

## **Abstract**

Public libraries are globally regarded as centers of social, cultural, and community life. Their role is to create a welcoming environment for all members of society and to offer a wide range of quality services and activities. Following the outbreak of the armed conflict in Ukraine at the beginning of 2022, public libraries actively and naturally engaged in the process of integrating Ukrainian refugees into their new environment. They organized a variety of activities and served as a platform for mutual sharing. Their efforts not only provided practical assistance and standard library and information services, but also contributed to fostering dialogue and mutual understanding among different cultures, which are essential for successful integration and social cohesion.

In order to effectively provide support to refugees during the integration process, it is crucial for public libraries, integration centers, and humanitarian organizations to cooperate. This cooperation creates a synergistic environment that allows for better coordination of services and allocation of available resources, leading to more effective integration and support for refugees in their new social and cultural environments.

This study presents examples and best practices of selected libraries, with an emphasis on the experiences of the Ústí Regional Library, which show how public libraries can actively contribute to the social integration of refugees. These findings can serve as inspiration for other libraries and organizations involved in the process of refugee integration and working with minorities from various cultural and social backgrounds.

**Key words:** public libraries – library services – refugees – immigrants – intercultural work – social integration – integration of refugees