



Bibliothèques  
Sans Frontières  
Libraries Without Borders

# EDUCATION INFORMATION CULTURE

LIBRARIES WITHOUT BORDERS

**ANNUAL REPORT**

2017

# Contents

Bibliothèques Sans Frontières Activity Report

• **REPORT FROM THE CHAIRMAN**

• Patrick Weil - Page 3

• **Our Tools**

• Pages 8 to 13

• **WE ACT**

• Page 16

• Reinventing libraries to better grasp the world

• Page 17

• Increasing the power of populations in humanitarian crises and after conflicts

• Page 31

• **WE CAMPAIGN**

• Page 40

• In Defense of Libraries

• Page 41

• **THE MEANS OF ACTION**

• Page 44

• **FINANCIAL REPORT**

• Page 50

78

Ideas Boxes around the world in 2017

1million

Ideas Box users around the world

36 countries

helped in 10 years

4million

users of Khan Academy in French

4,000

enrolled in BSF Campus

85

Voyageurs du Numérique clubs

304,483

books delivered around the globe



# A word from the Chairman

Patrick Weil

~~~~~

11 years ago, we founded Bibliothèques Sans Frontières / Libraries Without Borders (BSF) together to increase access to information, education, and culture around the world. We were convinced that access to books and knowledge required mobilization and innovation, and that libraries represented the future: they would continue to offer beautiful collections of books, intelligently selected by professionals and library users. But the future of libraries lay outside this realm. They could give everybody free access to digital resources, the new instruments of education and information. Furthermore, libraries must remain a vibrant meeting place where people can feel at ease while meeting others in a place that welcomes knowledge and new and unexpected ideas.

We have spent the last 11 years contributing to the development of this renewed vision of the library. Whether it is virtual or physical, in a fixed place or mobile, the library offers everyone, and especially the most isolated and vulnerable, the tools needed to understand the world and transform themselves. Bibliothèques Sans Frontières has helped more than 3.5 million people, becoming a central actor in the diffusion of culture, education, and information, to support human development.

I am proud today of the results and achievements we had in 2017, a watershed year for Bibliothèques Sans Frontières. A year in which the organisation reached a new level of activity volume, and took on new dimensions in France and around the globe.

First of all, in France. 11 million people in France do not have access to a library near where they live. 2.5 million cannot read. The cultural and educational gap is growing. In response, in 2017, almost 20 communities or partner organizations asked us to bring libraries closer to, and make them more accessible for, the most vulnerable populations. Bibliothèques Sans Frontières brings change and innovation to libraries, and offers novel and creative educational tools. Librarians, teachers, and community actors can adopt and use these tools and programs, which include the Ideas Box, Voyageurs du Numérique (our digital literacy initiative), Khan Academy, and BSF Campus. Our project strategy focuses on reaching the most vulnerable people in disadvantaged neighborhoods in cities or in rural regions.

Libraries also function as levers that boost citizens and communities. It was with this in mind that we created the web-series "Questions and Answers about Secularism," which promoted a better understanding of the idea of secularism, its foundations, and how it is expressed in France. The goal of Bibliothèques Sans Frontières continues to be promoting a better understanding of everybody's rights and freedoms.

After our campaign "The Urgency of Reading", in 2012 and the petition to extend library hours in France, "Ouvrons + Les Bibliothèques," we implemented "Libraries: a Key for France" in 2017, obtaining strong action from legislative and presidential candidates. Since then, the new French president has made public commitments to reinforce and strengthen the role of libraries in the country, particularly through greater openness to the public. Bibliothèques Sans Frontières will remain vigilant to ensure that financial support from the state will follow these commitments, and that these promises are kept. The actions of local representatives, who were elected even more decisively, will also require our attention.

Next, to the world as a whole, where the Ideas Box has been firmly established as a major and innovative solution in its five years of existence. These mobile multimedia libraries

permit the creation of bridges between existing structures and populations that are isolated or far from civilization. There are already programs in 30 countries thanks to 78 Ideas Boxes. More than a million people have used an Ideas Box around the world, and it has had a significant impact in terms of increasing learning skills, decreasing violence, and even improving digital literacy. These results strengthen our resolve and commitment to the goal of bringing an Ideas Box everywhere it is needed.

volunteers, supporters and donors, teams at headquarters and in the field, and people who buy in to our vision each and every day!

Thank you all for your loyal support!

There are 11 million French citizens who do not have access to a library near where they live and 2.5 million are illiterate.

The major program for 2017 concerned the creation of 20 cultural spaces centered around Ideas Boxes in Colombia with the goal of constructing peace. In 2016, after 53 years of conflict marked by intense violence and civil war that killed more than 500,000 people and displaced 6 million more, the Colombian government signed a historic peace deal with FARC-EP, the biggest rebel group in the country. Conscious of the need for a social link between its territories, the Colombian government wanted to integrate programs to support access to culture and knowledge and create dialogues among its citizens. The Colombian National Library (BNC) created a group known as Librarians for Peace. Looking for expertise to support rapid intervention in demobilization zones, the BNC asked Bibliothèques Sans Frontières for help. In the space of several weeks, we worked together to create 20 Ideas Boxes that brought library services to 20 isolated rural communities. This project, the most ambitious in our history, required a lot of investment and resources, but the results exceeded our wildest dreams. Children who participated in Ideas Box activities had a 20% higher capacity to imagine a better future, and adults who used the Ideas Box were 15% better at resolving conflict peacefully. What a big difference from their first tests in 2014!

Our vision of a reinvented library that adapts itself to the most important issues in our society has guided us through the last 11 years. It is the same ideal that we share with an ever-growing community of operational and financial partners,



# book collections

THE PROGRAM THAT GIVES BOOKS A SECOND LIFE



- 3 million books collected
- 1,200 sq. meter warehouse
- A catalogue with 75,000 items for our partners
- 304,483 books sent into the field
- A discount sale every month
- Nearly 60 volunteers involved

All year long, Bibliothèques Sans Frontières collects books from institutions, editors, and individuals in France. These books are sorted and referenced in our warehouse in Epône, outside of Paris. Those that we consider relevant are referenced in an online catalogue. Three times a year, we hold a call for proposals called "Books for Your Library," in which libraries and partner organizations can request books. Those that cannot directly serve a project in the field are resold in France on-site in monthly discount sales in Epône, generating revenue to help finance our projects.

# ideas box

THE MOBILE MULTIMEDIA LIBRARY THAT CAN BE DEPLOYED ANYWHERE



- An internet connection, 15 tablets, 4 laptop computers, and 40 e-readers
- A library with 250 paper books and thousands of e-books
- Numerous resources regarding law, health, and education (Wikipedia, Khan Academy, etc.)
- A cinema module with numerous films and HD cameras
- Board games, video games, puppets, and a theater workshop

Born in Haiti, after the 2010 earthquake, the Ideas Box was conceived by Bibliothèques Sans Frontières in collaboration with designer Phillippe Starck and the UN High Commission for Refugees. It is a simple and evolutionary solution to give people affected by crises the means to learn and live freely and with dignity. Once humanitarian needs in food, water, and shelter are met, the Ideas Box offers children and their communities the tools needed to combat boredom and find solutions to their daily challenges. The Ideas Box quickly proved to be an innovative approach that could serve a diverse array of communities, particularly helping people in developing countries who have limited access to the internet and libraries. Today, Ideas Box programs in Europe, the United States, Australia, and Africa strengthen education, employment, entrepreneurship, and social cohesion in poor regions and vulnerable communities. About 80 Ideas Boxes exist in the world, with nearly one million users.



SUSTAINABLE  
DEVELOPMENT



ADAPTED CONTENT



INCREASED PARTNER  
CAPABILITY



PUBLIC  
AWARENESS



RAPID AND  
SIMPLE  
INSTALLATION



MOBILE AND  
AUTONOMOUS  
DEVICE



FLEXIBLE, SECURE, AND  
CONNECTED SPACE



ADAPTED  
CONTENT



PERSONALIZED  
SUPPORT FROM BSF  
EXPERTS



Supplying free and relevant books to strengthen libraries



Creating a safe space for culture, information, and education in 20 minutes

# bsf campus

THE PLATFORM FOR STRENGTHENING THE SKILLS OF  
LIBRARY PROFESSIONALS

100 lessons organized in courses  
with more than 10 hours of content

Training and certification

Personalized accompaniment  
with the Young Leaders program

The education of librarians and cultural entrepreneurs is key to the success of libraries as actors in social development and transformation. To respond to this issue, Bibliothèques Sans Frontières created BSF Campus in 2015, a free platform for training French-speaking librarians that uses the latest innovations in teaching and technology. It gives access to more than ten hours of online courses (videos, media content, articles, exercises, etc.) and certifies student achievements. BSF Campus also includes a section for individualized training and support: the "Young Leaders" program, which trained 33 cultural entrepreneurs from French-speaking Africa in 2015-16.



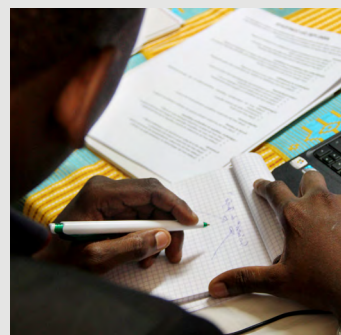
PLATFORM  
AVAILABLE  
OFFLINE



INNOVATIVE  
TECHNOLOGY AND  
TEACHING STYLE



EVOLVING  
CONTENT



Developing skills in leadership,  
advocacy, and innovation

# les voyageurs du numérique

THE DIGITAL INITIATION AND TRAINING PROGRAM

A catalogue of resources,  
documents, activities and guides

Create and share resources  
with the community

A network of facilitators all around France

A kit with laptops, 4G WiFi modem,  
electronic equipment, and starter guides



The "Voyageurs du Numérique" (our digital literacy initiative) uses digital activities to increase the ability of citizens to act, both today and in the future. Bibliothèques Sans Frontières trains and supports local partners (libraries, educational non-profits, social and cultural centers) in the implementation of these activities, which aim to transform individuals into active and enlightened users of technology who are conscious of the practices and issues concerning the internet today.

In 2018, thanks to the support of the FDJ Foundation (the company that runs France's national lottery), the program will spread to new regions, starting in Lille, Nancy, Marseilles, and Bordeaux, to help the digital community grow and to bring digital literacy to new populations, particularly in rural areas and priority neighborhoods in cities. A tour of France is also planned for summer 2018, with a specially-themed digital Ideas Box.



SPECIALIZED TRAINING FOR  
LOCAL ACTORS,  
FACILITATORS,  
ORGANIZATIONS



SUPPORT FOR DIGITAL  
EDUCATION PROGRAMS



READY-TO-USE  
TOOLS TO ORGANIZE  
WORKSHOPS

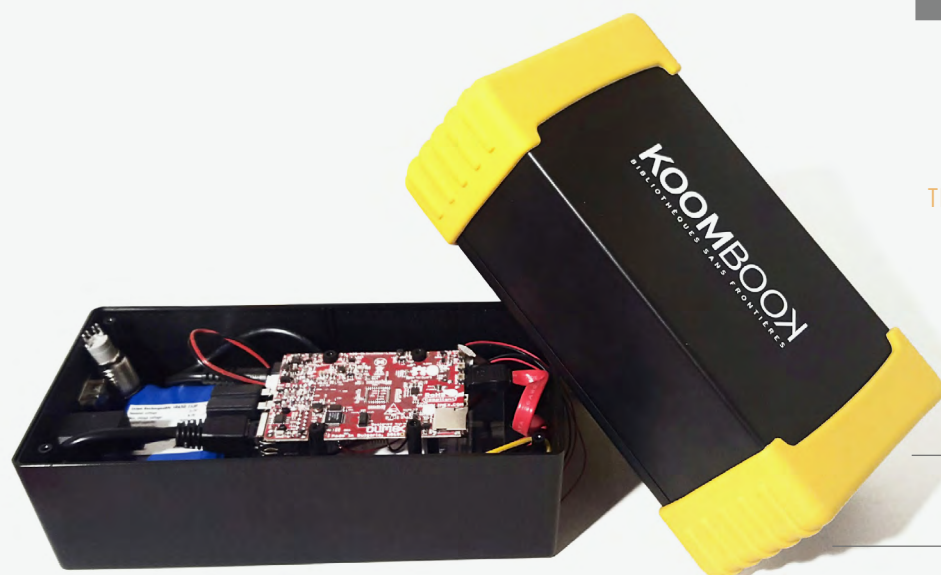


REGIONAL MEETINGS  
TO EXCHANGE AND  
DISCUSS BEST  
PRACTICES



Making all citizens  
participants in the digital age





# koom book

THE ULTRA-PORTABLE AND AUTONOMOUS  
DIGITAL LIBRARY

\_\_\_\_\_ The size of a book

\_\_\_\_\_ WiFi hotspot

\_\_\_\_\_ Access to Khan Academy, Wikipedia,  
TED Talks, Gutenberg Library

\_\_\_\_\_ Connects to a television or  
projector

With the KoomBook, Bibliothèques Sans Frontières created the next generation of digital libraries: ultra-portable, and autonomous devices that can function without a connection to the internet. Thanks to the Ideas Cube software, which is also present in the Ideas Box, the KoomBook creates a WiFi hotspot to which users can connect smartphones, tablets, or computers to access thousands of educational and cultural resources. Placed in the center of a library, a school, medical center, or even a home, the KoomBook transmits content in the form of texts, videos, online courses, or multimedia items, while allowing for ten simultaneous connections. When it is connected to the internet, the KoomBook automatically updates its software, shares all locally-created content to the cloud, and can download new content from an online catalogue.



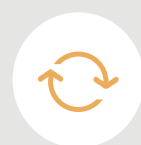
ACCESSIBLE IN ALL  
CIRCUMSTANCES



DIGITAL  
RESOURCES TO  
EDUCATE AND  
INFORM



GROUP  
ACTIVITIES



REGULAR UPDATES,  
CONTINUOUS  
ADAPTATION



Sharing knowledge and  
information in places where  
there is no internet

# khan academy

THE FUN AND FREE PLATFORM TO LEARN ANYTHING



\_\_\_\_\_ More than 4,000 videos and  
tens of thousands of exercises

\_\_\_\_\_ Content recognized for  
its educational quality

\_\_\_\_\_ A tool to continuously  
follow student progress

\_\_\_\_\_ Educational resources for students at levels  
ranging from elementary school to college

Khan Academy is a free platform that makes a quality education accessible for all. It makes content and educational tools available for students of all ages, allowing for personalized and interactive learning. Since 2013, Khan Academy has been adapted into French by Bibliothèques Sans Frontières. More than 4,000 video lessons in mathematics and science have been translated by our teams, as well as tutoring tools and tens of thousands of exercises and activities for students and teachers. More than four million users have connected to the French platform since it was launched, including 40,000 professors and educators and 25,000 parents.



PERSONALIZED  
ACCOMPANIMENT FOR  
EDUCATORS AND STUDENTS



SUPPORT FOR  
EDUCATIONAL AND  
DIGITAL TUTORING  
PROGRAMS



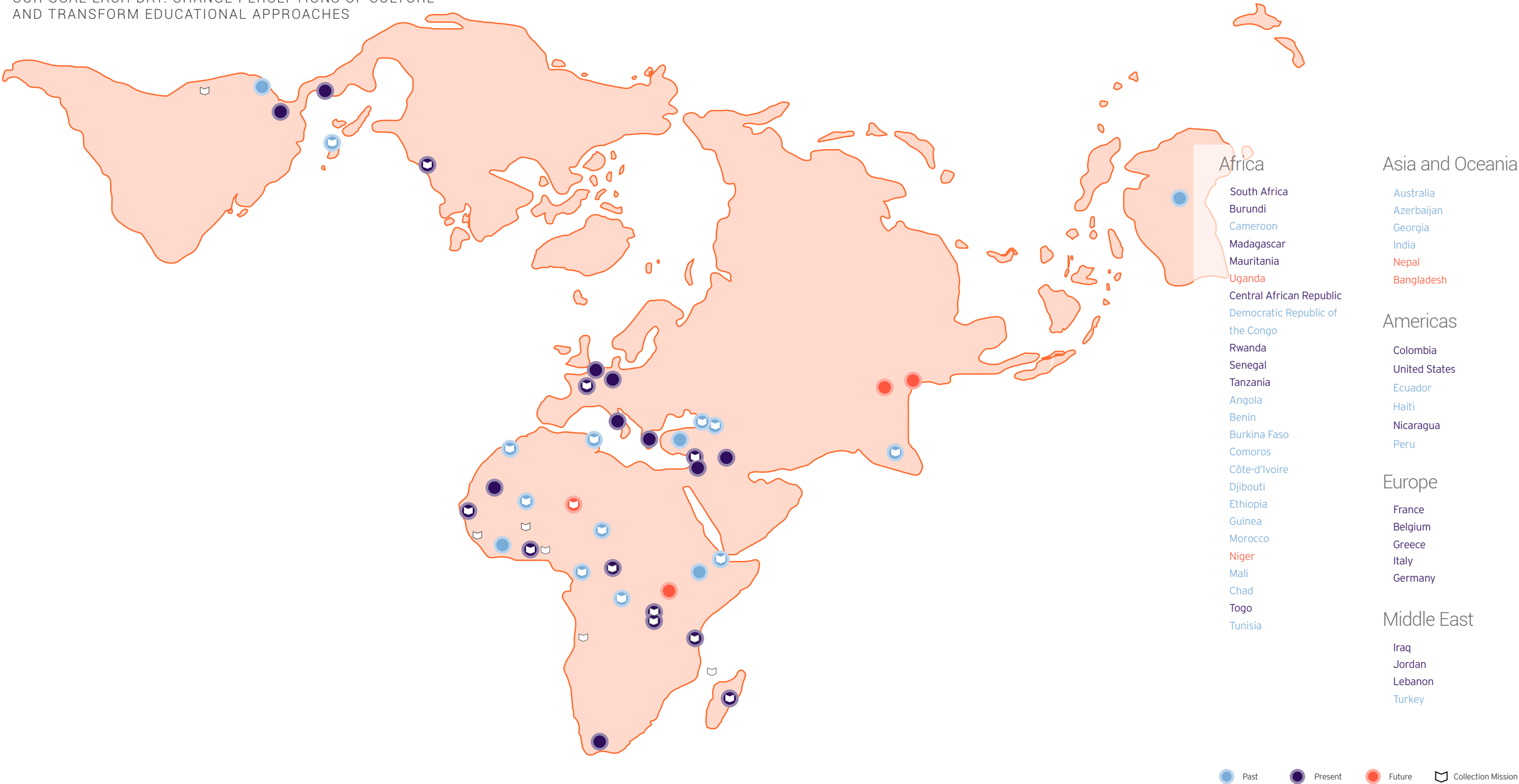
READ-TO-USE TOOLS  
TO ORGANIZE  
EDUCATIONAL  
WORKSHOPS



Encouraging collaborative  
learning and nurturing student  
confidence

# Developing New Perspectives\*

OUR GOAL EACH DAY: CHANGE PERCEPTIONS OF CULTURE  
AND TRANSFORM EDUCATIONAL APPROACHES



\*Polar Projection Map





WE  
ACT

Copyright: A SPERBER\_CNP Assurances

# Reinventing Libraries to Better Grasp the World

Whether virtual or physical, in a fixed location or mobile, libraries give every person the tools they need to better understand and learn about the world. Today, in addition to offering a collection of books, libraries give free access to new instruments of education, culture, information, and technology. They also play a fundamental role in achieving equal rights: libraries are places of discovery and liberation, and places for social and cultural exchanges. They are the foundation of an open society and world community, and bring with them the ability to imagine a better future.

Bibliothèques Sans Frontières works closely with regional partners (non-profits, libraries, local governments, etc.) to put in place educational and cultural programs. By creating innovative methods and tools, Bibliothèques Sans Frontières also participates in the reinvention of the library, as much in regards to its form and missions as in the way it is perceived and used by vulnerable populations around the world.

Put in place alongside libraries, organizations, and schools, our programs in France, the United States, and smaller countries like Senegal, show the formidable power of tools like the Ideas Box or the KoomBook to make libraries accessible, and project their power outside of their walls.



| France

With over 16,000 public reading places, France has an exceptionally dense grid of libraries and places to get books. But with an average enrollment rate of only 17%, the societal value of libraries is too often only potential instead of concrete. While libraries are the closest cultural resource, the prejudices that are sometimes attached to them, or a lack of knowledge about their activities, limit their impact.

11 million people in France do not have access to a library near where they live. 2.5 million are illiterate. This serves to increase the culture gap within the country, and deepen the rift between people. Entire sections of the population, which were already in precarious and vulnerable positions, are kept far away from culture and libraries. In addition to these disadvantaged groups, there are other populations that live in rural areas or underserved urban neighborhoods without nearly enough cultural offerings.

With the Ideas Box, Voyageurs du Numérique, Khan Academy and BSF Campus, Bibliothèques Sans Frontières brings about change in libraries and offers innovative educational resources that librarians, teachers, and social actors can adapt and use in their communities. These projects' strategy specifically concentrates on rural zones and "priority neighborhoods" in cities. The main concern of BSF is to provide tools and programs that allow professionals to connect with the most at-risk and vulnerable publics, and provide an innovative way to better respond to their needs.

PRIORITY NEIGHBORHOODS IN CITIES

- **An Ideas Box in working-class neighborhoods in Calais**

Acquired by the city of Calais (in Northern France) in 2015, this Ideas Box aims to facilitate access to socio-cultural and educational activities in working-class neighborhoods. The municipal library manages the project, and its team works alongside non-profits and institutions in the Beau-Marais and Fort Nieulay neighborhoods. 50 people were trained in how to use the Ideas Box, which has implemented programs relating to themes like health and digital literacy. Furthermore, the Ideas Box led to the creation of a Voyageurs du Numérique club that is determined to introduce young students to the digital world. With this goal in mind, the club started "coding tastings," where kids eat cake and candy while learning to code through fun games. It also participated in Game Jam, an international coding fest where kids create their own video games, which was organized by Bibliothèques Sans Frontières in June 2017.

- **Promoting access to information and education for children in Sarcelles**
- **Building on the momentum of organizations in Bordeaux**

In Sarcelles, located just north of Paris, facilitators and librarians took the Ideas Box on a grand tour, bringing it to neighborhood community centers and public places (in a school courtyard, in a stadium, and in other meeting spots). The objective is to promote social cohesion, intergenerational connections, and increase use of the Anna Langfus Inter-Community Library. Close to 15,000 children participated in artistic, cultural, and educational activities, and were introduced to computer coding.

- **Actions outside the walls in Marseille**

Since February 2017, two Ideas Boxes have criss-crossed the neighborhoods of Marseilles, in southeast France, offering children, adolescents, families, and seniors diverse activities geared towards citizenship and urban culture. These include painting, writing, and storytelling workshops that have had numerous participants. The first Ideas Box placed in Marseilles is facilitated by the Marseilles Municipal Libraries in a community outreach program; the second is run by the Cultural Organization of Mediterranean Reading and Writing Spaces (ACELEM). Each partner has a dedicated team to supervise and run the Ideas Boxes and organize community events that encourage sharing and friendliness.

- **An Ideas Box as part of a multimedia library network in Montpellier**

Last summer, the directors of multimedia libraries and books in the City of Montpellier, in southern France, welcomed an Ideas Box. Beginning in March 2018, this Ideas Box has visited twelve priority neighborhoods. Bibliothèques Sans Frontières formed a team, made up of representatives from the different libraries in the city, that will be responsible for the management and future deployments of the Ideas Box.

In keeping with the first Ideas Box projects that it supported in France, the retail company Cultura wanted to provide an Ideas Box for non-profits in Bordeaux. Interested organizations were called on to propose an innovative project encouraging cultural diffusion and discovery using the Ideas Box. Four organizations in Bordeaux were chosen: YouNUs Academy, CREAL Aquitaine, the Diaconate of Bordeaux, and Halle des Douves.

These four groups will work together to design a project centered around the Ideas Box to introduce the general public to cultural activities. Employees of Cultura stores will also participate in the coordination and management of deployments as part of the company's sponsorship.

Learning to read at an Ideas Box in Marseille – July 2017 ©ACELEM



WHAT THEY'RE SAYING

"The Ideas Box doesn't replace a library, it is a tool in service of one. It helps us be known and recognized. There are still too many Calaisiens who don't know about the library, and others who don't know its function. Thus, we use the Ideas Box to approach new citizens.

For that, we have to go out to where they are: in the boulevards, in shopping malls, community centers, and schools. The Ideas Box has to create habits. The idea is no longer to get people to come to the library, but to come back.

Why a multimedia library? What's its role? What does it offer? Why and how? The arrival of the Ideas Box let us ask ourselves these questions, which had previously only been implicit, and to take a look at our mission. These questions have helped us grow, especially nowadays as libraries are coming under more and more pressure and don't know what they will become."

Bénédicte Frocaut, library director

WHAT THEY'RE SAYING

"The Ideas Box creates a bridge, a cultural dynamic, and social link between people. In a building, there are walls and rules associated with the establishment. With the Ideas Box, we are in the street.

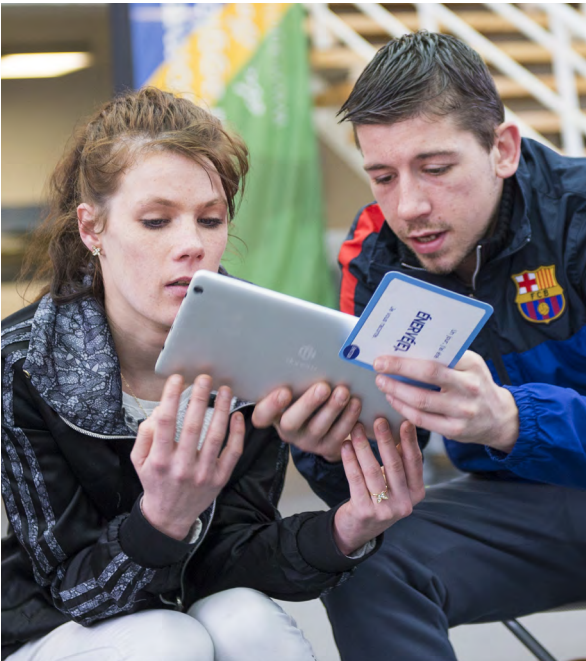
We can blend in with the scenery and the life of the neighborhood as it unfolds. Without walls, meetings with others are more spontaneous, honest, and, paradoxically, more intimate as well thanks to the trust created. Borders are broken. In an afternoon, we create a place that is temporary, but open, a small village where children come or are never far away. They play, laugh, have fun outside: it is the driving force of life in the neighborhood!"

Delphine, ACELEM Ideas Box Facilitator

- **The Health Literacy Ideas Box, an innovative device supporting a preventive health program in the urban community of Boulogne**

The CNP Assurances Foundation and Bibliothèques Sans Frontières joined forces to create a theme-based Ideas Box with the goal of reducing inequality relating to health. Made available to the urban community of Boulogne, a Parisian suburb, the "Health Literacy" Ideas Box aims to give voice to young people in priority neighborhoods. Thanks to our partners (libraries, shelters, local missions, second chance schools, etc.), these children have access to health-awareness and education programs to help them understand their emotions, make informed decision, and make the tradition to adulthood as easy as possible.

"Health Literacy" Ideas Box in the urban community of Boulogne – Dec. 2017  
© A SPERBER\_CNP Assurances



WHAT THEY'RE SAYING

"You can tell in the Boulogne community that there are a large number of health-related problems for young people, as well as a lack of knowledge in this area. This lack of understanding relates to the rules of basic hygiene, the risks associated with certain practices and consumptions, and the resources available to them. Their social and family situation is an important aggravating factor with these problems. Faced with this situation, it is imperative that parents and professionals communicate with children, and guide and support them.

The Ideas Box facilitates discussion and exchanges by bringing information and letting community actors begin a relationship with users. Professionals appreciate the multitude of tools (books, games, videos, applications) at their disposal that help them find the right method for the topic or people involved. The students appreciate the freedom of the Ideas Box, that lets them either explore by themselves or benefit from the group effect that facilitates discussions and enriches the experiences of all."

Emmanuel Lebon, health advisor for the urban community of Boulogne and the coordinator of the Ideas Box program there

RURAL ZONES

- **Strengthen cultural engagement programs in the rural territories of Ille-et-Vilaine**

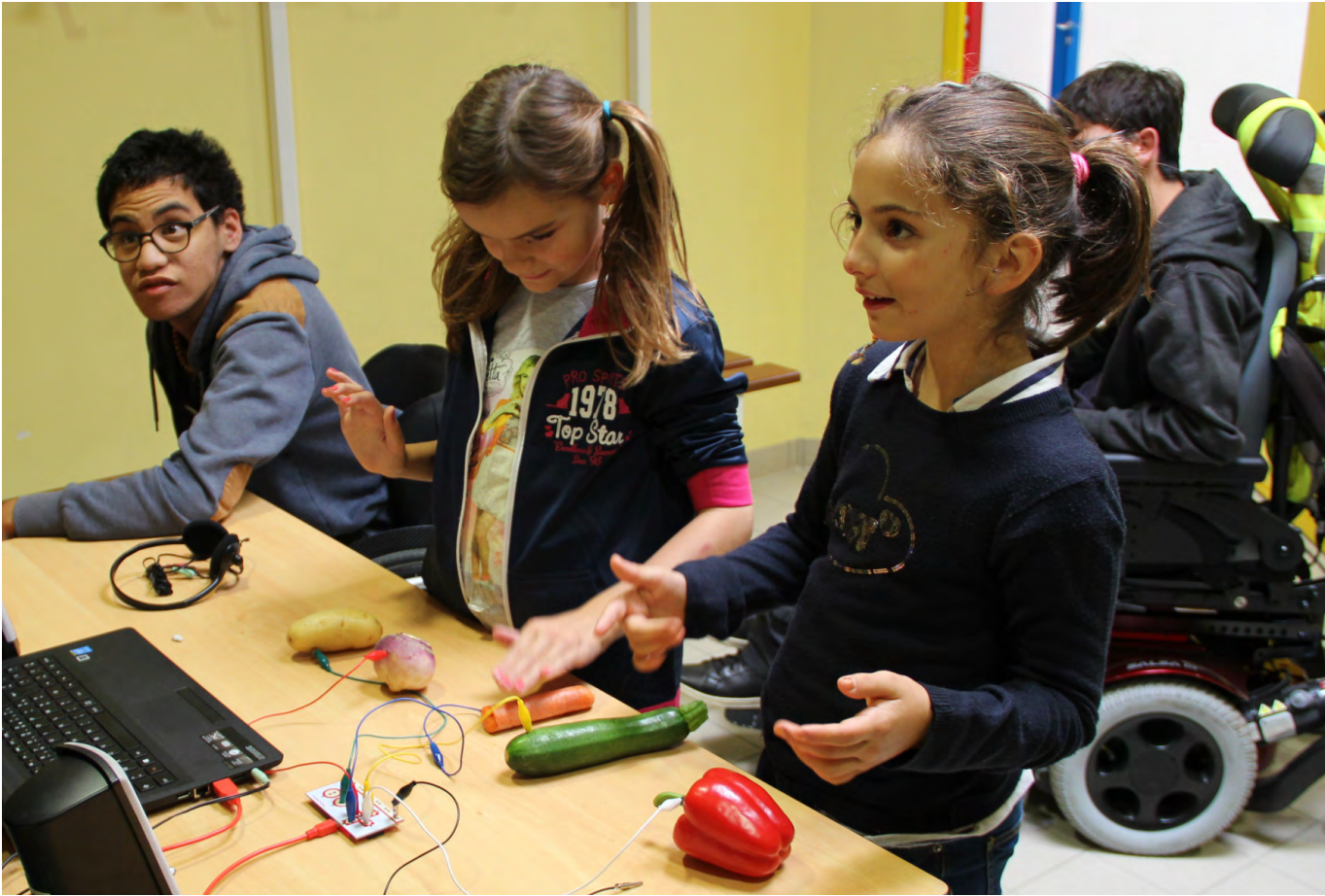
Ille-et-Vilaine, in the West, is the first French county (*département*) to have acquired an Ideas Box, which aims to strengthen cultural action projects conducted by the departmental library. Very well equipped with audio-visual, electronic, and digital resources, the Ideas Box is a powerful tool to encourage public reading and cultural projects in the landlocked region. The key to its success is found in our strong connection with department services and local partners, including municipal libraries, non-profits, and cultural centers.

SOCIAL REINSERTION AND REINTEGRATION OF THE MOST VULNERABLE POPULATIONS

- **Libraries in shelters for SAMU Social (an organization that cares for the homeless)**

Since 2016, Bibliothèques Sans Frontières and SAMU Social of Paris have created libraries in long-term and short-term homeless shelters around Paris. Every day, more than 34,000 people - almost 11,000 in families, half of whom are children - live in these places. To support their requests, more than 11,000 books were chosen and given to 38 shelters. The cultural activities that were constructed around these libraries are a major factor in being able to open up to the world and be included socially.

The Ille-et-Vilaine Ideas Box spent an afternoon at Sensicap, raising awareness for adapted sports and disabilities in general – Sept 2017





• **Integration of asylum seekers and refugees in Ivry-sur-Seine and Nanterre**

In the Pierre Semard and Jules Siegfried emergency shelters, in the Parisian suburbs of Ivry and Nanterre respectively, the Ideas Box facilitates the integration of residents, asylum seekers, and refugees, whether alone or with their families.

Thanks to the collaborative work between Bibliothèques Sans Frontières, the Aurore Association, and local libraries and organizations, the Ideas Box offers a collection of resources to facilitate their assimilation to society. A team of dedicated facilitators leads educational and creative workshops to help the immigrants better understand cultural norms in their new country, help them learn the language, and strengthen their understanding of concepts related to law, housing, or health. This space also creates a feeling of security, trust, and confidence, which is fundamental to successful integration.

• **Two Ideas Boxes for insertion and integration in Paris**

Paris has acquired two mobile Ideas Boxes for shelters around the city. Since the end of 2016, librarians in the capital have led activities in shelters in Paris' 10th and 13th districts. The Ideas Boxes were deployed for two months, and managed by professionals from local libraries and from two non-profits, Emmaüs Solidarité and the Centre d'Action Sociale de la Ville de Paris.

This project aims to strengthen interactions between vulnerable residents and librarians in order to raise awareness about the services offered by public libraries. Specifically, the goal is to use the Ideas Boxes as a bridge between local libraries and shelters.

“ **WHAT THEY'RE SAYING**

"While Afghan and Sudanese people rarely speak in their daily lives, the Ideas Box is one of the only places where they can meet, talk, and create connections. When they don't speak English, French becomes their only manner of communication."

Thomas Rosenthal, in charge of mediation and conciliation at BSF

"To integrate myself, I had to learn French. I had classes almost every day, and I progressed a lot. With the Ideas Box, I learned a lot, and it was less academic and more fun. In Darfur, libraries were mainly in universities. But they need to be everywhere, and for everyone. Ideally, I would like to one day do what Bibliothèques Sans Frontières has done, but in my country, in Sudan, when everything becomes calm again."

Nazar, Sudanese refugee

Ideas Box in the Nanterre Social Center – March 2018



• **KoomBooks in Red Cross shelters for asylum seekers in Salon-de-Provence and Sablé-sur-Sarthe**

In Salon-de-Provence (in the South) and Sablé-sur-Sarthe (in the West), a KoomBook has been used in two shelters for asylum seekers to help residents through the reinsertion process and increase their autonomy. This digital library offers different resources to help volunteers and professionals lead workshops for families. These workshops primarily focus on citizenship and cohabitation, access to rights and institutions, and, beginning in the last trimester of 2017, the French language. Using technology also helps residents increase their autonomy and decrease their isolation.

KoomBook Kit in a Champigny-sur-Marne shelter – Dec 2017  
©la Fondation Financière de l'Echiquier



**SECULARISM AND CITIZENSHIP**

After the terrorist attacks against the Charlie Hebdo newspaper and its journalists in Paris in January 2015, Bibliothèques Sans Frontières entered a new area: education in citizenship. These tragic events raised questions about the values of individual freedoms and freedom of conscience. Somewhat powerless when faced with these difficult questions, a large number of parents and teachers turned toward Bibliothèques Sans Frontières, asking for educational support.

Why is it forbidden to wear a full veil? How can we modernize the French calendar? Does the state finance religious schools? Since summer 2015, Bibliothèques Sans Frontières has worked with legal experts, teachers, and historians in order to tackle these difficult questions and others in a fun and accessible manner. With support from the Fonds du 11 Janvier (a foundation encouraging social cohesion in France), we decided to respond to these questions with a 10-episode web-series explaining the laws of secularism, accessible to everyone, students, teachers, parents, and citizens, at questions-reponses-laicite.fr (in French only). With these videos published, our partners now can share them through educational networks.

Since 2016, Bibliothèques Sans Frontières has also collaborated with the Departmental Library of the North to develop a course centered around citizenship, for library volunteers and professionals. Several design thinking workshops led by BSF and librarians, along with several months of hard work, culminated in May 2017 with "The Library and the Citizen", 10 videos that complement the BSF Campus platform.

“ **WHAT THEY'RE SAYING**

Every Thursday for three years, children and adolescents from the organization Tracer son Avenir (Chart Your Future), a branch of Autism Without Borders, have helped organize books for our monthly discount sale and reference them in the BSF online catalogue.

"The objective of our organization is to guide the children towards professional inclusion and to lead professionalism workshops. The Bibliothèques Sans Frontières team has truly adapted to us. This partnership is a beautiful thing that happened. Here, the children feel at home. From the beginning, they have been super welcome. And above all, they have made a lot of progress!"

Eric Moulin, educator, guide, and workshop leader

# | Belgium

Active in Belgium with the Voyageurs du Code (our coding program) in 2016, we decided to increase our local involvement by creating Bibliothèques Sans Frontières Belgium in 2017. This non-profit has the goal of supporting local actions and building contacts with international organizations based in Brussels.

In Belgium, inequality in educational materials is a big problem. Schools are struggling to reduce the achievement gap between students from lower-class socio-economic backgrounds and their more fortunate classmates. Teachers thus need concrete solutions, in the form of pedagogical tools adapted to different situations and educational level. Furthermore, new provisions in the Pact for Excellence in Education aim to strengthen the quality of education by promoting, among other things, digital technology as a tool for teachers and students.

Building on our experience, we took an active position in the world of education by offering the Khan Academy platform to French-speaking schools, homework centers, organizations and libraries. By making content available in math and science, adapting the program to the Belgian curriculum, and distributing it to schools, Bibliothèques Sans Frontières offers free and personalized support for a variety of users. In 2017, the Khan Academy videos were viewed more than 430,000 times in Belgium.

Educational resources, training for digital and multimedia educators, and education in digital literacy and code writing are all needs identified by schools, professional education centers, libraries, and businesses. To respond to these needs, Bibliothèques Sans Frontières Belgium aims to bring the more comprehensive Voyageurs du Numérique program to Belgium in 2018, and deepen relationships with organizations to increase the autonomy and capability of the most vulnerable populations.

# | Senegal

- **Integration and access to education for children in the streets of Ziguinchor**

In Ziguinchor, a town in one of the poorest regions in Senegal, we implemented an Ideas Box with the organization Future au Présent ("Future in the Present") to provide street children and child workers access to education and opportunities for social integration. In November 2017, once the contract with Bibliothèques Sans Frontières was completed, our partners took ownership of the Ideas Box, a goal we have for every program.

Officially beginning in April 2016, this project helped one hundred uneducated children, mainly girls. In 18 months, Future au Présent led 700 activities around the Ideas Box, which was installed in the House of Education. These included workshops in writing, theater, reading, rap, dance, math, conjugation, and dictation. Students learned on the tablets, and also played board games, which fostered a team spirit and a respect for rules. Participants also created short films with the cameras provided, and participated in painting and drawing activities.

Enjoying their childhood – Ziguinchor, Senegal – 2017– Future au Présent



# | Cameroon

- **A book-mobile in Yaoundé neighborhoods**

Since 2016, the STREET CLAC book-mobile has roamed the peripheral neighborhoods of Yaoundé, the capital of Cameroon, meeting the most underprivileged children and adolescents in different public places. The book-mobile offers thousands of books and digital resources via a KoomBook and tablets. CLAC, a local organization supporting reading and culture, has also provided job search support since 2015. This year, they expanded the program by creating an entrepreneurial course, guiding 15 young Cameroonians through the process of creating their own company, from the business plan, through the presentation of the product, to its production.

In total, the STREET CLAC project reached more than 20,000 people. Today, even though the partnership with Bibliothèques Sans Frontières has ended, the book-mobile continues to travel and welcomes hundreds of people each week.

The STREET CLAC Book-Mobile in Yaoundé – Oct 2016



## WHAT THEY'RE SAYING

"The collection of tools and content in the Ideas Box let us significantly strengthen the educational level of the children. Thanks to the Ideas Box and its programs, children worked on their exercises outside of school hours and greatly succeeded in school, with some of them even finishing top of their class. The Ideas Box also let us

go beyond the House of Education, to work with the most excluded and isolated children. Some of them live without electricity, without internet, have never been to school, never touched a tablet.

Some girls, known as "young vendors", begin work very early and sell mangoes, peanuts, and all sorts of fruit in the road. They are thus exposed to many dangers, including abuse or rape. Its a huge problem in Ziguinchor! When Anne-Marie Sambou, a former "young vendor", arrived at the House of Education, she didn't know how to read or write. The team at Future au Présent guided her in her discovery of reading and writing thanks to the books and digital tools of the Ideas Box. Even though it wasn't clear at first, now Anne-Marie is an independent girl, very smart, with very good grades in school. It has now been four years that Future au Présent has worked with her, and she is now in 8th grade in school."

Seyni Diedhiou, social program coordinator for Future au Présent



• **Between Chevreuse and Saint-Louis**

In 2017, the public interest group Yvelines Coopération Internationale et Développement (YCID) asked Bibliothèques Sans Frontières to use the KoomBook to facilitate cultural exchanges between the Télémaque Sow middle school in Saint-Louis, Senegal and the Pierre de Coubertin middle school in Chevreuse, France.

The exchanges up to that point had conducted by mail, which limited their quantity and hindered their spontaneity. Thanks to the KoomBook, and the help of teachers in both schools, Bibliothèques Sans Frontières developed a collection of documents centered around racism and discrimination, the themes the students were led to discuss. In addition to this specific content selection, the Senegalese school also received more general resources in French, mathematics, geography, and sustainable development to help it respond to other educational needs.

The second part of this project is to consider the local production of a KoomBook by the technical school in Aneho, Togo, which would be paired with the Versailles technical school. The feasibility of this will be evaluated in 2018.

• **A community library in Thilogne**

Since the second trimester of 2017, Bibliothèques Sans Frontières has collaborated with the organization Running for Africa to create a community library in the town of Thilogne, with financing from the Department of Yvelines. The end of 2017 was dedicated to planning this mission, which will be rolled out in March 2018.



Librarie - Thilogne - 2017

## | Central African Republic

• **Digital multimedia libraries within the Alliance Française**

Since summer 2017, in partnership with the Alliance Française (an organization promoting French language and culture) in Bangui, we have installed KoomBooks around the Central African Republic. These digital libraries now exist within the Alliance Française, the Central African Agency for Professional Training and Employment, the École Normale Supérieure (a prestigious university with branches throughout the French-speaking world), three colleges in Bangui, and regional education centers in Bangui and Mbaïki.

In July 2017, nearly 50 people from these different entities were taught about how to use a KoomBook, how to add new resources, and how to synchronize content. Between August and December, the groups began using the KoomBooks and digital tablets. The project will continue to grow in 2018, with a follow-up mission, which aims to deploy new KoomBooks in four regional educational centers and conduct a pre-assessment at the end of the year.

## | Madagascar, South Africa, and Mauritania

• **Alliance 3.0: KoomBooks in Alliances Françaises**

Since June 2017, Bibliothèques Sans Frontières has worked with the Alliance Française Foundation to create digital KoomBook libraries within the networks of Alliances Françaises in Mauritania, Madagascar, and South Africa. In total, 36 KoomBooks were installed in the three countries. In November and December, sessions were held in the three capitals to train personnel how to use a KoomBook and increase their digital skill-set, while encouraging the creation of educational resources to better understand the concept of cultural mediation.

With the goal of making the libraries in the Alliances Françaises more attractive and visited more often, the project provides staff with thousands of digital resources, including cultural activities and French courses. The Alliance 3.0 project, supported by the government of the Monaco, will continue until 2019.

KoomBook Project with the Alliance Française - 2017



### WHAT THEY'RE SAYING

"In Nouadhibou, the Alliance Française library doesn't have more than twenty visitors a week, on average. With the KoomBook, the library hopes to increase their skills in integrating digital tools into its practices, to make the library more attractive for young people, particularly those who aren't involved in the cultural life of

the community.

The KoomBooks have a wide variety of uses, making them valuable to organizations beyond libraries. One example is Kiffa, a theater troupe made up of people who speak French as a foreign language, which performs each month. Because of the arrival of the KoomBook, and its digital tablets, they would like to acquire techniques to gain a following and create an adapted teaching style for theater classes."

Prisca Berroche, BSF coordinator of programs in Central and Western Africa



# | United States

- **Wash & Learn: KoomBooks in laundromats**

Founded in September 2008, Libraries Without Borders, the American branch of Bibliothèques Sans Frontières, leads programs that make education and information accessible to poor or marginalized communities in the United States. Wash & Learn is one such program. The pilot was launched in summer 2017 in Detroit, one of the poorest cities in the country.

Three laundromats in the city were equipped with a KoomBook, allowing residents to access a large number of books and other educational content for all ages, selected in partnership with the Detroit Public Library. From May to September, local partners took turns running the KoomBook, and teachers regularly accompanied young people in small groups, often to help with homework.

The results of the pilot program were encouraging: 80 children worked with the teachers during the summer, more than 100 books were distributed, some of which were adapted for young adults who were illiterate. Today, the Parkman branch of the Detroit Public Library continues to offer regular workshops in the Coinless Laundromat. Another local partner, Brilliant Detroit, has committed to bringing the program to four new laundromats, building on the early success of the program.

## WHAT THEY'RE SAYING

"The neighborhood is struggling to make ends meet. The blocks in the surrounding area are filled with families who have struggled for years. In the apartment building next door, many people don't have internet or a computer. For some, it is difficult financially to come to the laundromat. However, this does not prevent children from coming in. Many have never even set foot in the public library. Before, they were bored, loitering around the neighborhood. Now, they read and use computers!"

Justin Johanon, manager of the Fit and Fold laundromat

"The enthusiasm of laundromat managers and that of their employees makes an impression! A mix of pride and excitement! They bring children to the computers, and make sure they know how to use them, even if nobody is around to help. Once, one of them even paid \$150 for snacks, and another printed flyers to spread the word."

Stacy Lorne, program coordinator

Using a KoomBook in a Detroit laundromat



# | Australia

- **Two Ideas Boxes in Aborigine communities in Australia**

Launched in January 2015 and completed in December 2017, in partnership with the State Library of Queensland and the State Library of Western Australia, this project provides access to education and information to isolated Aborigine communities, where cultural offerings are practically nonexistent.

In September 2017, a meeting of the project's financers was held in Perth, with the different stakeholders present. The meeting allowed them to prepare for the closure of the project, which was financed by the Puma Energy Foundation, and to decide on the futures of the two Ideas Boxes. Today, one is on an island in the Torres Strait, at the heart of a community of several hundred people, while the other is at the headquarters of the State Library of Western Australia, awaiting a new mission.

An Ideas Box in isolated Aborigine communities in Australia







# Increasing the Power of Populations in Humanitarian Crises and After Conflicts

When a catastrophe or a conflict occurs, aid naturally focuses on food, health, shelter, and clothes. Once a response to these vital needs has been met, however, it is essential that the people affected can reconnect to the world, resist boredom, find resources, increase resiliency, and prepare for the future.

Since its intervention in Haiti in 2010, Bibliothèques Sans Frontières has worked on the ground in humanitarian crises to fight for better consideration of the intellectual needs (information, education, culture) of endangered populations.

With the help of numerous partners, Bibliothèques Sans Frontières creates programs to support both formal and non formal education, psycho-social health, and community strengthening. By giving the most vulnerable populations the means to find the solutions they are confronted by, we provide a user-centered approach that increases the capability and autonomy of those affected.

Bibliothèques Sans Frontières is convinced that culture is a formidable tool for achieving peace and reconciliation, and the base for any society. Everywhere that we support migrants and refugees, whether in dedicated camps or in the areas they pass through, libraries ease tensions. In the same spirit, alongside the Colombia National Library, we created a grand plan for intervening to invigorate the historic peace agreement signed in that country.



| France

• An Ideas Box in the Grande-Synthe Refugee Camp

Started in June 2016, the project in the Grande-Synthe refugee camp continued in 2017. Bibliothèques Sans Frontières worked with the French Red Cross, Doctors of the World, and the Abbé Pierre Foundation to put in place the Butterfly House, a psychosocial center. After sessions dealing with cultural mediation and technical training led by Bibliothèques Sans Frontières, the partners opened the Butterfly House and its Ideas Box. The two organizations ran the center six days a week, with readings, creative workshops, French classes, or parlor games taking place each afternoon.

On April 10, 2017, however, a violent fight between the Afghans and Kurds in the camp started a fire that reduced 70% of the Butterfly House to ashes. One week later, the state closed and dismantled the camp. The work of Bibliothèques Sans Frontières and its partners thus had to come to an end.



WHAT THEY'RE SAYING

"The Butterfly House, it was like a family meal on Sundays, where the adults cared for children who were not theirs. A place where refugees could breathe, and leave behind their condition for a time. They went there to charge their phone, play cards, drink a hot tea in the winter, listen to music, or even just talk to volunteers or other refugees. I see it as a bubble.

The activities offered by the organization not only created a dialogue, but also structured and gave rhythm to the days. This is very important for keep track of benchmarks. Thanks to the Ideas Box, refugees could explain where they came from but also continue to learn and inform themselves. When children played with the tablets, they became kids again, just like any other."

Ludivine Fasseu, journalist

| Greece

• An Ideas Box in the Malakasa refugee camp

After a first partnership in 2016, Islamic Relief France and Bibliothèques Sans Frontières decided to renew their cooperation, in the Malakasa camp in Greece, with the goal assuring the continuation of informal education programs provided by the Ideas Box in the Child Friendly Space. Bibliothèques Sans Frontières led two training sessions to reinforce the capabilities of the Islamic Relief France. Content was also updated to adapt to our partner's NFE (non-formal education) program, and to the needs of users. The Malakasa Ideas Box was visited over 2,000 times and enabled a variety of cultural and educational activities to take place: informal education in math, language courses, and geography; sports and recreational activities; information sessions about children's rights, parenthood, and health; and the creation of a library with books borrowed by all residents of the camp.

This program is a continuation of those deployed in 2015 in Lesbos (Moria camp) and in Athens.

| Italy

• Legal literacy: videos to explain the steps to seek asylum

In a situation where information is increasingly dense and difficult to navigate, access to information and the ability to identify what is important are factors of inequality, particularly for the most vulnerable groups. The law is one of the most arduous topics to take charge of and learn oneself. The migrant populations who arrive in Europe, for example, are confronted with complex procedures and decisions. Oftentimes, they don't understand their rights and the steps they need to take, whether because the information is extremely technical or because the procedures are conducted in a foreign language. To help them, Bibliothèques Sans Frontières created simple and short videos that explain the steps needed to seek asylum, in the native languages of the migrants.

Ideas Box in the Butterfly House in the Grande-Synthe camp © Pascal Bachelet



The first country for this program is Italy, in Palermo, where Bibliothèques Sans Frontières is working with migrant populations. A series of four video modules describes the process to request asylum in Italy, from the original application to the individual interview to the appeals stage. These videos offer easy to understand information about judicial processes, as well as practical advice on how to approach each step of the process. They are currently available in English, Arabic, French, Farsi, and Bengali. We plan to adapt these videos to the situation in France, with the support of the French Office for the Protection of Refugees and Stateless People (OFPRA).



Workshop with migrant populations in Palermo



# African Great Lakes

In the Great Lakes region of Africa, social and political crises seemingly take turns in different countries, creating waves of displaced populations. Since May 2015, for example, after a large political crisis, Burundi has seen more than 400,000 of its citizens flee for Rwanda, Tanzania, and the Democratic Republic of the Congo. Marked by a fragile social structure, the whole of the region is too unstable to attract significant development aid, but the situation is not seen as a priority since the crisis is considered to be "less urgent" than in other regions. The lack of institutional funds is glaring: the areas of education, social cohesion, and protection have practically no finances whatsoever.

With 14 Ideas Boxes and 55 KoomBooks in the region, Bibliothèques sans Frontières has overseen the development of its projects from its regional office in Burundi since 2014. Our strategy: assure culture is at the heart of our operations and those of our partners, with the goal of fostering resilience and the empowerment of the populations.

## | Burundi

- **Ideas Boxes for street children in Ngozi**

With the support of public aid from Monaco, and in partnership with local non-profits Giriyuja and OIDEB, Bibliothèques Sans Frontières set up two Ideas Box in two shelters for children living in the streets: the Football for Hope Center in Bujumbura in September 2017 and the Drop-In Center in Ngozi in March 2018. The positive impact of the Ideas Box as a psychosocial tool already exceeds expectations, with concrete increases in access to literacy and professional education for the more than 800 homeless children and young adults who visit the centers daily.

- **KoomBooks in peace schools and youth centers in Bujumbura**

In Burundi, school teachers suffer from a lack of training and access to good educational tools, which is obviously detrimental to their ability to teach and their students' ability to learn. After a pilot project with UNICEF in June 2016, Bibliothèques Sans Frontières partnered with Handicap International and PLAY International to install six new KoomBooks in January 2017 in three peace schools and three youth centers in Bujumbura. More than three hundred students and teachers have already benefited from access to the personalized and adapted content.



Ideas Box area available for street children in Ngozi – Sept 2017

- **Supporting the re-integration of young women in an Ngozi detention center**

In June 2017, Bibliothèques Sans Frontières installed a KoomBook and tablets into the youth area of the Ngozi detention center, in an attempt to encourage educational activities and the social reinsertion of young girls. Under the guidance of the center and psychosocial assistants, fifteen personnel members from Terre des Hommes (Land of Men) were trained in how to use the KoomBook and technical aspects of cultural mediation. Funded by the Belgium Cooperation for Development and Humanitarian Aid, the project aims to help prison personnel work with the girls to improve their daily behavior and prepare for reintegration.

In the Ngozi prison, psychosocial activities were put in place thanks to the KoomBook. Support groups permit the young women to express themselves freely, and give each other advice while seated around a table. This exercise helps them be attentive, and learn from the personal stories of others. These activities around the KoomBook are also an opportunity for psychosocial assistants to identify the people who are struggling, some of whom have aggravated psychological problems, and be able to better care for them. The KoomBook's activities are centered around themes, including unwanted pregnancies and their consequences, reproduction, conflict management, and the concepts of sharing and forgiveness. They are illustrated by videos in Kirundi (the local language), which were recently added to the KoomBook.

Very involved on the ground, the volunteers from Terre des Hommes organize at least two hour-and-fifteen-minute sessions around the KoomBook each week. 45 minutes of these sessions are devoted to guided use, and the remaining 30 minutes allow for free usage of the KoomBook. The device has contributed to the pacification of the center: the psychosocial assistants have observed less conflicts between the young women, which have given way to enjoyment, instruction, and more friendly moments.

Cultural Mediation in the Ngozi detention center with the KoomBook – Sept2017



### WHAT THEY'RE SAYING

"Before using the KoomBook, we were struggling to find a program that could bring all the young women together, and have them all talk about the same subject. It was difficult for me, for example, to find a good way to teach them non-violent communication and the basic rules of community life. Now, the KoomBook has taken

the place of mediator; the girls discuss the subjects seen in the KoomBook, they laugh together, and they discuss their past. It's fun!"

Nadine Akimana, social assistant in the Ngozi center

"During the activities, I learn, I rediscover the social and individual concepts and skills necessary to live together, like empathy, impulse control, respect of my friends and others. Sometimes, I think pessimistically about my future, because all of my prospects are blocked. When I remember that I am imprisoned, I am stressed, unhappy, and I lose my temper easily. I throw insults left and right. But once in the room with the KoomBook, I always feel relaxed, more calm, almost happy, and I begin talking with my friends."

Claudine Nduwarugira, a girl in the center



| Rwanda

The strong economic growth of Rwanda has been accompanied in recent years by an improvement in living conditions: decrease in infant mortality rate, poverty rate, and inequality, and increased access to primary education. Nevertheless, there remain important issues. In 2018, Rwanda has welcomed more than 160,000 Burundian and Congolese refugees, in three welcome and transit centers and seven camps. Two of these camps are equipped with two Ideas Boxes and one KoomBook Kit each.

Due to strong administrative constraints imposed on non-governmental organizations, and prohibitive installation costs associated with a remote location, we work with local actors, including Handicap International, Plan International, and the German Society for International Cooperation. Thanks to the Ideas Box, more than 5,000 refugees have benefited from fun and educational activities that improve services for those with special needs (disabled, elderly, abandoned children) and access to psychosocial support for those with mental problems.



Educational Ideas Box in Rwanda – April 2017

| Uganda

Since January 2018, Uganda has welcomed more than 40,000 Congolese refugees and nearly a million more from South Sudan. An exploratory mission is currently underway to conduct a needs assessment, find potential partners, and put in place projects in refugee camps. With an eye on innovation and the longevity of our actions, we would like to test a model that shares services among the different camps of the countries. This approach would implement multisectoral projects in close cooperation with the management groups of refugee camps.

| Democratic Republic of the Congo

- **KoomBooks in the universities and institutes of Kinshasa and Bukavu**
- After a first partnership in 2015, the French Embassy once again asked Bibliothèques Sans Frontières to continue our work supporting digital education in Congolese Universities. This new project will also be extended to the Institut Français ("French Institutes"), which promote of French culture in the Democratic Republic of the Congo. Sixteen new KoomBooks were installed in the universities and institutes of Kinshasa and Bukavu, allowing students, Congolese professors, and general users of the Institut Français to benefit from access to diverse resources and to educate themselves.

| Tanzania

- **Ideas Boxes in refugee camps in Nduta and Nyagurusu**
- In Tanzania, camps in Nduta and Nyagurusu have welcomed more than 400,000 refugees from Burundi. More than 60% of the population is of school age (between 6 and 18 years old), but barely 50% have access to primary education and less than 3% access to secondary school. In December 2017, Bibliothèques Sans Frontières formed a partnership with Save the Children with the goal of using two Ideas Boxes, and resources adapted for children of all ages, to increase educational access and improve the quality of information.

French professors who will use the KoomBook – Tanzania





Middle East

| Iraq

• **An Ideas Box in the Bardarash refugee camp**

The Bardarash camp has welcomed more than 12,000 displaced people from regions occupied by the Islamic State. With a consortium of NGOs, including Première Urgence International, Triangle Humanitaire, and Fondation France Libertés, Bibliothèques Sans Frontières installed an Ideas Box in the camp's community center, which is accessible for the entire population. This allows for the organization of educational, cultural and psychosocial activities, which can improve the individual and collective well-being of the displaced populations.

| Lebanon

• **An Ideas Box in a Palestinian refugee camp**

At the end of 2017, Bibliothèques Sans Frontières and the International Committee of the Red Cross debuted a project in the cultural center of the Alwan refugee camp in South Lebanon. Facilitators were trained in cultural mediation techniques before the arrival of the Ideas Box, which is expected in the beginning of 2018. Through the establishment of educational and cultural programs, the Ideas Box will aim to increase the resilience of populations living in this extremely unstable and tense situation.

| Jordan

• **An Ideas Box in Amman**

Alongside the Danish Refugee Council (DRC), we installed an Ideas Box in the community center in Nuhza, a neighborhood in Amman. In this safe and welcoming space, accessible for both refugees and host populations, Bibliothèques Sans Frontières and DRC offer activities that encourage personal development, learning, and the psychosocial well-being of children. For example, in one activity, children created a book about their daily life. The Ideas Box and projects like these give these populations the opportunity to express themselves and share their stories, which is essential for growth.

The Ideas Box in Iraq with Oxfam – Oct 2017 – ©Abbie Trayler-Smith



| Colombia

• **Ideas Boxes to construct peace**

Beginning in the 1960s, Colombia faced an armed conflict between the government and rebels, most notably the Armed Revolutionary Forces of Colombia (FARC). In 2016, after four years of negotiations, a peace agreement was signed between President Juan Manuel Santos (who was awarded the Nobel Peace Prize), and the former combatants. This finally put an end to a half century of civil war that left 66,396 people dead, and 60,630 missing, and displaced 6.9 million more. To make the agreement effective and combat the inequalities that had fueled the conflict, the government seized on culture as the central element of national reconciliation.

In partnership with the Colombian National Library, and after several months of construction, content selection, and training of librarians, 20 Ideas Boxes were installed in demobilization and transition zones, where former rebels were laying down their arms and reintegrating into civilian life. In these isolated regions, once controlled by FARC and long neglected by the government, lived communities which for the most part did not have access to basic sanitation, medical services, or education. In most of these, the Ideas Box was among the first state institutions to open after the peace agreement was signed. A team from Bibliothèques Sans Frontières, based in Colombia, supported the project and the twenty librarians in charge of the daily operations of the Ideas Boxes.

The low literacy rates in the rural zones of Colombia

exacerbates social and cultural inequalities. Bibliothèques Sans Frontières is thus promoting the peace building process by giving these communities access to books, the internet, and digital and multimedia resources. The objective is to promote community meeting spaces, social cohesion, discussion, trust, and unity among Colombians. By supporting free and public libraries, Juan Manuel Santos is focusing on reducing tension in the country, and facilitating discussions about democracy and citizenship.



Arrival of an Ideas Box in a rural zone – Colombia



**WHAT THEY'RE SAYING**

"FARC, military police, communities; thanks to the library, people could meet again, and understand what the others might have experienced during the conflict. In Conejo, for example, an old dispute between two opposing families had divided the village. It was the renovation of an abandoned building and the construction of a library that finally allowed them to ease tension: the library was a bridge between these two communities.

In just twenty days, adults, children, seniors and officials built the library and did something exceptional. Upstream, they had already begun generating revenue – through soup kitchens at sporting events – to get the money necessary to buy materials. That is one of the necessary ingredients of the peace process: people need to talk, and understand each other."

Yohann, project officer for the peace-building Ideas Boxes in Colombia





# WE CAMPAIGN

## In Defense of Libraries

We believe that libraries cannot play their role in social transformation without an investment in human resources and in forming close connections with the network of actors that surround them. Beyond the typical vision of the library, they are places to access information, and house a variety of development and educational resources: fablabs, digital spaces, socio-cultural organizations, and learning centers. Not to mention the evolving mission of librarians, which now includes digital training and the integration of technology. Bibliothèques Sans Frontières supports this profession and its transformation by providing libraries with the tools necessary to increase their impact on vulnerable populations.

Bibliothèques Sans Frontières makes heard the voices of library-users, librarians, and even those that libraries have not yet reached. The organization obtains commitments from politicians through petitions, questioning of officials and candidates, media mobilization, and the integration of powerful partners.

This defense of libraries is at the heart of the Bibliothèques Sans Frontières mandate, and we are proud to have more than 100 employees around the world working on this mission.





## | The Urgency of Reading

In 2012, buoyed by its experience in Haiti, Bibliothèques Sans Frontières launched the international campaign "The Urgency of Reading," with support from more than 100 intellectuals and eight Nobel Prize winners. This advocacy campaign was passed on to international organizations and countries, urging them to prioritize aid and support for intellectual development.

We believe that libraries can be at the forefront of the circulation of information in a crisis. Reading, writing, and access to information must be among the priorities in emergency aid situations. To heal and reconstruct, one must also be able to read, write, and communicate.

On September 19, 2016, the United Nations adopted a set of resolutions in the New York Declaration for Refugees and Migrants. By adopting it, the 193 member states also reaffirmed the obligation to fully respect the fundamental human rights of refugees and migrants. This declaration also invites the High Commissioner of Refugees to propose a "Global Compact on Refugees". Notably, this program will also include a plan aimed at ensuring refugees have better access to education and employment services in their host communities.

We cannot help but rejoice.

For accessible libraries



## | Ouvrons + les Bibliothèques!

Insufficient and inadequate, the hours of operation for libraries in France prevent a number of us from accessing them during lunch, at night, or on Sundays. This can penalize those who should be the main beneficiaries of libraries: students, teachers, and job seekers. Convinced that libraries needed to evolve to better account for changes in their users' lifestyles, Bibliothèques Sans Frontières launched a nationwide petition, "Ouvrons + les Bibliothèques!" or "Open Libraries More!", in January 2014. This petition demanded that municipal and university libraries be open at night, on weekends, and during school breaks.

This petition got over 12,000 signatures and brought about important action from French leaders: 10 libraries in Paris were opened on Sundays; an amendment was passed stating that any municipality considering opening businesses on Sundays would also have to consider opening libraries; a promise of financial support was made to libraries that committed to being open more; and an "Open Libraries" plan for universities was created.

Though the improvements are undeniable on paper, their real impact has been limited. The financial means given to libraries - either constant or decreasing - rarely permit longer hours of operation in optimal conditions. This is why, in 2017, the French Librarian Association and Bibliothèques Sans Frontières reached out to French presidential candidates about the indispensable role of libraries in public politics by submitting four major questions relating to citizenship, territorial inequalities, access to technology, and opening hours.

The legislative elections in June 2017 also provided an opportunity to mobilize citizens and candidates around expanded accessibility and hours of operation for libraries, the construction of new establishments, and the preservation or augmentation of money allocated to libraries. More than 5,000 citizens called candidates in favor of public libraries. This resulted in more than 300 candidates signing our commitment charter "Libraries: a Key for France", 35 of whom were elected and are now defending and promoting libraries during their term in the National Assembly.

Signing the Petition



During the course of his campaign, Emmanuel Macron, the new president of France, committed to opening libraries on Sunday. Françoise Nyssen, who he named Minister of Culture, took charge of the subject, and sent writer Erik Orsenna to evaluate the state of libraries in France. While the government wants to make culture available to all, it is nevertheless essential to help the libraries financially, and create the conditions necessary for libraries to succeed. We will remain vigilant to ensure that words are transformed into actions.



# THE MEANS OF ACTION

## Together, We Will go Further

After more than ten years of existence, we are proud to now have more than 100 paid employees around the world, supported by 1,300 volunteers, serving our projects.

With all of our partners, we create projects every day which change the lives of millions of people with enthusiasm and kindness. The wealth of all those who join us allow us to go further, and do more with the ambition that guides us through each day. We sincerely thank them for their commitment.

Together, we are happy to play our role in the building of a better world.



# | The Means of Action

## COMMITTED TEAMS

From twenty employees in 2014, Bibliothèques Sans Frontières grew to over 100 this year. This significant increase is consistent with the increase in our social programs and in the organization's budget. By recruiting specialists and increasing our support and technical functions, we aim to professionalize our actions.

The challenges linked with this growth are numerous, relating to the integration of employees, career management, continuous training, aligning the governance with social thresholds, etc. However, the overhaul of the organizational structure initiated in 2016 has created a solid base for the future. Managerial and administrative changes are also under way, concerning the decentralization of decision making, the capitalization of Human Resources procedures, and even updating the training plan.

### WHAT THEY'RE SAYING

"My goals for BSF, in the short term, are not revolutionary. We already do a lot of things, and we are growing very quickly. Of course, I would like to continue to expand our areas of intervention, reach other people, and go to other countries. All while improving the quality of what we do. I think that there is room for improvement vis-à-vis our partners and beneficiaries, to be more forceful about the added value and services we want to offer. I am curious to know where BSF will be in a year, and how much we will have grown. We will have, I think, more certainty."

Thomas Lebreuil, Director of Operations

## INVESTED VOLUNTEERS

Our teams are supported in their work by more than 1,300 volunteers, who help with different projects and programs, or at events like the Library at the Pantheon. Some of them are instructors for Voyageurs du Numérique, and others help teams in the field setting up Ideas Boxes. More than 60 volunteers also regularly help the team in Epône, as part of the collecting and sorting of books. Finally, volunteers help with translations, and with content selection for projects.



Volunteer at the book collection center in Epône ©BSF

### WHAT THEY'RE SAYING

"I became a volunteer with the Ideas Box several months before the Grande-Synthe camp went up in smoke. By offering my help, I wanted to spend time with isolated men, the most overlooked group in the camp, in my opinion. I very much admire the work carried out by teams on the ground. The residents truly took pleasure in coming to this safe, colorful, space. And I could play backgammon! I was the only volunteer who knew how to play, which is popular in Iran. It became the thing to do. Much more than a game, this time with each person let me easily make connections, trade stories, build confidence, and even determine the psychological state of each person. And, above all, to laugh!"

Claire Davenel, volunteer in the Grande-Synthe refugee camp

### focus LIBRARY AT THE PANTHEON

In May 2017, Bibliothèques Sans Frontières joined the Pantheon and the National Monument Center for an original event: the Library at the Pantheon. A book collection was organized under the peristyle of the Pantheon, with the goal of creating libraries in SAMU Social shelters in Paris. The result: 8,000 books were collected in two days! Two round tables also connected artists and intellectuals, including Abd Al Malik and Fatou Diome, to discuss the culture as a fundamental human right. In the end, the residents from several homeless shelters in the Paris area read the texts of Victor Hugo.



Volunteers at the collection stand during the Library at the Pantheon – May 2017 © BSF



BIBLIOTHÈQUES SANS FRONTIÈRES INTERNATIONALLY

Since 2007, the organization has increased considerably its international network:

• Network of international organizations

Today, our American branch Libraries Without Borders is the most significant, with four employees, an active board of directors, and numerous volunteers who support the operations. The Swiss branch remains led by volunteers, although a business development plan is being designed. Our Belgian organization was officially created in 2017. It currently concentrates on developing Khan Academy in the country, rolling out the Voyageurs du Numérique program, and also representing Bibliothèques Sans Frontières in the European Union.

Also, the legal structuring of the network is overseen on a pro bono basis by Latham & Watkins (on a legal level) and AT Kearney (for the governance and operational structure). This is made possible thanks to the important support of Ashoka, where BSF general director Jérémy Lachal has been a fellow since 2015. The objective is to strengthen the network around a charter of shared values and ambition.

New branches could emerge in 2018, in particular in Italy and the United Kingdom.

• Regional offices (organizational representatives in countries of operation)

Bibliothèques Sans Frontières is integrated in countries of intervention, with several regional offices created in the last several years:

- Amman Office in Jordan for the Middle East region
- Bujumbura Office in Burundi for the Great Lakes of Africa and East African regions
- Athens and Palermo Offices in Greece and Italy for the Southern Europe region
- Bogotá Office in Colombia for the Latin American region

• Offices in France

As part of the Voyageurs du Numérique program, with the support of the FDJ Enterprise Foundation, BSF opened four supplementary offices in France at the end of 2017, in Lille, Nancy, Marseille, and Bordeaux. These offices let us consolidate our local presence and connect more partners with local actors.

ACTIONS AND PARTNERS

At Bibliothèques Sans Frontières, we base our operational strategy on partnerships and co-creation. We never do anything "in stead of", but instead choose to support others and help local actors. They have a better understanding of the local situation and their presence in the area is more sustainable and longer-lasting.

Our intervention plan is anchored in the transfer of skills, acting as a catalyst and facilitator for the local communities, non-profits, authorities, or state institutions. This approach thus requires us to help partners, train them, and build trust-based relationships. Sometimes, they fail. But when the programs succeed, the long-term impact is multiplied, and actors in the field are better able to continue, replicate, and expand the program.

It is with this same logic that Bibliothèques Sans Frontières works with financial partners, both public and private. For more than ten years, these partners have had confidence in our ambitious projects. We know that businesses, foundations, or public lenders have their own agendas,

their own constraints, and their own objectives. But we also know that the projects we have constructed are stronger and longer-lasting when they are at the intersection of our partner's expectations and our goals.

Partnerships and co-construction are part of the DNA of BSF.

The team in the Bujumbura Office in Burundi ©BSF





[illegible]

Deployment of Ideas Boxes in the Kavumu and Musasa refugee camps in Burundi – February 2014

**from private sources**



# | A Word from the Treasurer

After a year of strong growth in 2016, Bibliothèques Sans Frontières consolidated its actions in 2017 and devoted 7.8 million Euros to activities around the world, a similar level to 2016. There was a surplus of 5,570 Euros that we will be able to use on programs in the year ahead.

The strengthening of our organization was also evident in the growth of regional offices (Burundi, Jordan, Colombia), but also in the opening of offices and hiring of employees in Iraq and Italy. After having operated several projects in Belgium from France, the Belgian organization was created in the summer of 2017 with the hiring of a director, and the renewal of the Khan Academy project.

Additionally, 2017 marked the ten-year anniversary of BSF. The structure put in place in 2016 with desks covering different themes and regions of intervention was stabilized with the hiring of dedicated personnel. The board of directors also underwent a significant renewal, with the majority of directors now having joined in 2017. The number of personnel in the field increased from 68 employees in the beginning of the year to 88 employees divided among seven areas of intervention (not including Civic Service volunteers or interns).

While the majority of financing coming from private sources (82%) continues to make BSF unique in its sector, the number of projects with local and territorial French authorities is growing. It has become a strength which was reinforced at the end of the year by opening offices in Lille, Nancy, Marseille, and Bordeaux to set up our first national project: Voyageurs du Numérique.

2017 was marked by the first long-term collaboration with a country as part of a national program: our partnership with the Colombian National Library and the deployment of 20 mobile libraries for which technical assistance was managed entirely by a team of expatriates. This experience can now be transferred to other situations.

Finances derived from sales (public markets, and project invoicing as opposed to subsidies) has decreased 75%, mainly due to the one-off sale of 20 Ideas Boxes to Colombia that occurred at the end of 2016. Administrative costs are in line with the increased capacities of BSF, and increased 24%.

While the experience of Bibliothèques Sans Frontières was established in 2017, the capacity to create larger projects with institutional partners in the years ahead is now a challenge that must be addressed. Indeed, with an organization that is

growing up, it is necessary to increase visibility and stability for the implementation of new projects and generate more revenue, whether from public generosity or transversal project costs.

The diversification of our economic models is also an opportunity that we must offer our partners in order to set in place operations and generate revenue over longer periods.

**Philippe Laffon**

Bibliothèques Sans Frontières Treasurer

## ASSETS

|                                 | 2017             | 2016             | 2015             |
|---------------------------------|------------------|------------------|------------------|
| Description                     | Net              | Net              | Net              |
| <b>Fixed Assets</b>             | <b>218,301</b>   | <b>174,228</b>   | <b>187,688</b>   |
| Tangible Assets                 | 113,713          | 49,242           | 88,334           |
| Intangible Assets               | 20,888           | 43,129           | 24,102           |
| Other Financial Assets          | 83,700           | 81,857           | 75,252           |
| <b>Current Assets</b>           | <b>2,429,491</b> | <b>3,571,591</b> | <b>1,502,488</b> |
| Inventory and Works in Progress | 131,855          | -                | 21,161           |
| Downpayments Made on Orders     | -                | 10,015           | -                |
| User Accounts and Memberships   | 157,994          | 260,653          | 199,658          |
| Other Credits (1)               | 836,340          | 1,085,549        | 369,512          |
| Liquid Assets                   | 1,280,147        | 2,197,957        | 907,715          |
| Prepaid Expenses                | 23,002           | 17,264           | 4,290            |
| Investment Securities           | 153              | 153              | 153              |
| <b>TOTAL</b>                    | <b>2,647,792</b> | <b>3,745,819</b> | <b>1,690,176</b> |

1. Includes an estimated €703,955 worth of grants, according to a pro rata temporis calculation

## LIABILITIES

|                                      | 2017             | 2016             | 2015             |
|--------------------------------------|------------------|------------------|------------------|
| Description                          |                  |                  |                  |
| <b>Associative and Reserve Funds</b> | <b>154,657</b>   | <b>149,088</b>   | <b>182,374</b>   |
| Balance Carried Forward              | 46,423           | 45,095           | -                |
| Yearly Losses                        | 5,570            | 1,329            | 45,094           |
| Reserves                             | 102,664          | 102,664          | 102,664          |
| Other Associative Funds              |                  |                  |                  |
| <b>Dedicated Funds (1)</b>           | <b>1,991,248</b> | <b>2,899,558</b> | <b>1,097,879</b> |
| <b>Debts</b>                         | <b>501,886</b>   | <b>697,173</b>   | <b>409,923</b>   |
| Downpayments                         | -                | -                | -                |
| Operational Debts                    | 500,843          | 675,705          | 409,645          |
| Accounts Payable (2)                 | 176,954          | 376,388          | 134,183          |
| Taxes Payable (3)                    | 323,889          | 299,317          | 275,462          |
| Other Debts                          | 1,043            | 21,468           | 278              |
| <b>Total</b>                         | <b>2,647,791</b> | <b>3,745,819</b> | <b>1,690,176</b> |

1. Commitments yet to be put into action from earmarked resources: difference between funds received from donors and progress of corresponding programs

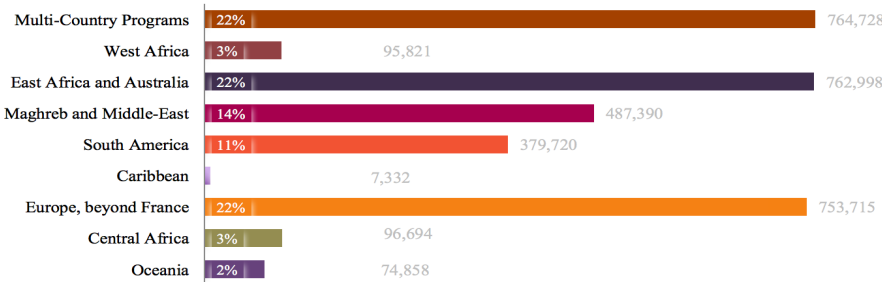
2. Debts attributable to invoices received at the end of 2016 and settled in 2017.

3. Social security (URSSAF, retirement, and insurance) from the 4th quarter of 2016, levied in the beginning of 2017, and taxes on vocational training and wages.

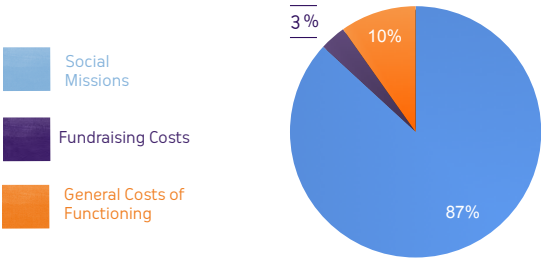
| 2017 EXPENDITURES                                  | 2017      | 2016      | % change | % of total 2017 expenditures |
|----------------------------------------------------|-----------|-----------|----------|------------------------------|
| SOCIAL PROGRAMS                                    | 5,075,360 | 4,394,939 | 115%     | 87%                          |
| Programs in France                                 | 1,429,347 | 714,180   | 200%     | 24%                          |
| International Programs                             | 3,423,257 | 3,401,746 | 101%     | 59%                          |
| Programs in Europe, outside of France              | 753,715   | 465,085   | 162%     | 13%                          |
| Central Africa                                     | 96,694    | 235,147   | 41%      | 2%                           |
| West Africa                                        | 95,821    | 251,357   | 38%      | 2%                           |
| East Africa and Australia                          | 762,998   | 314,349   | 243%     | 13%                          |
| Maghreb and the Middle-East                        | 487,390   | 878,147   | 56%      | 8%                           |
| Caribbean                                          | 7,332     | 45,294    | 16%      | 0%                           |
| South America                                      | 379,720   | 347,882   | 109%     | 6%                           |
| Multi-Country Programs                             | 764,728   | 804,282   | 95%      | 13%                          |
| Oceania                                            | 74,858    | 60,201    | 124%     | 1%                           |
| Book Collections                                   | 154,684   | 224,186   | 69%      | 3%                           |
| Spreading Information and Raising Public Awareness | 68,072    | 54,827    | 124%     | 1%                           |
| FUNDRAISING COSTS                                  | 196150    | 178,455   | 110%     | 3%                           |
| ADMINISTRATIVE COSTS                               | 572,621   | 460,372   | 124%     | 10%                          |
| General Operation Costs                            | 572,621   | 460,372   | 124%     | 10%                          |
| TOTAL EXPENDITURES                                 | 5,844,131 | 5,033,766 | 116%     | 100%                         |
| Dedicated Funds (1)                                | 1,991,249 | 2,899,558 | 69%      |                              |
| Net Spending                                       | 5,570     | 1,329     | 419%     |                              |
| TOTAL GENERAL                                      | 7,840,950 | 7,934,653 | 99%      |                              |
| Use of Voluntary Contributions                     | 709,609   | 678,493   | 105%     |                              |
| Volunteer Work                                     | 99,889    | 160,793   | 62%      |                              |
| Goods and Services Provided for Free               | 609,720   | 517,700   | 118%     |                              |

1. Resources allocated for certain projects which have not been spent yet: difference between funds received from donors and progress of corresponding programs

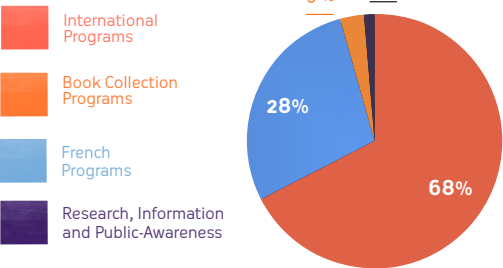
GEOGRAPHIC DISTRIBUTION OF INTERNATIONAL PROGRAMS



EXPENDITURE BREAKDOWN



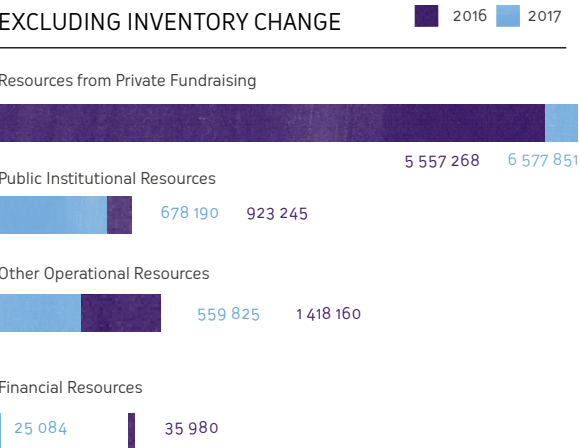
PROGRAM BREAKDOWN



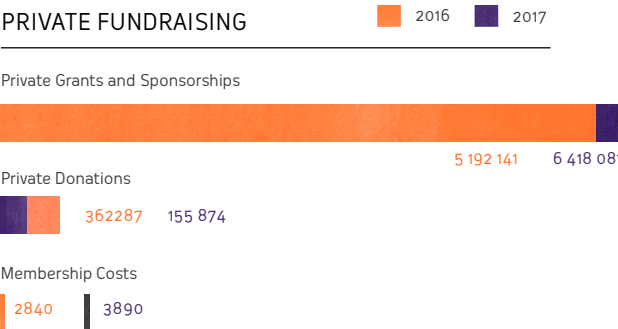
| 2017 RESOURCES                                  | 2017        | 2016        | Growth |
|-------------------------------------------------|-------------|-------------|--------|
| RESOURCES FROM PRIVATE FUNDRAISING              | 6,577,851 € | 5,557,268 € | 1 €    |
| Membership Costs                                | 3,890       | 2,840       | 137%   |
| Donations (1)                                   | 155,874     | 362,287     | 43%    |
| Private Grants and Sponsorships (1)             | 6,418,087   | 5,192,141   | 124%   |
| PUBLIC INSTITUTIONAL RESOURCES                  | 678,190 €   | 923,245 €   | 1 €    |
| Public Grants (1)                               | 659,082     | 791,040     | 83%    |
| Employment Aid                                  | 19,108      | 132,205     | 14%    |
| OTHER OPERATIONAL RESOURCES                     | 559,825 €   | 1,418,160 € | 0 €    |
| Delivery of Services                            | 315,219     | 259,317     | 122%   |
| Sale of Merchandise                             | 262,091     | 1,121,994   | 23%    |
| Miscellaneous Products (financial, exceptional) | 477         | 885         | 54%    |
| Write-Up and Write-Down                         | -17,963     | 35,964      | -50%   |
| Capitalized Production                          | 0           | 0           |        |
| FINANCIAL RESOURCES                             | 25,084      | 35,980      | 70%    |
| Financial Products                              | 20,999      | 20,007      | 105%   |
| Extraordinary Income                            | 4,086       | 15,972      | 26%    |
| TOTAL YEARLY INCOME                             | 7,840,950   | 7,934,653   | 99%    |
| OVERALL TOTAL                                   | 7,840,950 € | 7,934,653 € | 0.99 € |
| Voluntary Contributions                         | 709,609     | 678,493     | 105%   |
| Volunteer Work                                  | 99,889      | 160,793     | 62%    |
| Donations and Similar Benefits                  | 609,720     | 517,700     | 118%   |

1. Includes funds carried-forward from the previous year

BREAKDOWN OF RESOURCES EXCLUDING INVENTORY CHANGE



RESOURCES FROM PRIVATE FUNDRAISING





| A big thank you to all who support us!

#### OUR IDEAS BOX FOUNDING PARTNERS



#### OUR GLOBAL IDEAS BOX PARTNERS



#### OUR VOYAGEURS DU NUMÉRIQUE PARTNERS



#### OUR PRIMARY PRIVATE PARTNERS



#### OUR PRIMARY ORGANIZATIONAL PARTNERS



#### OUR PRIMARY CONTENT PARTNERS



OUR PRIMARY PUBLIC PARTNERS



OUR PRIMARY LOCAL GOVERNMENT PARTNERS



OUR PRIZES, NETWORKS, AND ACCELERATORS



Text: Quentin Chevalier  
Design: Manuella Bitor  
English Translation: Jackson Hicks  
Cover Photo: Iraq - Oxfam- Oct 2017 ©Abbie Trayler-Smith  
Printed on 100% Recycled paper  
© Bibliothèques Sans Frontières 2018



# BIBLIOTHÈQUES SANS FRONTIÈRES

8-10 rue de Valmy 93100 Montreuil  
01.84.16.19.03 | [info@bibliosansfrontieres.org](mailto:info@bibliosansfrontieres.org)

[WWW.BIBLIOSANSFRONTIERES.ORG](http://WWW.BIBLIOSANSFRONTIERES.ORG)



@BSF\_France



bibliothequessansfrontieres