Intercultural Library Cittadini del Mondo: a bridge between cultures

REPORT 2017-2019



Authors

Paolo Guerra, Silvia Bruno, Giacomo Frassineti, Marianna Maggi, Valerio Tati

Contributions and Graphics

Benedetta Artico, Guendalina Curi, Sara Guttoriello, Diana Radeva

Pictures

Alessandro Falcioni e Giampietro Serani

Contributions to the Preface

Alessandro Triulzi

Aknowledgment

To the volunteers, to the president of the Association Cittadini del Mondo, Donatella D'Angelo, to Claudio Moroni who dedicated himself to the enlargement project with all his heart, soul and body, to the Open Society Foundation and Nando and Elsa Peretti Foundation that supported the realization of the works, to the Tavola Valdese which supported the Italian school, to the VII Municipio for the concession of spaces and collaboration, to the CSV and to all the members who believed in this project. THANK YOU.

The Cittadini del Mondo Association is a voluntary organization founded in 2002 with the aim of combating any phenomenon of discrimination and social exclusion, of tackling all forms of racism, of promoting knowledge and the encounter between people and cultural differences, to encourage the inclusion of foreign citizens in the Italian social structure.

Intercultural Library

intent is to create a place of interchange between Italians and foreigners, in which to practice paths of coexistence and integration based on common respect.

Social Desk

The Social Desk is active twice a week and In addition, the association carries out support, social and health listening, the employment and orientation center, registry entry, the renewal of the residence permit and the citizenship request.

Italian School

In 2010 our ambitious project begins to The Italian School was born in 2014 and has create an Intercultural Library in the heart of taken on increasingly larger dimensions over one of the Roman districts that is a symbol the years. The School is aimed at all of partisan resistance: the Quadraro. The foreigners willing to learn the language. There are active courses of different levels, which are attended each year by about 100 students with different cultural and ethnic background, particularly from: Bangladesh, Albania, Ethiopia, Philippines e.t.c.

Selam Palace

offers migrants and asylum seekers a free activities through the listening desk, a social and health assistance in the Selam Palace, orientation service such as: registration with the largest Roman housing occupation of the National Health Service, enrollment in holders of international protection. Located in the Romanina area, it currently 700/800 accomodates about people originating from the Horn of Africa (Ethiopia, Eritrea, Somalia and Sudan).

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CONTRIBUTION TO THE PREFACE BY PROF. ALESSANDRO TRIULZI

In an age of strong contrasts and growing anti-migrant discrimination not only in Italy, the strong cultural and social action of the Cittadini del Mondo Association in the VII Municipio of the Capital appears particularly meritorious. Those who know the work of the Cittadini del Mondo Association – an initiative, launched ten years ago - are well aware of the often difficult and tortuous steps that have been necessary to achieve today's results: a comfortable place where Italian and foreign citizens can gather for cultural initiatives. A library of 16,000 volumes in thirty languages of the world, an Italian school attended by a hundred foreigners (not only migrants), social branches open three days a week at the headquarter and at the Selam's occupied building. Above all, dozens of volunteers who have ensured stable shifts and presences, the doubling of the number of library users and books borrowed in the two-year period 2017-2018, in addition to that of members whose number has tripled. Looking back in time, from the initial support at the Jean Piaget Institute, to the home of the Damiano Chiesa School's porter, up to the hard phase of renovation work for the extension, and then the underground exstension of the Library premises, all this has been done with dedication and professionalism by a group now full of friends and supporters of the Association. Particularly appreciated is the strong intercultural dimension of the initiative, in a country, and in a town hall of strong coexistence of people coming from various parts of the globe, and from Italy itself. These can be recognized in the Library and in its initiatives of acceptance and inclusion for what they are, precisely citizens of the world, even before they are, or will one day be, Italian citizens. This is a source of comfort and encouragement for future activity. We are not truly citizens in a global sense, if we do not care about ties with our own language and culture of origin. This is true for everyone but it is especially so for those who are unpopular and often despised who fleed from their country of origin to reestablish roots and relationship within new context of life, work and learning.

The Cittadini del Mondo Association and its Library have allowed people to maintain these links with their respective worlds of origin, essential links for a harmonious and healthy growth in a linguistic, living and cultural context different from the initial one. But above all it has opened the vision, and the knowledge, of all of us and of those who have been able to attend and appreciate the Library and its initiatives in these two years.

Alessandro Triulzi

PREFRENCE



At dinner together the other night we promised ourselves not to talk about the Library but in short, at the end, what do you want to do with it? This is how it works when you're in love ... Because there aren't many other explanations besides love. Love for a project, which brings together many different heads and many different skills.

Love for books, which unites every thinking being.

Love for others, which drives us to great availability and all that we can.

Love for an idea, which we would like to be universally shared: that of exchange, of encounter and of recognizing ourselves as human beings.

We are all different, really different in everything: age, beliefs, creativities, experiences, hopes and perspectives.

Even if this diversity of ours is a richness, it also often leads us to more or less passionate comparisons because it is hard to listen and understand the point of view of another.

But what surprises us and makes us satisfied is the result that our diversity has been able to archive every time.

An absolute demonstration of the fact that the borders were created but they do not exist. Just get a good pick and the walls come down. We also broke through what divided the old spaces of the library from the new ones, a real but above all symbolic gesture, which opens to our ultimate goal: interculture, knowledge of the other, resilience, sharing and opening to the world.

We were having dinner together the other night as it often happened, because at the end we are a team that has transformed itself without effort spontaneously into a big family. As it happens in every beautiful family that respects itself although sometimes we quarrel, we make peace, we stand, we share, we discuss, we cry and we laugh, it works like that! But then we often find ourselves together, beyond the time of the shifts, drinking and eating together, joking and having fun because simply we love each other.

We love this place, it is a wonderful place which costs us so much effort, but we never get tired.

This is the spirit that you will find in the following page.

We are sure that you too, line by line, will fall in love ...

The volunteers

A BIT OF HISTORY

The idea of creating an Intercultural Library arose from a father's desire to tell a story to his son in his native language. The cultural heritage of each person, whether Italian or foreign, must be cultivated and never forgotten. Therefore reading books in one's own language and finding materials belonging to one's own culture of origin are



essential values. Therefore, our project to create an Intercultural Library in the heart of the Quadraro, one of the Roman districts that is a symbol of partisan resistance (resistenza partigiana), was born. The intent is making it become a place of interchange of mutual knowledge between Italians and

foreigners, in which to concretely practice paths of coexistence and integration based on common respect, without prejudicial closures of identity.

Our adventure began in April 2009 with a memorandum of understanding between

the Cittadini del Mondo Association and the "Jean Piaget" institute, which gave us a space within its library. After only a few months we realized that the coexistence between two libraries, because of different purposes, was too complicated. So, we moved to a branch of the Piaget and after the maintenance work, on the **15**



November 2010, we inaugurated the Intercultural Library Cittadini del Mondo. We were there until 2013, but for organizational problems, the space was decidedly small, both because we were ready for a greater commitment, we begin to quest for a new location. After several attempts that went idle, at the end our efforts were rewarded:

the former President of the Municipio X, Sandro Medici, proposed the house of the goalkeeper of the school "Damiano Chiesa". In March 2012 we then signed a new memorandum of understanding and in October the renovation work began **On May 25th 2013 we opened the venue** with a big party.





However, after a few months we realized that these places were insufficient to contain all the books donated and purchased to host a space dedicated to study, reading, to organize cultural activities and to welcome the Italian school and the social help desk. What did we do? We set to work and we forwarded a request to the Municipio X to use the abandoned premises in the basement of Damiano Chiesa. After various delays and instability, on June 1st 2016 we signed the protocol for the allocation of these spaces.



After substantial renovations with our finances, we inaugurated the new headquarters on December 2, 2017 with a big party and the participation of an exceptional godmother, the actress Margherita Buy.

The current headquarters is, therefore, more functional and suitable for the performance of the activities of a **Library that wants to look to the future**. The site is

currently made up of a large study hall, equipped with wi-fi connection, where it is possible to organize moments of aggregation such as events, cultural initiatives and courses of all kinds.



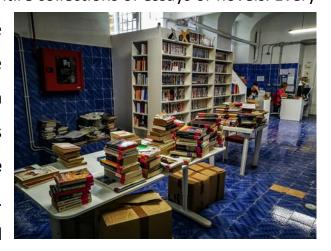
There is also a classroom for Italian courses, a room with stations for Library staff and the reception of users and a room with offices that host various professionals: the planning and accounting expert, the communication expert and the social workers.



HERITAGE AND SERVICES

When we opened, in 2009, the Library had 246 books. Today our heritage is made up of about 17,000 books (of which over 1,000 for children), in more than 25 different languages, from European to Asian and African, with the most disparate contents (art, history, literature, comics, etc..) and a multimedia sector with over 1,200 DVDs. The heritage has been consolidated over the years through purchases, but above all donations that continue to follow day after day. There are those who contact the Association to give us a few books, some entire collections of essays or novels. Every

day our volunteers alternate to select the suitable volumes to be part of the patrimony of the Library. In this regard, a new cataloging of the available volumes is underway, which will allow the **online consultation** of the texts by potential users. In the Intercultural Library books and



publications concerning the phenomenon of immigration can't certainly be lacking. There is, in fact, an entire sector consisting of the statistical dossiers edited by Caritas, Idos and the Scalabrinian Emigration Studies Center.

In the Library it is possible to read and freely consult books, DVDs and comics that are displayed on the shelves. Documents can be searched for by asking internal staff for information. Books, DVDs and comics are available free of charge. You can borrow up to 3 books (or comics) for 1 month, and 3 DVDs for a week. The study room has 16 workstations and is equipped with a Wi-Fi network.

To access the Library services, all you need is a membership card, which is free.

THE VOLUNTEERS



Volunteers are the **lifeblood of our activity** and the success of our initiatives. Some have only contributed a few weeks, others have worked with us for years. Everyone brings his wealth of experience and sensitivity to give new energy to this adventure. Some more **experts in the library sector** contribute to the organization and cataloging of the vast heritage we have accumulated over the years. Others give life to initiatives or courses in the cultural disciplines of which they are experts (art, astronomy, current affairs, rights, etc.).



Still others help us in communication campaigns and dissemination of our activities. Finally, others help us carry out daily operations to guarantee the delivery of quality services to our users. In short, each experience, each competence, each person can make an indispensable and irreplaceable contribution to the success of this ambitious project. Alongside the volunteers and in addition to the Manager, are also part of the Library staff: the project referent, the secretary's contact person and the person in charge of communication. On a monthly basis, the Library's volunteer group meets to discuss ordinary and non-ordinary matters and to make decisions about the evolution of the activities to be undertaken in the following period. Certainly, a thank you is too little but the respect and affection that working together created gives more than a tangible sign of recognition.

The role of CSV

As in the past, also in recent years (2017-2019) the role of the CSV (Service Center for Volunteering in Lazio) was fundamental in the development of the project "Biblioteca Interculturale Cittadini del Mondo". Thanks to the CSV, in the context of the voluntary service of the civil service, we received the assignment of **two people each year**. The constant and enthusiastic contribution of these volunteers has allowed us to improve the work of the library from many points of view. Indeed, the fixed presence in all shifts has served on one hand to guarantee more efficient and punctual services and on the other hand to constitute a point of reference for all the volunteers who take turns on the various days of the week.



COURSES AND EVENTS

The intercultural library should not be understood only as a place for study and reflection, but above all as a moment of integration, exchange and collective growth. Starting from this premise and continuing the path begun in previous years, an intense program of courses and recreational and cultural initiatives was launched. Everything is advertised with a **monthly calendar** on all the communication channels of the Library.

The **courses** are periodic appointments for the deepening of some themes and / or of disciplines of interest.

The **drawing course** held by the master Sergio Angilella on a weekly basis, is attended by students of all ages who try their artistic talent. The course focuses on the study and practice of drawing techniques from the object to the portrait. The approach to the drawing also explains the use and function of different types of paper and pencils.

The **Art history course** is held monthly by Dr. Elisabetta Destito. It accompanies more or less experienced participants in a fascinating thematic or chronological journey to discover classical, modern and contemporary art, starting from the analysis of a single work of art or a specific artistic current.

The **literary symposium** is a monthly appointment organized by Dr. Sara Guttoriello. It is a meeting between people who love literature and poetry. Everyone can choose the song or poem they want, related to the meeting, explaining the reasons for the choice and reading out loud for others. The students who does not like to read, can simply enjoy the beautiful verses! Everything is accompanied by tea and sweets.

The **mythology course**, now in its second edition, is also edited on a monthly basis by Dr. Sara Guttoriello. It is a journey on the main protagonists of the classical myths that reveals us how the teachings of ancient stories are always current and aimed at revealing vices and virtues, which yesterday as today, characterize the complexity of human nature.

The **astronomy course** takes place twice a month by prof. Lucia Corbo. It is an appointment dedicated to all the curious and astronomy enthusiast to discover the secret of the sky and the stars. The course takes place with the support of videos and multimedia materials.



The **events**, on the other hand, are one-off appointments that allow you to deepen current topics and create moments of socialization and sharing. Among the main ones, organized during 2017-2019, we mention: multi-ethnic dinners, film screenings (in 2019 a real cineforum on the theme of integration was organized), book

presentations, debates and conferences on hot topics and rights, even with the participation of industry experts. All the initiatives are aimed at promoting the values on which our association is founded: integration and the struggle towards discrimination, through the use of culture in all forms and expressions.

In the old location, despite the small spaces, on the day dedicated to the **preservation** of our planet, the Intercultural Library Cittadini del Mondo has created an awareness-raising event on environmental issues. The event was held with the screening of Leonardo Di Caprio's documentary on climate change, which was followed by a debate, with the participation of some experts. There have been frequent open-air initiatives to discover architectural or naturalistic beauties, sometimes taking advantage of the proximity of the splendid Caffarella park.

Following the inauguration of the new spaces, the CILD (Italian Coalition for Civil Liberties and Rights) chose the Library to host the annual award ceremony held on December 15, 2017. The CILD prize is awarded to individuals or organizations that are particularly committed in the field of civil rights and civil liberties, helping to spread the culture of human rights in our country. The winners of the 2017 edition were Wajahat Abbas Kazmi (Pakistani activist and director who has lived and worked in Italy for years), Franco Lorenzini (elementary teacher who founded an association, Cenci Casa - Laboratorio, to promote lus Soli and the lus Culturae), Fabio Anselmo (lawyer who followed the cases of Federico Aldrovandi, Stefano Cucchi, Riccardo Magherini, Davide Bifolco, Denis Bergamini), Alessandro Leogrande (journalist who died just a month before the award ceremony, author of fundamental books to understand some of the main themes of our time, from the drama of migrants to illegal hiring to the disappearances and massacres of South American dictatorships), the collective Giulio Siamo Noi (a group that holds high attention, now too often

loosened, on the Regeni case), Manlio Milani (founder of the Casa della Memoria in Brescia, to remember the massacre of Piazza Loggia), Damiano Tommasi (a footballer who has often been distinguished for his commitment on the integration front), Manila Flamini and Giorgio Minisini (athletes who with their exercise "A scream from Lampedusa" won the gold medal in the mixed technical duo at the Budapest World Championships).

In February and March 2018 we dedicated two meetings to the topic of illegal hiring and trafficking during the "Migrants work and exploitation. Where the mafias do business" initiative. The event was promoted by Libera Roma Presidium "Rita Atria" VII Municipio and attended by Roberto Iovino of Flai CGIL, journalist Antonello Mangano, Mariarita Peca of Doctors for Human Rights, Roberto Viviani and Valerio Bevacqua of Baobab Experience and Monica Usai of Libera - International Sector.

"Q44 II nido di vespe" is the title of the photographic exhibition that the Library hosted on the occasion of the anniversary mopping up of the Quadraro, one of the most active and organized centers of the Roman Resistance. Through photographs and interviews, the places and voices of the direct protagonists of that episode become precious testimonials so that this story won't be forgotten.

One of the most successful initiatives was "The resounding silence, the voice of those who can tell the truth" with the participation of Loris De Filippi, President of Medici sans Frontières Italy and of the lawyer Gennaro Santoro of CILD. The initiative was focused on the importance of information to break indifference and silence. The second event of the initiative "The resounding silence" was centred on the testimonies of the "Associazione Ambulatorio Internazionale Città Aperta" of Genova, that provided assistance to migrants rejected by France, and of "Words on the

border", a blog that narrates the conflicts that develop on this boundary, which institutions and media would like to make disappear in the eyes of public opinion.

On the occasion of the meeting "Mimmo Lucano, symbol of welcome and integration" we discussed what happened in Riace with the lawyer Salerni of the "Associazione Progetto Diritti Onlus".

In November 2018 the library hosted the presentation of the book "Imaginary Migratory" by Angelo Turco and Laye Camara, which explores the reasons and meanings of the migratory movement.

Another initiative that prompted the participation of many people was the one focused on the **story of Stefano Cucchi**. The initiative took place with a debate with the intervention of the President of the association "Antigone Lazio" and the director of the association "A buon Diritto", which followed the screening of the film "On my skin. The last seven days of Stefano Cucchi".

The **multi-ethnic dinner** was the closing event of 2018, in which the students of the Italian school had the opportunity to offer everyone a taste of the cuisine of their countries of origin.

In the first months of 2019 we realized, within the framework of "Q44 75° anniversary of the roundup of the Quadraro", two events: the short reading "OPERAZIONE BALENA—The roundup of the Quadraro" by Margine Operativo, and the presentation of the book "Linee resistenti" of Iliano Caprari, Asino d'oro edizioni, a diary on the roundup of 700 inhabitants of the Quadraro.

In May 2019 we hosted the presentation of the book "The Italian Islam. An investigation between religion, identity and islamophobia" by Fabrizio Ciocca, published by Meltemi Editore. The meeting was moderated by Beatrice Tauro, blogger of Arab Press. Religion, identity, Islamophobia: it is along these three issues that the process of "normalisation" passes through and that the Italian State and the Islamic communities will face together.

Thanks to the impact of projects and initiatives on the Quadraro district, the Library has established itself as a cultural center. Indeed, it was also involved by the artist Ugo Spagnuolo in the creation of "Memory Gaps" (Vuoti di Memoria), mural set up in the spaces of the station of Metro Porta Furba that immortates eighteen significant characters of the Quadraro in the daily life. A highly symbolic gesture, plugging bottles: preserves-documents to be filled through his own history. Among the protagonists, a student of our Italian school is depicted. The collaboration with the artist continued with the invitation to participate in "Remember to say no", at the museum Macro. In an environment equipped with technical instrumentation-ritual of preservation and bottling, the "Turabottiglie" operated by the public have collected the voices-memories of the "turators" (turatori): each one has been able to reiterate its resistance to something, formulating questions he wanted to oppose.



















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RELATIONS WITH THE SCHOOLS OF THE DISTRICT

One of the hallmarks of our activities has always been the one of not staying confined within the library walls. Our goal is to reach the largest number of people, to increase social cohesion and the integration of the inhabitants of the neighbourhood. In order to do this we are convinced that it is necessary, first of all, to start from young people and in particular from adolescents, offering them educational models and alternative incentives to those propinated by consumerism and virtual realities.

Precisely for this reason, in the two years 2017 – 2018, we hold periodic meetings in the schools of the neighbourhood aimed at sensitizing adolescents in contrast to discrimination and racism.

Starting from 2017, the **project "Alternation School-work"** (Alternanza Scuola – Lavoro), has been implemented with the involvement of the pupils of the classes of higher education institutions Machiavelli, Piaget, Kant, Russell, Augusto and Gullace. The students, accompanied by the expert guide of the head of the library, have participated in the activities of the Association for over 2 months: cataloging volumes, organization of initiatives, insights and research on topical issues and meetings with writers and journalists.

THE ITALIAN SCHOOL FOR FOREIGNERS

The Italian school conveys concretely the fundamental values of the association:



Integration and Interculture. It is the place where refugees, asylum seekers and migrants are recognized as students, and where they learn how to use the language as an essential tool not only for a communicative purpose, but also for self-promotion, personal fulfillment and social

inclusion.

It is a dynamic organism because teaching is oriented and shaped according to the common and individual needs of the class group. Even though some students require

the teaching of grammatical structures, it is sometimes preferred to highlight and provide examples of structures linguistic, lexicon and socio-pragmatic notions adapted to the communicative context in which the learners are most likely to have the need to express themselves.



Active from September 2014, thanks to the expansion of the library completed in 2017, the school has established itself as an important reference point on the territory and has initiated 2 further courses than the initial 5, to meet the different needs of students and cover all the available shifts. In addition, from the current year, individual and personalized courses are available: both as recovery for those who have undergone courses already started, and for those who need to exercise oral production or want to increase exposure.

Every single course is structured on four weekly hours distributed in two times and counts an effective average of about ten students per lesson, each guided by two native teachers, volunteers.

Despite the total autonomy in the management of lessons and teaching material, it was managed to guarantee a considerable continuity and communication between the various courses and levels. Thanks to the registers of the courses where each teacher is required to mark the attendance and pin all the topics covered, thanks to social groups, so the communication is more fluid and immediate, through periodic meetings to highlight problematic issues and to discuss proposals and solutions or to promote initiatives.

The initiatives promoted are aimed at various purposes: to sensitise the students on themes of psycho-physical health (rape, healthy diet...) or to develop a deepen knowledge on some legal norms (rights and duties of the citizen...). Some have been addressed mainly to women. Indeed, in addition to the lesson on the differences between the school system in Italy and that of the countries of provenance, and the one on proper nutrition, another lesson was dedicated to women's orientation and their rights. All this has been possible thanks to the close collaboration with the civil service and the social office that is located in the places of the association. Trips were organized to offer a greater awareness of the territory and the city. For instance, a lesson was held in the Appia Antica's Park, and a visit to the Quirinale was arranged, which proved an important opportunity to introduce students to the system of Italian government. The self-financing dinners that actively involved the students were also attended by many other participants, who were asked to prepare typical dishes from their countries of origin. These events contributed further to the cultural exchange which already takes place during the lessons.

Registrations for the Italian classes increased consistently from year to year.

We detected that the best methods through which the Italian school affirmed itself



were through direct conversations with students already attending the course and through the Internet. However, the inclusion in the network of **MIGRANTSCHOOL** (SCUOLEMIGRANTI), which proposes volunteers and trainees on a territorial basis and updates the school on

initiatives and changes on the legislations, was a considerable resource. We have also established contacts with CPIA in the area to inform us about the test of knowledge of the Italian language, a test that some students must perform in order to obtain the residence permit, in order to orient some areas of the teaching accordingly to the Ministerial directives.

The most obvious problem for a regular and linear teaching is the fact that the

overwhelming majority of students who adhere to a course cannot guarantee a continuous presence, often for family or business reasons. On an average of 30 initial registrations per course, only about one third of them can complete and attend in a stable manner the course and to



achieve the goals set for each level. This means that lessons must necessarily be shaped according to the balance between what has already been dealt with in class and what the newcomers and the subenters need to know in order to adapt to the rest of the class. All this translates into the most part of the cases in a concrete disadvantage for the teacher, who needs to reset the lesson with short notice, but in

an advantage to fix the acquired topics for those students who need a repetition. Levels and objectives are in line with the guidelines of the QCER (Quadro Comune Europeo di Riferimento per la conoscienza della lingua/Common framework for the knowledge of languages). Of all teachers, all involved on a voluntary basis, about the 20% are already working at State or private schools. The others have obtained the first or second level DITALS certification (a useful and essential qualification for teaching italian to foreigners) or have attended a training course in the field of teaching Italian as a second language.

Seven courses are currently in progress. Four have started from a pre-A1 level, but because the students achieved an adequate level of literacy and all the previously objectives were established, these have already been converted to levels A1-A2,

except for the one started at the beginning of March 2019. We have two courses of level A2-B1 and B2. Given the dynamic nature of teaching in this context, it is considered more productive, instead of following common language texts or manuals, to determine objectives and their



arguments according to the class development. Those students who have shown greater criticalities in learning, but also to themes or expressions that have created problems for most of the class, have been supported. Photocopies of didactic units taken from different manuals and cards, authentic materials (songs, advertisements, notices and magazines) diagrams, images, video, Internet and whiteboard were the teaching tools used. Diversification has offered not only a good motivational cue, but has created also a good way to convey some traits of the Italian culture and to compare them with those of the countries of origin of the students.

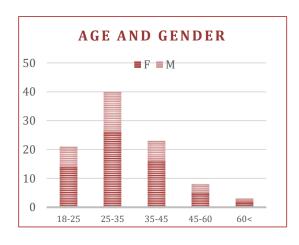
Some Informations about the Italian school

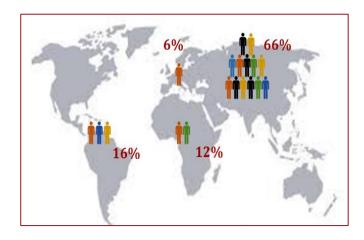
Nearly two-thirds of the students are of Asian descent, about one-half of the total are from Bangladesh why others are distributed fairly between other Nations with the exception of Europe which has only 8 students from Russia, Romania, Slovenia and Germany. There has never been any registration of students from Oceania or North America. In comparison to the relationship between gender and age of students, males and females respect in a fairly homogeneous manner the general distribution of 2/3 F and 1/3 M.

There is a peak in the age range, which is mostly from 25 to 35 years, which mean that students are migrants who want to learn the language for working purpose or to integrate into the Italian social fabric.

The few students who exceed the age of 45 years are migrants for reasons of family reunification.

Below there is a graphical representation of the age, gender and origin of the students of the Italian school.





THE SOCIAL DESK

The social desk of the Association Cittadini del Mondo has been officially active since 2010 and offers a free service of **listening**, **counseling** and **orientation** to social services, health and public records of the public and private social sector. However, since 2002 the year which the Association was founded, volunteers and operators have already begun to offer this kind of free services, in a less structured way. The desk also provides advice and legal guidance mainly for issues related to the regularity of the stay for non-Italian citizens.



The desk is open twice a week and it is aimed at mixed users, Italians and foreigners, with a particular attention to fragile migrants, women who are victims of violence, minors or underage entitled to rights of international protection. The service also uses the presence of Somali and Arabic language mediators and operators that can speak fluent English, French, Spanish and Romanian. The social desk is a protected, safe and welcoming place that every user can contact without discrimination or risk of reporting or denunciation.

From 2006, the activities of the social desk were also brought inside the Salam Palace, a building occupied in the Romanina area, which hold about 800 inhabitants who are

in possesion of international protection and are coming from the Horn of Africa. In this context the activities of the social desk are flanked by the service of medical examinations and distribution of medicines and sanitary articles offered by the Association. However, fundamental is the possibility to promote the exit of users from the Selam Palace, by sending them to the headquarter of the Association for the performance of more complex services and for the attendance of the Italian school, indispensable tool for social inclusion.

However, the learning of the Italian language is just one of the necessities that a foreigner in Italy have to face. Between the main there are: the search for a house or an accomodation for living, professional training for a fruitful integration into the world of work, the gain of information in relation to the services and resources available.

Moreover, the desk carries out a **Social Advocacy** service promoting and protecting the rights of users and supporting their self-determination. The Advocacy activity also help out in exsposing unlawful or discriminatory practices carried out by institutions or private individuals, through the report to the legal authorities of the private social reality.



Thanks also to the activity of the social desk, the Association Cittadini del Mondo places on the attention of the responsible institutions and of the public opinion situations of deprivation, of serious conditions of discomfort not sufficiently protected, of iniquity and discrimination. In order to help promoting inclusive and anti-discriminatory social policies, as well as a culture of solidarity and subsidiarity by encouraging initiatives aimed at building a welcoming social fabric in respect for everyone's rights.

The areas of intervention of the social desk are divided into activities of front office and back office. Reception listening and analysis of the problems, sending and reporting of the cases to the competent territorial services; feedback on the submissions through contacts with the operators of the services involved and recall of the persons sent; data collection and processing; provision of information material; accompaniment to the services in cases of extreme fragility that allows the association to carry out also a work of monitoring, verification and evaluation of the services to which the migrant citizens are addressed and to outline a picture of their efficiency compared to needs.

Through the operators of the social desk, the Association Cittadini del Mondo also collaborates with other associations and institutions to create networks that support users in their own path of empowerment. Another important aspect is the relationship established with the VII Municipio through targeted meetings, participation in thematic tables and collaborations on individual cases.

THE NEXT STEPS....

At the begining of the year 2019, the project to recover the space at the entrance to the library was initiated. This is an area of about 200 square meters, which was initially in a total state of abandonment.

In the first months of 2019 we cleaned up the spaces from weeds and debris of all kinds, giving it a dignified look, safeguarding the trees and plants already present. At the same time, we designed the new setting for the **creation of the library garden**, which is finally accessible to users. The new layout includes the creation of pavement for a comfortable entrance, the setting up of an area with seating and tables and the decoration with coloured plants and flowers. The garden will be a place where you can simply skim the pages of a book, converse or spend a few hours in the open air, but it will also be a useful space for organizing recreational or cultural events.

The garden as it is now...





... and how it will be later!



WEB CONTACTS AND SOCIAL MEDIA ADDRESS

The Association's website, after a recent restyling, is now accessible through the following address https://www.associazionecittadinidelmondo.it/. The site is a window constantly updated on the nature, objectives and activities of the Association, declined in its four sections which are: the Library, the School of Italian, the Social Desk and the Selam Palace. It is a tool for those who want to have an idea about how the activities are carried out and for those looking for precise information about the Association's events and services. In addition to the site, the Association is also accessible and active on social medias, in particular on:

- Facebook (https://www.facebook.com/associazionecittadinidelmondo)
- **Twitte**r (https://twitter.com/CittadiniMondo)
- Instagram (https://www.instagram.com/cittadini_delmondo/?hl=it). The Library also has a Facebook page, which has more than 2,000 likes (https://it-it.facebook.com/bibliotecacittadinidelmondo/).

The **catalogue** can be consulted on-line through the following address: http://rbslazio.biblioteche.it/opac/search/lst?home-lib=50

CONCLUSION

The data recorded in this report covers the activities of the Association from 2017 to early May 2019. So far, we are very satisfied with the archivement. The members are more than two thousand, the initiatives and the courses are very popular, to the exstent that in some cases the chairs are not even enough to accommodate people during an event or other activities, the activities of the library are, in fact, always in evolution. All this involves a lot of effort but it also gives great satisfaction to all of us.

We are satisfied not only for the good functioning of this wonderful place we care much about, but because this place is becoming more and more an alternative to what is outside, in the heavy air that is being inhaled in the streets among the people. We are fortunate enough to be at the Quadraro, a lively and always fighting neighborhood, full of people who want to participate and who have supported us all from the beginning, welcomed us and makes us feel at home.

We can also be proud to have reached so many other realities, so the participation in the life of the library is now animated also by users of other neighborhoods, which make a little longer distance, but are happy to get here.

The air that is breathed between our books, in addition to the intoxating scent of paper, is the one that has always embraced humanity: the encounter, the exchange, the reciprocity. Everyone is welcome between us, and people know it, feel it, enjoy it. No one excluded. We are a harbor that welcomes, and don't rejects.

We welcome above all a visceral need that belongs to everyone, really to everyone: to meet, to talk and to listen to each other looking into the eyes.

We are convinced that prejudices are fought in this way, simply by knowing each other.

Simply by fighting indifference that often does more harm than hate.

Homo sum, Humani nihil a me alienum puto
I am human, and I think nothing human is alien to me
Terenzio (Terence)

Paolo Guerra

