

Italy, Rome / The intercultural service of Biblioteche di Roma



Summary of project intent

The intercultural service of Biblioteche di Roma aims at promoting social inclusion of New citizens and in supporting active citizenship and cross-cultural dialogue.

DIFFICULTIES MET

- ▶ Scarcity of financial resources (e.g. need to have volunteering rather than paid teachers for the language classes)
- ▶ Inconsistent support from the management (discontinuous recognition of the importance of the social impact of the service)
- ▶ Bureaucratic barriers

“Attending the Italian language class in the library offered me the chance to interact with many different people and to take part in cultural activities. I started to feel I was really integrating in the Italian society.”

(participant)

RESULTS

- ▶ 19 out of 38 libraries were involved in intercultural activities
- ▶ The percentage values of foreign new registered users as compared with the total new registered users, in libraries where good intercultural practices are in place, have significantly increased. (Franco Basaglia 31%, Rispoli 23,1%, Bibliocaffè letterario 18,9%, Biblioteca Europea 19,8%, Borghesiana 17,6%, Flaminia 10,3%) (Statistical data by Biblioteche di Roma 31/12/2012)
- ▶ Language courses: 20 Italian language classes in 9 libraries with 350 students attending the classes
- ▶ Increase of new registered foreign users in the 38 libraries of the Roman System, with a percentage, as compared with local new registered users of 8% in 2010, 2011 and 2012

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"I teach Italian language. I am an unpaid volunteer but I have the chance to do something I really like. I work in a friendly environment and I feel I'm part of a team. I found out that while teaching you learn a lot!"

(staff member)



LEARNINGS

- ▶ Importance of networking (with civil society associations, etc.) for improving the effectiveness of the projects
- ▶ Importance of training for museum professionals
- ▶ Involving final users in the different stages of the process provide new ideas and add value to the project.

FUTURE / TIPS

Creation of an Intercultural House that should host our book collections, language classes and activities and that should spread good practices to the entire network of the libraries with the purpose of making all of them really intercultural and open to all users equally.

