Ministries and Associated Bodies

- i. **The Federal Ministry of the Interior** holds the main responsibility for the area of asylum and migration policies.

Main tasks of the Federal Ministry of the Interior in this regard are:

- Monitoring entries into or exits from the federal territory;
 - Aliens police issues;
 - Immigration and emigration matters;
 - Exclusion orders, expulsions and removals;
 - Asylum matters;
 - Extradition matters (as far as they do not have to be fulfilled by judicial authorities);
 - Citizenship matters;
 - Participation in the implementation of the National Action Plan for Integration.
- ii. The Federal Ministry of the Interior has established the **Migration Council for Austria (*Migrationsrat für Österreich*)** which consists of experts from academia and public life and assists with the development of a comprehensive migration strategy.
 - iii. The **Federal Office for Immigration and Asylum (*Bundesamt für Fremdenwesen und Asyl-BFA*)** is under the responsibility of the Federal Ministry of the Interior and, since 1 January 2014, is the main responsible authority in asylum procedures. The Federal Office for Immigration and Asylum is headquartered in Vienna and has a regional directorate in each of the provinces. The Federal Office for Immigration and Asylum fulfils following core competencies:
 - Granting and withdrawal of refugee status and subsidiary protection status;
 - Imposing return decisions, entry bans and enforcement orders;
 - Granting residence permits in cases of exceptional circumstances;
 - Issuance of documents related to asylum proceedings;
 - Decisions on detention pending removal and more lenient measures;
 - Procurement of return certificates;
 - Execution of the Federal Basic Welfare Support Act as federal authority;

- Voluntary returns (Federal Office for Immigration and Asylum, n.d.).
- iv. **Police officers** and the **police administrations of the provinces** are also under the responsibility of the Federal Ministry of the Interior and play an important role in the implementation and execution of tasks in the field of asylum and migration.
- v. The **Federal Ministry for Europe, Integration and Foreign Affairs** is specifically responsible for integration issues and is mainly responsible for:
 - Visa procedures and consular fees;
 - Matters of development cooperation and coordination of the international development policy;
 - Matters of cooperation with the United Nations High Commissioner for Refugees and the International Committee of the Red Cross;
 - Matters of integration:
 - Matters of social integration and the coexistence of people with and without a migrant background;
 - Coordination of the common integration policy;
 - Management of advisory boards and expert groups with regard to integration issues;
 - Allocation of funding in the field of integration, including for foundations and funds.
- vi. The **Austrian Integration Fund** is a partner of the Federal Ministry for Europe, Integration and Foreign Affairs and supports recognized refugees and migrants in their integration process. In this context it is in charge of:
 - The implementation of the “Integration Agreement”
 - The management of projects financed by the Asylum, Migration and Integration Fund on behalf of the Federal Ministry for Europe, Integration and Foreign Affairs;
 - The administration of projects financed by the European Integration Fund.
- vii. **Federal Ministry of Families and Youth** which is restructured in 2014 is the main responsible body for the wellbeing and care of the UAMs. It works on:
 - Family policy: Financial support (family allowance, student leave, childcare allowance, schoolbook); Parent education; childcare; Work-life balance; Separation and divorce; Domestic Violence
 - Child and Youth Services
 - Youth policy: Youth work; Youth promotion (financial support for youth organizations and initiatives); Youth information; Protection of minors; Media Competence (“Media Youth Info”); Health promoting prevention (addiction prevention, sex education); Extremism prevention
 - Children's rights, and Measures against child trafficking include services provided by public and private children and youth workers who help to support the rights of children and adolescents to promote their development and education, to protect them from all forms of violence and to promote the educational capacity of the children families. In 2013, the Austrian Children's Nobility Law brought a reorganization with the primary objective of improving the protection of children and adolescents in the education and of standards of living working with families.

This law regulates the principles of child and youth welfare in a federal context. Detailed rules are laid down in the implementation of laws and ordinances of the provinces (Länder), taking into account the regional differences. The services are provided by the political districts and cities with their own statutes (so-called juvenile offices). But also recognized private institutions offer their services.

Other governmental organs involved in the asylum and migration issues are the **Federal Ministry of Labour, Social Affairs and Consumer Protection** and the **Public Employment Service** Austria.

It is important to note again that the provinces hold joint competencies with the Federal State in the area of temporarily granted basic welfare support for aliens in need of assistance and protection. The responsibilities of the provinces are specified in Art. 4 para 1 of the Basic Welfare Support Agreement (IOM, 2015, p. 15).

Another important issue to underline is the problems originated by the two statutes of the minors. In Austria, UAMs are subjected to positions as both refugees/asylum seekers and minors as the issues related to UAMs are addressed by both the Federal Office for Immigration and Asylum and the Ministry for Families and Youth. As a result, these two competing authorities can place minors in between the asylum regime and child-welfare regime in Austria, as on the one hand they are seen as asylum seekers and are subjected to general regulation with adults, on the other hand, however, they are taken under protection as they are children (Dursun and Sauer, 2015). As Dursun and Sauer (2015) indicated, being in between affects the welfare of the children most of the time negatively.

Other Important Actors

In addition to the state actors a wide range of other actors: the Social Partners, international organizations, non-governmental organizations (NGOs) and immigrant community associations also play an important role by influencing and implementing migration and asylum policies in Austria.

i. International Organizations

International organizations which are based or having a branch in Austria are the **United Nations High Commissioner for Refugees** (UNHCR); the **International Organization for Migration** (IOM); the European Migration Network (EMN); the **European Union Agency for Fundamental Rights** (FRA); the **International Centre for Migration Policy Development** (ICMPD). These institutions do not interfere with the Austrian migration and asylum policies, yet they provide support and guidance especially through studies.

ii. NGOs

Austria has a very vibrant and strong milieu of non-governmental organizations (NGOs) that work in the field of asylum and migration. Especially with the strong refugee movement in 2015, several more initiatives emerged. Currently there exists a huge number of NGOs and initiatives that are actively working to help refugees and asylum seekers. These NGOs and initiatives make a major contribution to issues with regard to the often vulnerable situation of asylum-seekers and migrants. Some examples are:

Asylkoordination Austria (www.asyl.at) is a platform that aims at supporting organizations, initiatives and volunteers in the counseling and support of refugees and creating a network of refugee NGOs and committed individuals, in addition to creating political pressure and public

awareness through dissemination of information. They have a special project on unaccompanied minors in Austria. Their website includes important information for individual refugees and asylum seekers in addition to a very good compilation of literature on UAMs in both German and English. **Asyl in Not** provides legal assistance to rejected asylum seekers and publishes cases of injustice within the asylum system in newspapers and magazines. **Caritas**, migration and refugees department of Caritas has a special service for return, and also offers counselling and legal assistance to rejected asylum seekers). **Diakonie Flüchtlingsdienst**, Diakonie Austria, supports people in difficult life situations – in sickness and in social emergencies, as refugees and in the wake of natural disasters. Diakonie promotes the inclusion of disabled people, accompanies those needing care and also in their old age, invests in educational opportunities for children and teenagers alike. **Flüchtlingsprojekt Ute Bock** is an initiative that provides housing, education and counselling for refugees and asylum seekers in Vienna. **helping hands** organizes and operates various projects that provide assistance wherever it is most necessary; their focus is on legal advice on the law of foreigners and migration. **Integrationshaus** is a center of competence recognized at both the national and international levels for the reception and integration of asylum seekers, refugees and migrants. The integration house offers protection, security and help to find a future perspective. **SOS Mitmensch**, as a human rights organization and civil rights movement, SOS Mitmensch is a platform for dedicated individuals and organizations in the integration and social policy in Austria. **Kinderfreunde** is a strong organization that works in the children rights. **SOS-Kinderdorf** is an independent, non-governmental international development organization which has been working to meet the needs and protect the interests and rights of children since 1949. Among several others Austrian Red Cross, Verein menschen.leben, Verein Menschenrechte Österreich, and Volkshilfe Österreich can be counted.

Appendix A provides a list of Austrian NGOs working in this field and mentioned in the present study.

3. Measures on a local, regional and national level

a. Libraries

The results of the situation analysis showed that Austrian libraries are well aware about their role in supporting refugees especially in the process of meeting their needs in terms of communication, connection and learning in addition to their special place in integration and have taken several measures and initiatives. The mission statement of the Austrian public libraries emphasizes the social integration and intercultural role of public libraries. Austrian public libraries:

- provide free access to information for all citizens, regardless of their social, economic, religious, health and ethnic status,
- contribute to the creation and deepening of social awareness by means of target-group-specific services and needs-oriented media offerings,
- include the creation of equal opportunities for access to new information technologies and the reduction of barriers to use,
- provide special services in social-integrative librarian work, especially for people in deficit living conditions (BVÖ, 2009).

In 2009, the Austrian Library Association (BVÖ) conducted a study on social integrative role of libraries and based on this study, conducted some trainings and events during the following years. According to BVÖ, libraries are places of integration where people can reach free, neutral and non-commercial service, where migrants can meet locals, where young people can trust and get treated equally (Smrzka and Sommeregger, 2009). Thus library is viewed as places with cultural diversity where integration and intercultural learning can be fostered and language learning can be initiated and supported. BVÖ identifies libraries as “bridges” between the cultures. Target groups in this socially integrative library service are defined as people with migration background, 2nd, 3rd, and 4th generation; refugees, asylum seekers; ethnic and social minorities; people who work for other cultures and languages; people who are interested in social issues and migration; and those who are living in a culturally diverse community (Smrzka and Sommeregger, 2009).

Following these prior work, during the flow of refugees in 2015, they took an active role and supported the help process in different ways such as opening their doors to refugees so that they can stay, connect, use the internet and computers and other media. In addition they also collected donations and organized the distribution. A very large number of libraries have had / had offers for refugees. Some of them started to offer German courses or opened their classroom for courses. The Austrian Library Association (BVÖ) brought these efforts together with the project “Welcome Culture in the Library”. BVÖ highlights that libraries have the task of providing access to information, education, and culture for all. And they cannot have a better chance to legitimize their socio-political function within the community as they have now with the integration and inclusion of refugees. https://www.bvoe.at/themen/grenzenlos_lesen/bibliotheksangebote_fuer_fluechtlinge

Welcome Culture project started to take shape with several initiatives and implications. Most important ones are listed and explained below.

- Welcome Poster

A welcome poster, in which "Welcome" is written in 25 languages, was prepared by the BVÖ. The poster signals that borders are overcome with books and the library is a place where encounter and

exchange are possible. It is also meant as a sign that the libraries are engaged in the field of refugee work. Poster is on the doors and walls of 2,800 Austrian libraries now.

- Library Magazine:

An issue of the Library magazine was focused on a culture of welcome for refugees in libraries (https://www.bvoe.at/epaper/3_15). This issue offers interviews, experiences and practices as well as many suggestions and support for the librarians in their work with refugees.

- Reading without Borders (Grenzenlos lesen):

Within this project, libraries take on the task of dealing with the challenges such as linguistic, cultural, media, social-economic, institutional and physical boundaries and breaking down all these borders and barriers. BVÖ describes the libraries as places where each and everyone is welcome, a sense of belonging is created, where encounter and exchange is possible, where openness is exemplified, where a balance between virtual and real world is offered and where one can read without limits. Within this project, some materials, service and trainings are offered BVÖ to support libraries with the goal to make reading possible for everyone.

- Books without words

Following the "Silent Books" project on the Italian island of Lampedusa, the BVÖ has compiled a media list that includes (almost) text-free illustrated books. These books invite readers to enjoy the artistic illustrations. In a pilot project of the BVÖ, 13 libraries received packages of "silent books", which they then passed on to a refugee shelter as a gift or a permanent loan. "It was really impressive to see how all eyes began to shine when we presented the 'books without words", tells Roman Huditsch from the AK-Bücherei Eisenstadt (Stadler, 2016).

- Library Card Terms and Conditions

Library Card Terms and Conditions was created in 20 languages in order to enable users with limited or no German skills to have easier access to the library (https://www.bvoe.at/themen/grenzenlos_lesen/benutzungsordnung).

-Pool of best-practice-examples

The activities of the individual libraries were collected in a list in order to make them visible. Thus, the long list of all the small and large projects that libraries offer to refugees is presented on the BVÖ website. The activities include, among others, free reading, German courses, cultural events and the expansion of the media stock with books in Arabic (https://www.bvoe.at/themen/grenzenlos_lesen/bibliotheksangebote_fuer_fluechtlinge). This can be considered as a clear sign of the application of welcome culture in the libraries. At the same time, the list can serve as a source of inspiration for other libraries. All the activities offered by the libraries as archived in the database "ideenpool" and can be accessed through different search options at <http://www.wirlesen.org/ideenpool>.

- Materials collection

BVÖ presents a comprehensive collection of materials that supports librarians at their work with refugees and interculturality. Among the materials that can be downloaded are Intercultural Calendar which shows all the important days, celebrations and festivities, a folder of didactic

materials developed for the use during the workshops in the library. Last but not least, the BVÖ provides lists of book collections under different themes and refuge, war and solidarity are among these themes. These thematic lists provide an easy access to the sources in the libraries.

b. Refugees

Austrian federal government and local governments at the provinces have taken several measures, started initiatives, programs and activities for the welfare and integration of refugees and asylum seekers being aware about the challenges of integration. It is not possible to list all of the programmes and initiatives here, but the main programmes, especially at the national level will be examined and presented.

Governmental Measures and Programmes

1) Integration Support

As Koppenberg (2015) underlines, foreign nationals who have asylum status or who are entitled to settle in Austria, including UAMs, can be granted integration support. This support includes:

- Language courses;
- Education and training courses;
- Events on the introduction to the Austrian culture and history;
- Joint events with Austrian citizens to facilitate mutual understanding;
- Information provision regarding housing (only for persons with asylum status); and
- Activities of the Austrian Integration Fund (The activities of the Austrian Integration Fund are open to UAMs who have asylum status, a subsidiary protection status or a long-term) (Koppenberg, 2015, p. 71)

2) 50 points plan

The 50 Point Plan issued by the Federal Ministry for Europe, Integration and Foreign Affairs (BMEIA) is the basis for the integration measures of asylum seekers and subsidiary protection holders in Austria and is regarded now as the foundation document of Austria in relation to integration. It includes 50 measures/ recommendations created through the cooperation of members of the expert council. The aim of the measures is to integrate persons entitled to asylum and subsidiary protection as soon as possible in Austria. The 50-point plan lays out measures in all areas of life, the implementation of which must be realized through the close cooperation among the federal government, the provinces (Länder), municipalities, social partners and civil society. The themes of the 50-point plan cover the areas of language and education, work and occupation, the rule of law and values, health and social affairs, intercultural dialogue, sports and leisure, housing and the regional dimension of integration, and general structural measures. The integration package adopted in June in the Council of Ministers achieves a number of points from the 50 point plan.

3) Values and orientation courses

The implementation of the value and orientation courses "My life in Austria", which is based on the fundamental values on which our coexistence is based, such as freedom of expression, equality and tolerance towards all citizens, as well as important everyday knowledge, represents a central point of

the 50-point plan. The courses are prepared by BMEIA together with the experts. The learning material is based on the brochure "Living together in Austria" in which the values of coexistence in Austria are presented within the context of integration. Courses are offered by trainers of the Austrian Integration Fund (ÖIF) throughout Austria. For those with little knowledge of German, interpreters are available for Arabic and Farsi / Dari. The courses are offered as seminars in small groups of about 15 people, with interactive elements.

4) Integration workshops

In order to further deepen the core themes of the value and orientation courses, the ÖIF offers free integration workshops on key issues (such as the labor market, women, the environment and the neighborhood). The workshops are held with central cooperation partners and are open to all target groups (List and the dates of all integration workshops can be found here: <http://www.integrationsfonds.at/kurse/werte-und-orientierungskurse/vertiefungskurse/>)

5) Promotion of the German language

Knowledge of German is considered as one of the keys to successful integration in Austria and Austrian government has been working a lot on the service and improvement of German courses to refugees and migrants. German courses are made compulsory within the integration programme, and refugees get financial support for these courses and the exams they have to take. Moreover, the Austrian Integration Fund and the Austrian Institute provide comprehensive information as well as exercises that help refugees learn German. The ÖIF also offers language courses for recognition of academic qualifications, IT courses, classes in specific professional fields like health and nursing. The offer is oriented to the needs of immigrants in order to foster their success in education, at work, and in their career through specialized and up-to-date course formats (ÖIF, 2017). Volunteers also find numerous materials for learning with the target group. ÖIF initiated a new funding programme for supporting projects on teaching German at the elementary level and for supporting integration (<http://www.integrationsfonds.at/news/detail/article/neuer-foerderauf-ruf-fuer-deutschkursprojekte-fuer-fluechtlinge/>)

Another programme initiated by the ÖIF is the conversation club called "Meeting point German [Treffpunkt Deutsch]." This programme aims at bringing committed volunteers and refugees and immigrants together for a few hours a week in order to support their language skills. ÖIF provides space in its integration offices for this purpose and schedules the sessions.

6) Mein Sprach Portal (My Language Portal)

This portal is designed to provide coherent information on learning German. It provides free online materials for learning German at different levels, lists of German courses approved by ÖIF, and information about the tests.

<https://sprachportal.integrationsfonds.at/english.html>

7) Orientation film "Living together in Austria"

As a visual introduction to values and orientation courses, as well as other settings in which the coexistence in Austria is discussed, the BMEIA had a short orientation film created which is available in German with subtitles in Arabic, Farsi and English.

8) Integration on site - suggestions from the practice

The integration of refugees currently presents new challenges for Austria. In order to promote a constructive and conflict-free coexistence at the regional level and to support the creation of targeted integration offers, the Austrian Integration Fund presents the brochure "Integration onsite: 50 suggestions from practice".

9) Recognition of qualifications acquired abroad

Not every job acquired abroad can be exercised without recognition in Austria. This initiative aims at recognition of prior learnings of refugees and asylum seekers and helps them get their prior experiences acknowledged and find jobs that match their skills (for more information visit the website of the Berufsserkennung).

Most of these activities are coordinated by Austrian Integration Fund and the Budget for integration measures in September 2015 was around 75 million euros. In 2016, 248 million euros were available for integration measures, and in 2017, 250 million euros will be added to the fund. The goal is to finance integration measures and projects of all departments and institutes involved. The focus of integration policies is on education, the labor market and language learning. For the expansion of German and value courses alone, a total of 94 million euros will be available for 2016 and 2017. In addition, up to € 70 million in 2016 and up to € 80 million in 2017 was made available specifically for labor market integration.

Other initiatives

There are some initiatives university courses for refugees:

1) MORE Initiative:

MORE initiative was started and is coordinated by UNIKO (Universities Austria) in order to support the young refugees who want to start or continue their education at the universities in Austria. It started out in fall 2015, and currently all public universities are part of programme. The 21 universities in Graz, Innsbruck, Klagenfurt, Leoben, Linz, Salzburg and Vienna offer a certain amount of courses to MORE students, some of which are especially tailored for the refugees' offers, some are part of a degree program. In the first 3 semesters, 2.600 students have taken part in the MORE program, in the past winter term 2016/17 a total of 855 people were signed up as MORE students (UNIKO, 2017: <https://uniko.ac.at/projekte/more/?lang=EN>).

There are three sub-parts of the programme that targets different groups:

MORE-Courses aim at providing a space to refugees where one can find out whether university studies are an option for the future. It offers orientation in academic and artistic study fields and language trainings. MORE courses are held at every university town in Austria.

MORE-Perspectives is an offer for academics and scientists who had to flee their country. It is a platform where refugees can share their knowledge and experiences with the interested public.

MORE-Activities are open formats that go beyond the academic sphere and help refugee students feel at home.

2) Open Class for Refugees

Open Learning Initiative (OLive): The University of Vienna offers free scientific courses for asylum seekers, refugees, or subsidiary protectionists in Austria and other countries of the European

Economic Area who are looking for a study at a European university. The courses will be held from 2017 to 2018 and supported by the ERASMUS + program of the European Union. The aim of the OLIVE program is to prepare the participants for a European university degree. Two modules are offered. OLIVE is a 12-week program with five teaching hours per week. OLIVE-UP is a six-month program with around 25 weekly hours. Lists of other initiatives from university of Vienna can be found here: <http://wirhelfen.univie.ac.at/index.php?id=879&L=0>.

There is another initiative started by Carinthia University of Applied Sciences (CUAS) to provide asylum seekers and recognized refugees with access to education and help them improve their future prospects. Open Class for Refugees also provides support and advice to candidates to help them select a particular field of studies for candidates (OeAD, 2017).

3) The Youth College (Jugend College)

As part of so-called *Jugend Colleges* (youth colleges) relevant education and training will be offered to young refugees and asylum seekers (aged 15 to 21) who arrived in Vienna recently. Their interests and previous qualifications will be made clearer through needs-oriented assessment, and these young people will be prepared for school-based education or a vocational training programme. Attending German language classes are compulsory but the students can then choose among different subjects. Career guidance and periods of work placement will be also provided as well as social pedagogue support. The periods of study in these colleges, which are open to new entrants every month, will differ depending on the young people's previous qualifications. The providers can decide the contents they will teach and how they will organize these colleges. A total of 1.000 college places will be financed by the European social fund (ESF) and funds provided by the Vienna City Administration (CEDEFOP, 2016).

4) Free German Classes

There are several non-governmental organizations that provide free German courses for refugees and asylum seekers such as Caritas, Nachbarschaftszentrum and Verein Ute Bock. This site from Asylkoordination lists all of the free German classes offered in Austria <https://www.asyl.at/de/adressen/bildungsangebote/>. This site also lists other educational offers e.g. basic education, literacy, compulsory school completion, Matura, or even courses only for women.

4. Pedagogic resources

a. Libraries

The training of librarians in Austria is provided within the framework of adult education. Different adult education providers offer continuing and further education for librarians. BVÖ is the biggest provider of these trainings in cooperation with bifeb. They organize several trainings and seminars each year (a list of the courses currently offered can be found at <https://www.bvoe.at/aus-und-fortbildung>). However, our search and analysis showed that specific training/workshop/seminar programme designed for librarians to help them work with refugees and/or migrants or people with disadvantaged background do not exist currently in Austria. Only trainings that were provided by BVÖ were given in 2009-2010 and 2011. These trainings focused on "social integration in

library work” with sub topics such as intercultural reading support, working with youth with migration background, intercultural library, intercultural communication, and use of media with people with migration background.

In addition to these trainings, currently, within the certificate programme for being a librarian, there is a module on social integration in libraries (bifeb, 2017). Unfortunately, there is a lack of offer in the trainings/seminars/workshops in the areas of social integration, working with people with disadvantaged background and intercultural/multicultural issues.

Yet, BVÖ published some materials for librarians especially for working with children with migration background or refugee children. These didactic materials were developed by Jule Pfeiffer-Spiekermann, a cultural pedagogue and literary agent. They involve concepts and ideas for activities on the subject of refuge, being on the road, leaving home, conflict, and borders. The didactic materials and workshop activities were developed and made accessible to all librarians. (For access https://www.bvoe.at/sites/default/files/attachments/didaktische_materialien_zum_thema_flucht_0.pdf).

In addition, a picture book called "Akim rennt" by Claude K. Dubois, an award-winning book on being a refugee and which tells the touching story of a refugee boy, is available with a movie. It is ideal for working on the issues that are highly sensitive to refugees. Moreover, there are also materials available for intercultural work. The brochure of intercultural library work presents 20 concept ideas for events and games related to intercultural issues. The brochure contains numerous tips and suggestions for activities for adults and children, such as drafting an international cookbook, decoration ideas or reading jour fixe. The brochure can be downloaded here: https://www.bvoe.at/sites/default/files/attachments/Interkulturelle%20Bibliothek_web.pdf

A glossary about the migration; refuge and refugees and integration was published by the Integration Fund in cooperation with UNCHR. This can be included as a starting point to clear out and strengthen the conceptual framework on the themes. <http://www.integrationsfonds.at/publikationen/glossare/fluechtlinge-und-integration/?L=3>

Only MOOC courses that can be helpful for our target groups are offered by University of Graz and Technical University of Graz at the platform IMOOX. (<http://imoox.at/wbtmaster/startseite>) Courses are limited but some of them could be helpful such as “digital tools for adult educators” or “learning online.”

Other than these sources, not many learning opportunities were found for librarians in Austria.

b. Refugees

Our search and analysis yielded that there is a wide variety of pedagogic materials for refugees, especially for learning German. We included here mainly the sources that are more prominent and those sources that compile the pedagogic materials.

A collection of free digital teaching materials for the work in basic education with a focus on German as a second language was compiled by Birgit Aschemann (2017) from MIKAprof. The collection provides lists of different digital materials to download, online courses, apps for smart phones or audio books. It is a very good and large compilation for teaching/learning German as a second

language and Math as well. List can be downloaded here http://www.basisbildung-alphabetisierung.at/fileadmin/media/pdfs_ab_2012/Diverse_pdfs/Onlinematerialien_BaBi_DaZ_1.pdf.

In addition, BAOBAB which is a learning and communication center for global learning in Austria provides several trainings in issues on development policy and global issues in the school and non-school education sector. They also have a large collection of materials to support schools and institutions in the areas such as international education, interculturalism, human rights, poverty, migration and learning German. They have a great library and digital resources on the issues mentioned above. Some of the online materials can be seen here: <http://www.baobab.at/unterrichtsvorschlaege>.

Sprach portal (Language Portal) that was developed by the integration fond as a national initiation, offers a lot of opportunities for learning German as a second language for adults and children as well. It provides a detailed and wide range of activities and materials, free and commercial as well. Free materials include video clips, podcasts, online exercises, vocabulary activities, and grammar exercises. What is important to mention is that portal provides support in nine different languages including English, Farsi, Arabic, Turkish, Hungarian, Polish and Roman language. Some of the videos are supported with translation in Farsi and Arabic.

In addition to learning German, there is a part devoted to exams and tests which are focused on the DTÖ (German Test Austria) and OIF test (Austrian Integration Fund Test). Here, one can see the pre-determined exam dates and times and receive information on the exams and preparation for the tests <https://uebungen.sprachportal.at/lerngeschichten.html>.

Another important source for pedagogic materials is the web site of the integration fond. It is possible to find several information and links on integration and learning German. In addition to information for learners, there is also a lot of information for teachers and volunteers who want to teach German to refugees. Among these sources, curricula for values and orientation German courses as well as Austrian Integration Fund's courses from A1 to B2 are available online.

Learning German (Deutsch Lernen), the teaching magazine for living together and integration in Austria, is designed for use in language teaching with refugees and immigrants. It deals with everyday life and first orientation topics for orientation and living in Austria. From the very beginning, learners can study everyday life and culture in Austria and practice communication in important everyday situations. Target groups are those who are learning and teaching German. Several issue of the magazine can be reached from here: <http://www.integrationsfonds.at/themen/publikationen/deutsch-lernen-unterrichtsmagazin/>.

Another important service provider is the Basisbildung und Alphabetisierung (Basic Education and Literacy) service centre. They provide information, materials and seminars, not only on learning German, but also on Math, and Computer Skills. They also support teachers and trainers in these areas with materials and curriculum (see <http://www.basisbildung-alphabetisierung.at/zentrale-beratungsstelle/>).

Beside abundance number of resources in German language learning, there are courses and programmes for civic education and integration. OIF's and Integration Fund's integration courses are the leading courses in these areas. They provide basics of living in Austria as a legal resident, including principles of coexistence such as democracy, freedom of expression, freedom from

violence, the rule of law; history and geography of Austria; diversity of living together: separation of religion and the state, voluntary commitment, family life and intercultural encounters; value of language and education with information on the Austrian education system, schooling, teaching and dual education; business world and economy with information on the Austrian labor market and equality at work; living and regulating the good living together in the neighborhood; information on the Austrian health system. Some of these themes are also included in the German courses.

5. Summary and estimation of the actual situation

Our analysis showed that minor refugees and their integration in the society is an important challenge in Austria. A huge number of young people, who are out of the compulsory school age, have difficulty in choosing their path in the life as it is not easy to make a start without a good education and language skills. As they will shape their future in Austria, supporting them during their integration process and channelling them into right tracks according to their prior competences and wishes are crucial in their inclusion in the society as an active member. Yet, as our analysis indicated, fragmented structure of the processes regarding minor refugees has been causing disadvantages for the refugees. So, development of a more centralized and unified system dealing with minors is important for creating the right environment and support for the minors and for their future.

Austrian federal government has been trying its best for the integration of the refugees. Several measures have been taken for helping the refugees in their process of becoming a member of Austrian society. Financial and human resources have been devoted to this aim and it is also noted that learning German is seen as the key to successful integration. Thus, there exists a large number of initiatives, from both governmental and non-governmental organizations regarding teaching German to refugees and asylum seekers. A huge number of resources have been found, in a well-organized manner, especially from the governmental institutions. There are online portals for learning German as well. So, from the refugees' perspective, it should be underlined that Austria is doing well in providing language and orientations courses and seminars for refugees. Yet, a special platform for minor and young refugees which places their needs and wishes to the center and combines language teaching with supportive mechanisms does not exist.

From the libraries perspective, statistics show that Austrian public libraries are doing great in reaching users despite lack of resources and means. They have been actively involved in the process supporting refugees in various ways and they have developed different measures and initiatives in this regard especially since 2015. BVÖ has taken an active role in leading these initiatives. However, one of the most important findings of this report is that there is no education, training or seminar (online or face-to-face) for librarians regarding working with individuals with disadvantaged backgrounds, or on multicultural library work. There is a huge gap in this regard which leave librarians without support in these areas. This fact underlines the necessity and the importance of the LIB(e)RO platform once more. Providing librarians who are mainly volunteers, with an online tutorial that will support them in opening up their libraries for new users and new events that may change the life of some people.

LIBERO online platform will serve both these groups at the same time while bringing a new perspective to language learning, it will support librarians in their work to help those who are using

the platform. Use of libraries as a safe and multicultural learning environment and extending this initiative Europe-wide will bring a new approach to libraries and to individual learning.

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Appendix A

1. International Organizations in Austria

a) Refugees

- The United Nations Refugee Agency (UNHCR DACH)
<http://www.unhcr.org/dach/at/>
- Internationale Organisation für Migration (IOM)
<http://www.iomvienna.at/>
(International Organization for Migration)
- European Migration Network (EMN)
<http://www.emn.at/de/>
- Agentur der Europäischen Union für Grundrechte(FRA)
<http://fra.europa.eu/de>
(European Agency for Fundamental Rights)
- International Centre for Migration Policy Development (ICMPD)
<https://www.icmpd.org/home/>

2. Governmental and non-governmental bodies

a) Libraries

- BAM Austria – Bibliotheken, Archive, Museen Österreichs
<http://www.univie.ac.at/voeb/bibliothekswesen/bam-austria/>
(Libraries, Archives, Museums of Austria)
- Büchereiverband Österreichs (BVÖ)
<https://www.bvoe.at/>
(The Austrian Library Association)
- Österreichisches Bibliothekswerk
<http://www.biblio.at/>
(Austrian Library Association for Catholic libraries)
- Vereinigung Österreichischer Bibliothekarinnen und Bibliothekare (VÖB)
<http://www.univie.ac.at/voeb/>
(The Association of Austrian Librarians)
- Forum Universitätsbibliotheken Österreichs (ubifo)
<https://ubifo.at/>
(Council of Austrian University Libraries)
- Österreichische Gesellschaft für Dokumentation und Information (ÖGDI)
<http://www.oegdi.at>
The International Council of Museums - ICOM Österreich
<http://www.icom-oesterreich.at>
- Österreichischer Museumsbund
www.museumsbund.at
- Medienarchive Austria (MAA)
<http://www.medienarchive.at/>

- Verband Österreichischer Archivarinnen und Archivare
<http://www.voea.at/>

b) Refugees

- Bundesministerium für Inneres
http://www.bmi.gv.at/cms/bmi_asyl_betreuung_news/bmi.aspx
(Federal Ministry of Interior)
- Migrationsrat für Österreich
http://www.bmi.gv.at/cms/BMI_OeffentlicheSicherheit/2014/05_06/files/MIGRATIO_N.pdf
(Migration Council for Austria)
- Bundesamt für Fremdenwesen und Asyl
<http://www.bfa.gv.at/>
(Federal office for Immigration and Asylum)
- Bundesministerium für Europa, Integration und Äußeres
<https://www.bmeia.gv.at/>
(Federal Ministry for Europe, Integration and Foreign Affairs)
- Bundesministerium für Familien und Jugend
<https://www.bmeia.gv.at/>
(Federal Ministry of Families and Youth)
- Österreichischer Integrationsfonds
<http://www.integrationsfonds.at/startseite/>
(Austrian Integration Fund)
- Bundesministerium für Familien und Jugend
<https://www.bmfj.gv.at/>
Federal Ministry of Families and Youth
- Sozialministerium
<https://www.sozialministerium.at/site/>
Federal Ministry of Labour, Social Affairs and Consumer Protection
- Arbeitsmarkt Service Österreich
<http://www.ams.at/>
(Public employment service Austria)
- Asylkoordination Austria
www.asyl.at
(Asylumcoordination Austria)
- Asyl in Not
<http://www.asyl-in-not.org/php/portal.php>
(Asylum in need)
- Caritas
<https://www.caritas.at/>
- Diakonie Flüchtlingsdienst
<https://fluechtlingsdienst.diakonie.at/>
(Diakonie Refugee-Service)
- Diakonie Austria
<https://diakonie.at/>
- Flüchtlingsprojekt Ute Bock
<http://www.fraubock.at/>
(Refugeeproject Ute Bock)

- helping hands
<http://www.helpinghands.at/>
- Integrationshaus
<http://www.integrationshaus.at/>
(Centre for the reception and integration of Refugees)
- SOSmitmensch
<https://www.sosmitmensch.at/>
- Kinderfreunde
<http://www.kinderfreunde.at/Ueber-uns/Grundsatzprogramm/Unser-Wertemanifest>
(Committed to rights of children)
- SOS Kinderdorf
[http://www.sos-kinderdorf.at/Austrian Red Cross,](http://www.sos-kinderdorf.at/Austrian Red Cross)
(SOS Children’s Villages)
- Verein menschen.leben,
<http://www.menschen-leben.at/>
(Humanitarian Association with the aim of helping people in need)
- Verein Menschenrechte Österreich,
<http://www.verein-menschenrechte.at/>
(Association for Human Rights Austria)
- Volkshilfe Österreich
<http://www.volkshilfe.at/cms/cms.php>
(Association for Human Charity, Austria)
- Flüchtlingswerk
<https://www.fluechtlingswerk.at/>
- UNHCR –Minor Refugees
<http://www.unhcr.org/dach/at/was-wir-tun/asyl-in-oesterreich/unbegleitete-kinder>
- Migration and Integration in Austria
http://medienservicestelle.at/migration_bewegt/migration-integration-oesterreich/
- Act now
<http://www.act-n-o-w.com/start>
- ACCORD Rotes Kreuz
<http://www.rotekreuz.at/migration-suchdienst/accord/>
Red Cross Austria
- Amber Med
<http://www.amber-med.at/>
Medical Service for Refugees
- Austrian Network for Refugees
<https://www.anr-austria.at/>
- Beratungszentrum für Migranten und Migrantinnen
<https://www.anr-austria.at/>
Advisory Center for migrants
- Flucht nach Vorn
<http://www.fluchtnachvorn.org/>
Escape for a better future
- Donauquartier
<http://www.donauquartier.wien/>
Danubedistrict
- Deutsch ohne Grenzen
<http://www.deutschohnegrenzen.at/>
German without borders

- Deserteurs- und Flüchtlingsberatung
<http://www.deserteursberatung.at/>
Deserter- & Refuge Advice
- Caritas Yunus
<https://www.caritas-wien.at/hilfe-angebote/asyl-integration/wohnen/unbegleitete-minderjaehrige-fluechtlinge/>
- Footprint Betreuung
<http://www.ngojobs.at/jobs/company/1001/>
Footprint, care for Refugees
- KAMA Kursangebot für Flüchtlinge
<http://www.kama.or.at/>
courses for refugees
- Life 2 Live
<https://www.life2live.or.at/>
- Netzwerk Asylanwalt
<http://www.asylanwalt.at/>
Network Asylumsolicitors
- Österreichischer Berufsverband der sozialen Arbeit
http://www.sozialarbeit.at/index.php?article_id=41&clang=0
Austrian Society of Social Work
- Verein Einander
<https://www.facebook.com/vereinander/>
Association Each other
- PICUM - the Platform for International Cooperation on Undocumented Migrants
<http://picum.org/en/resources/contacts-of-organisations/links-to-organisations-austria/>

3. Measures at local, regional and national level

a) Libraries

- Komm.bib
<http://www.komm-bib.at>
(Professional Association of Public Libraries in Lower Austria)
- Treffpunkt Bibliothek
<http://www.treffpunkt-bibliothek.at/>
(Meetingpoint Library)
- Österreichische Gesellschaft für Dokumentation und Information (ÖGDI)
<http://oegdi.at/>
(Austrian Society for documentation and information)
- Verein zur Förderung der Informationswissenschaft (VFI)
<http://www.vfi-online.org/joomla/>
(Association for the Advancement of information science)
- Arbeitskreis kritischer Bibliothekarinnen und Bibliothekare (KRIBIBI)
<http://kribibi.at/>
(Working Group of Critical Librarians)
- Gesellschaft der Freunde der Österreichischen Nationalbibliothek
<https://www.onb.ac.at/mieten-foerdern/gesellschaft-der-freunde/>
(Society of the friends of the Austrian National library)

- Gesellschaft für Buchforschung
<http://www.buchforschung.at/>
(Society for Book Research in Austria)
- Österreichische Bibliotheks- Konsortien (KEMÖ)
<https://www.konsortien.at/>
(Austrian Library-consortia)
- Living Books
<http://www.livingbooks.at/>

b) Refugees

- Police officers and police administrations of the provinces
- Flüchtlinge Willkommen
<http://www.fluechtlinge-willkommen.at/>
Refugees Welcome
- Refugees Welcome
<http://refugeeswelcome.at/>
- Facebook Flüchtlinge Willkommen
<https://www.facebook.com/fluechtlingewillkommen.oesterreich/>
Facebook account Refugees Welcome
- AsylWohnung.at
<http://asylwohnung.at/>
Asylum-Appartments
- Flüchtlinge Willkommen
<http://menschliche-asylpolitik.at/>
Platform for humanitarian asylumpolitics
- Vielmehr
<http://vielmehr.at/>
Association for Education, Housing and participation
- Willkommen – Verein zum Finden einer neuen Heimat
<http://www.willkommen-in-oesterreich.at/>
Association to find a new home
- Willkommen Flüchtlinge
<http://imbstudent.donau-uni.ac.at/welcomerefugees/>
Welcome Refugees /Danube University Krems
- Plattform Flüchtlingshilfe Laa
<http://www.plattform-fluechtlingshilfe-laa.at/kontakt/>
- Verein Menschenrechte Baden
<http://www.menschen-leben.at/>
Association Human rights, Baden

a) MOOCs and online education at university level

- MORE Initiative
<https://uniko.ac.at/projekte/more/>
- Jugend College in der Jugendbildungswerkstatt
<http://www.interface-wien.at/5-sprache-und-arbeit/70-jugend-college>
- Das Jugendcollege /VHS Wien

- <http://www.vhs.at/jugendcollege>
- **Social work for Integration of Refugees** (Certified Program, 2 Semester @ danube University krems)
http://www.donau-uni.ac.at/imperia/md/content/department/kmbt/gesundheitsfoerderung/social_wor_k/ablaufplan_19_sw_ws_2017-ws_2020_interessentinnen.pdf
- Wir Helfen (University of Vienna):
<http://wirhelfen.univie.ac.at/index.php?id=879&L=0>

4. Learning German for Refugees

a) Online courses und studies

- Mein Sprach Portal,
<http://sprachportal.integrationsfonds.at/English.html>
(My Language portal)
- Deutschtraining für Geflüchtete <http://www.ceurabics.com/News/german-for-refugees/>
- Portfolio von Materialien für den DaZ/DaF-Unterricht (Deutsch als Zweit-/Fremdsprache) mit Erwachsenen <http://www.graf-gutfreund.at/>
- Basisbildung und Alphabetisierung Service center: <http://www.basisbildung-alphabetisierung.at/fuer-trainerinnen/lernmaterialien-fuer-den-unterricht/>
- <http://www.integrationsfonds.at/sprache/curricula/> Curricula für Deutschkurse mit Werte- und Orientierungswissen A1 bis B2

b) Apps

- Link2Brain
<http://www.link2brain.at/#/>
- Viber
<https://www.viber.com/>
- RefuChat
<http://www.refuchat.com/>
- Hope Austria
<http://appsforrefugees.com/hope-austria/>
- Speak Free
<https://play.google.com/store/apps/details?id=com.tickrapp.speakfree&hl=en>
- RefugeeMap.org
<http://refugeemaps.org/>
- InfoAid
- News That moves
<https://newsthatmoves.org/en/>
- RefugeeInfo
<https://www.refugee.info/>
- Refugee Phrasebook interactive
<https://play.google.com/store/apps/details?id=org.phrase.book&hl=en>
- MyLifeasaRefugee
<http://mylifeasarefugee.org/>

- Refugee Hack
<http://www.hackathon.wien/>

c) Other open access material:

- Orientation film „Living together in Austria“
http://www.ams.at/docs/ENGLISH_lebenundarbeiten_publ_16.pdf
- Meeting Point German at the ÖIF
<http://www.integrationsfonds.at/treffpunkt-deutsch-neu/>
- Brochure: Integration on the ground (50 suggestions from the practica)
https://www.bmeia.gv.at/fileadmin/user_upload/Zentrale/Integration/Publikationen/Integrationsplan_final.pdf
- Recognition of qualifications acquired
<http://www.berufsanerkennung.at/>