

The final report of the project
Lähikirjasto kotouttamisen tukena
2017-2019

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1 Introduction

The project *Lähikirjasto kotouttamisen tukena* took place in the city of Oulu in Finland, and it lasted for one year and seven months. The project started on the 13th of December 2017 and lasted until 30th of June 2019. The project got its finances from the Ministry of Education and Culture.

The project had the following goals:

- Creating steps for immigrants in general and asylum seekers and refugees in particular to reach total integration in the Finnish society.
- Introducing the Oulu branch libraries to the foreigner societies living in Oulu.
- Introducing the Finnish society in Oulu to the various foreigner societies living in Oulu.
- Establishing connections and partnerships with different organizations operating in Oulu.
- Cooperating with different organizations to make cultural and sport events.

In practice it was planned

- to give immigrants personal instructions how to use Finnish social and cultural services,
- to arrange Finnish language courses in the branch libraries and encourage immigrants to study languages via net,
- to arrange information skills courses and courses of how to cope with the net world,
- to advance the common acts of the immigrants and the local people, and
- to develop the co-operation of the actors of the Oulu City, local organizations and the societies of immigrants.

One full time project worker has run the project; however, during the course of the project five other people were employed for short-term deals to fulfill a certain task. While running the project we employed:

- a Finnish as second language teacher to run a language club,
- an English teacher,
- an event organizer,
- a photographer for two different events, and
- a social anthropologist to make a research about the role of the library in the integration.

Besides above mentioned a student of PSK Opisto in Oulu made her unpaid practicing in the project. Her task was to take part in organizing the Day for Tolerance event and she also gave her contribution to the research and made an evaluation of the project as a part of her exam in PSK Opisto.

2 How was the project run?

The first three months of the project were spent to visit to all the branch libraries in Oulu. There were separate visits to all 24 branch libraries in Oulu, meeting the staff working in those libraries, introducing the project and checking the facilities for potential future events.

At the same time, this period was used to establish connections with all organizations operating in Oulu that have foreigners as visitors. Those organizations were

- religious organizations
- integration schools
- two organizations operating in Oulu offering Finnish language courses and other activities
- TE-palvelut
- University of Oulu
- youth organizations
- the reception center.

In upcoming parts of the report there will be detailed explanations of how many contacts were gathered throughout the project.

After all the branch libraries were visited and some connections were established, the remaining period of the project was used in creating events, partnering in some events and taking part in other events in the city of Oulu. During this period, the project created, collaborated and took part in 17 different events, which will be described in details in the upcoming section.

3 The events during the project

3.1 *Have fun conversation club in Kaijonharju library*

The main target group of the conversation club was the university students of the University of Oulu. This particular library was chosen given to its perfect facility to accommodate big groups, in addition of being the closest to the University of Oulu.

Attendants met once a week on Thursdays for three hours. They watched Finnish cartoons, discussed the cartoon, played games in Finnish and had debates about various topics. In addition, around 15 to 20 minutes were used each time to introduce the library culture of Finland to the attendants. We had 21 people who took part in the club in total, from 9 different nationalities. 15 attendants came to this event in average. It lasted for three months and it was run by a Finnish as second language -teacher.

The connections established were used to advertise this conversation club. We received the biggest amount of attendants through advertising in integration schools and through emails sent by a TE-palvelut worker to her customers.

Even though the event was meant for university students, we ended up having seven university students in the attendants and all the 14 rest were either asylum seekers or refugees, or people who moved to Finland for family reasons.

The club was a great success. The teacher who ran the club was very professional and all the attendants confirmed at the end that their Finnish language skills improved during this period. In addition, many friendships were established between the attendants. None of the 21 attendants had full understanding of the library culture in Finland before this club, and now, during the three-month-period, all of them got much better knowledge of the public library. 17 out of the 21 attendants had never been to Kaijonharju library before the conversation club, therefore this club was a good opportunity to introduce this branch library to those people.

3.2 Live translations in the reception center

The project worker took part in five different visits made by the main library staff to the reception center. The aims of those visits were to introduce the library services to the residents of the reception center, in addition to provide them with library cards, take their demands for books they would like to have and providing them with some books they could immediately borrow from the library bus.

The project worker made live translations in French, Arabic, English, Russian and Spanish. In addition, those visits were an opportunity for the library staff to meet the workers in the reception center. This led to establish connections, which resulted to the future cooperation.

3.3 Conceptual art exhibition in the main library and a poetry night

During a visit to the reception center, the project worker met a Syrian asylum seeker, Bassam Loulou, who had been a conceptual artist and a writer in his home country. Bassam Loulou, a 60 years old artist, wanted to make an exhibition of his art and read a poetry book he had written in Arabic.

Afterwards, a one-week-exhibition of the art pieces of Bassam took place in the main library of Oulu. During the exhibition the project worker was there for 2-3 hours a day and acted as translator for visitors who wanted to communicate with the artist. During the last day of the exhibition, a poetry night with oriental food took place in the main library. Bassam read a poetry book that he had written himself in Arabic; the book included 30 poems, and the project worker did live translations. 25 people attended this event. There were 21 Finns and 4 foreigners. This was a good opportunity to introduce Finns to the Syrian culture in general and Arabic literature and poetry in particular.

3.4 English language clubs in Myllyoja and Kastelli libraries

Two English language clubs were established in two branch libraries of Oulu, the branch libraries of Myllyoja and Kastelli. Those libraries were chosen because of the foreign population living in those areas, and the facilities were perfect to have lectures. An Irish teacher was chosen to run those classes. The idea was to have twice a week lessons in each library for two hours. However, due to the lack of attendants we only continued the lessons in Kastelli library for two months and had five attendants.

The target group for those lessons was mainly the people who could not speak neither Finnish nor English, therefore, had no language of communication with the locals. The idea of having English lessons was to give those people a temporary tool of communication and then we had a belief that knowing English will cause an easier transition to learning Finnish language in the future.

There were attempts to make asylum seekers and refugees join those courses. Therefore, the first two lessons took part in the reception center where we had some attendants. However, when the lessons were moved to branch libraries there were no attendants from the reception center.

Even if the initial idea for this event failed, we realized an important thing. Four out of the five regular attendants in Myllyoja library were Finnish pensioners and they were very interested to enhance their travel English. Therefore, we assume, there may be a certain amount of pensioners who would like to learn or develop their travel English, and this should be taken into consideration for the future and provide those people with courses of *Travel English*.

3.5 University job fair

A connection was established with the event organizer of the University of Oulu and constant visits were made to the university for a cooperation purposes.

In the University of Oulu, a job fair took place. Our project was invited to the job fair to advertise upcoming events. The project worker represented the project's events during the University job fair; in addition, the project worker had with him brochures from four other organizations operating in the city of Oulu and advertised them as well. The organizations were Villa Victor, Vuolle Settlementin Ystävyytalo, TE-palvelut and the project Hyvä alku Pohjois-Pohjanmaalla.

This was the first time that the city of Oulu was present in the university job fair as an advertising party. The tradition had always been to invite companies to the job fair event. This went really well: The project got many new visitors to the events it organized later, and other organizations confirmed that they also received new attendants through the advertising done in that day.

This tradition should continue in the future. The contact information of the event organizer has been passed to the Oulu City Library for future cooperation purposes.

3.6 *Colorful restaurant*

Colorful restaurant is an event organized in Oulu for three to four times a year. It is organized by some organizations and projects involved in integration of foreigners. During this event, around 30 groups from different nationalities sell the ethnic food of their countries.

Our project took part twice in the organizing of this event. Our goal was at some point either to have this event organized in some branch library in Oulu or to participate with a stand in the future with books and recipes from different regions and countries. However, our ideas did not work because the organizers wanted to keep the tradition of the event and the current structure.

All in all, this kind of events seem to be very popular among the foreigners and the Finns in Oulu; it might be a good idea to consider to have similar happenings in the main library or in some of the branch libraries in the future.

3.7 *Mini World Cup*

The project was required to make co-operation with some sports clubs, too. The sports side of the project did not produce straight connections with the sports societies, but as we knew many immigrants have football as their hobby, we ended up to organize a *Mini World Cup* of football. The event took place on Saturday, 29th of April 2018, in Heinäpää Arena in Oulu and it lasted for five hours, from 10 to 15.

The idea was to form eight national teams, each representing a certain country in a football competition. The teams were supposed to have seven players on the field and each team could include 15 players. Surprisingly we had 25 requests from different national teams to join the event. At the end, we raised the number of participating teams to 12. We decided to choose the first 12 teams that applied to participate.

The teams were Finland, Somalia, Egypt, Sudan, Bangladesh, Afghanistan, Syria, Ireland, Kurdistan, Iraq, Eritrea and Iran. The library bus was present outside the Arena. The event included food for all participants and fans. In addition, *Finnish Red Cross* was present during the event. Almost 250 people attended the event; there were the players, their friends, fans and neutral fans.

The event included the following prizes:

- diploma of participation for all players signed by the Mayor of Oulu
- 1st and 2nd place trophies for the finalists
- medals for the first 3 teams
- best player award
- gift cards for the best 3 fans (the money for the gift cards was from the library's own budget); the prizes were given to the three best female fans after discussions with the organizing parties.

Aftermath of the event:

- It should be a yearly event.
- It should last for two days. We can easily have 24 countries participate which means gather 500 - 600 people in one place and use this event as an opportunity to create friendships between people from different nationalities.
- One of the main points of the event was to advertise the library and the city's activities. However, participants were much more enthusiastic about the games. So for coming years, if we have longer hours, we should stop the event for an hour or so and use this time for advertising the services of the City of Oulu and particularly the services of the Oulu City Library.
- Contacting local football teams in organizing the event would make the organizing easier.

3.8 Day for Tolerance in Kastelli library

The event *Day for tolerance* took place on the 18th of November 2018 in Kastelli branch library. The name for the event was chosen after the *International Day for Tolerance* which is the 16th of November according to *the United Nations*. The event lasted from 10 to 16 and included lunch for everyone, little gifts for all participating children and gift cards of 25 euros for ten talent show performers.

Around 170 people took part in the event. Most of them spent the whole six-hour-period in the happening. The participators were:

- 4 volunteers from *Pelastakaa Lapset ry*
- 4 volunteers from *Vuolle Setlementti* working with integration
- 5 story readers for kids from *the Finnish Red Cross* (one Indonesian, Spanish and Arabic reader and two Finnish readers)
- 2 people to run games
- a street dance teacher
- 2 handicrafts teachers and their helper
- a cameraman
- 17 talent show performers
- 16 drawings by *Kastelli school* kids; the drawings represented the kids' thoughts of the idea of tolerance
- around 50 parents and their friends
- around 70 children (25 Finns and 45 foreigners)

The program was as the following:

- 10.00-10.30 Opening of the exhibition of the drawings done by Kastelli school pupils
- 10.00-10:30 Lottery picks for kids to win some gifts

- 10.30-11.30 Handicrafts, watching cartoons, games in the youth center and storytelling. These were organized at the same time in different rooms of the Kastelli Community Centre.
- 11.30-12.30 Lunch
- 12.30-14.00 Street dance, handicrafts and cartoons for the kids that newly came.
- 14.00-14.30 Going around the guests meeting them, introducing parents to each other, asking feedbacks, asking permissions if they wanted their photos published.
- 14.30-16.00 *Talent show* that included singing, rapping, poetry reading, guitar playing, opera singing and gymnastics

The partners for the event were:

- Finnish Red Cross
- Pelastakaa lapset ry
- The Oulu International Children's and Youth Film Festival
- Vuolle Settlementin Ystävyytalo
- Oulun vastaanottokeskuksen tukiyhdistys ry
- Taito Pohjois-Pohjanmaa ry
- Jojo - Oulun tanssin keskus

As the main goal of the project was to introduce foreigners to the branch libraries, this event helped a lot in the process. Almost 80% of the foreigners had not been in Kastelli library before. It was also a chance for many to realize that the library culture in Finland is not based only on books and readings - it includes also various events and different happenings.

The feedback to this event was very positive and it could be a good idea to make similar events in the future in some other branch libraries, too.

3.9 Children's Rights Day

In the event of *Children's Rights Day*, on the 24th of November, 2018, in the Ainola Park, the project collaborated and helped in advertising the event. In addition, the library bus was present in the event as a symbol of "every child has the right to learn".

The organizers and the attendants enjoyed the presence of the library bus in the event and it was hoped that this tradition should continue in the future.

3.10 *Tittå på Tuira* event

Tittå På Tuira is a yearly event that takes place next to Tuira Library. Tuira is a region inhabited by big number of foreigners. Our project took part in this event by organizing a game for children. The idea of the game was to answer correctly to the questions related to children's books and cartoons. When the children answered correctly to seven questions out of ten, they qualified to a darts game and won candies as a prize.

The idea of the event was to create a fun atmosphere and create communication and friendship between Finnish and foreign children in the region of Tuira. The game ended up being very popular among children and created the preplanned fun and atmosphere. However, the children who came to participate in the game, were only Finns – therefore, in the future, there should be more attempts to get immigrant children to take part in similar events.

3.11 *Democracy in families* in Puolivälinkangas library

Up until September of 2018 we had made many attempts to reach the Arabic speaking community or activate them. They were continuously invited to events, all events included advertising in Arabic language, and advertisements for events were sent to the mosque. Given that none of those attempts worked, it was decided to create something especially for the Arabs and in Arabic language. A Lebanese P.H.D. professor in life training was living in Oulu and he was employed by our project to lead a course that was entitled *Democracy in families*. The professor did the advertising himself and we ended up having 12 people who constantly showed to the course. The course took place twice a week in Puolivälinkangas library and each meeting lasted for three hours. The idea was to have the course for two to three months; however, due to its popularity and productivity we continued the course until the end of the project.

Aims of the course were the followings:

1. To create a clear understanding of the Finnish society, concentrating on the democratic aspects of the way of life of Finns, in addition to emphasize the women's role in decision making in day-to-day life and in families.
2. To introduce the participators to the library culture and the branch libraries.
3. To activate the participators to become active in job market.

Topics discussed during the course were the following:

1. Changing the way of thinking

Subtopics were:

- prior beliefs
- difference of the culture
- using abilities to get a job in Finland.

2. Communication

Subtopics were:

- with family members
- the role of every member in decision making, concentrating on women's role
- how to behave with Finns (for ex.: keeping a bit distance, shaking hands when you meet, being a good listener, being on time).

3. Time management and productivity

Subtopics were:

- learning the language daily
- applying for jobs

- making connections
- learning new skills
- attending cultural events.

The professor who was running the course made a conclusion that almost the only way to create a path towards integration was to get the attendants a job. Therefore, all the attendants were supposed to look for a job and we helped them in the process of applying for the job by editing the cover letter for the application and fixing their CVs. 3 out of 12 attendants ended up receiving long-term jobs, one person had one-month job and many others enrolled in work practice.

The course was very successful as it fulfilled all our goals. The Arabic community was activated, all the 12 attendants became constant visitors to branch libraries and as they advertised the idea forward to friends and families through this course we ended up having almost 60 new visitors to libraries.

This course also helped us to understand that in order to advertise an event for Arabs they need a figure they trust to invite them, rather than carrying out the usual Finnish ways of advertising with brochures or via net. The project showed also that helping with job applications is one key action to immigrate foreigners to the life in Finland.

3.12 Language exchange

We tried to create meetings for language exchange in different branch libraries. We sent applications to many libraries to share to the library customers who would like to learn some language and teach the other one another language – thus exchanging their knowledge of different languages. The project's and libraries' role was supposed to act as the matchmakers between people and connect them to each other based on their language wishes. However, the idea was not reasonable to execute due to the low interest of people.

3.13 Lango

After our own attempt of creating language exchange meetings failed we were introduced to the *Lango* application. *Lango* is a smart phone application where people can match and meet to exchange languages. *Lango* is developed by Regional State Administrative Agency, the City of Vantaa, Helmet-libraries, Oulu City Library, the Hakunila International Organization and Nicehearts ry. Our project took the responsibility of advertising the *Lango* in Oulu. The advertising was started and the work should continue in Oulu City Library.

3.14 Multilingual advising in Kaukovainio library and Kaukovainio school

The idea of multilingual advising was to give foreigners a chance to ask questions and discuss about non-clear topics regarding their paperwork and every day's issues in several languages. We decided to have this activity as an experiment in Kaukovainio library. The reason was that

in the same building with the library there is the Kaukovainio school where a huge number of foreign pupils study. The idea was not to provide help only to the pupils but also to their parents.

The project worker went to Kaukovainio library in order to help foreigners in their own language in any matters they would have questions about living in Finland. The service was offered for three times a week for three hours each day. Languages offered for help were Arabic, French, English, Russian and easy Finnish. The services were advertised in the school and in the school's *WhatsApp* group of the parents.

The service did not end up being successful. The information about the service was widely distributed, but no one came to meet the adviser. Therefore, we concluded that such a service is not needed in the future.

However, our project kept up the cooperation with Kaukovainio school, and when live translations were needed in meetings with families, their children and the school's director or between the teachers and parents, especially in cases of enrolling new students to the school. The project worker was invited three times to translate in meetings: once to translate a meeting between the director of the school and a family of four Syrian children to enroll in Kaukovainio school, and twice to translate short meetings between a teacher and parents.

3.15 German delegation visit to Oulu library

Leverkusen is a friend city of Oulu. A German delegation visited Oulu while our project was going on and a visit to the main library was included to their program. The delegation included the mayor of Leverkusen, the ambassador of Germany in Finland and some Leverkusen city officers.

Our project cooperated with an active member in the German society and we made an exhibition where traditional German and Finnish items were put, in addition to some items that represented the Finnish-German and Oulu-Leverkusen relationship. We also gave the visitors a tour in the library and a presentation about the Oulu main library and the Finnish library system in general.

This was an important task to handle because it helped the project to establish relationships with some members of the Leverkusen delegation, and it led after a month to a visit from our project to Germany.

3.16 Work trip to Germany

After a relationship was established between our project and the German delegation, we contacted the deputy mayor of Leverkusen for a work trip. The idea of the trip was to visit Leverkusen public libraries and get information how they are involved in the integration project, and bring new ideas to Oulu. Later on, it was decided to extend the visit for four days, which gave us an opportunity to also visit Dusseldorf and Cologne, being neighbor cities to Leverkusen. The project worker and the researcher working in the project made the visit. There were 40 public libraries in those three cities and 29 of them were visited during the work trip.

The following new ideas were brought to Oulu:

1. Community gardening: People gather discuss about gardening techniques and ideas, then they go on field trip and make gardening together. The idea is to create interaction with people having the same interest.
2. 3d printer classes
3. One full day virtual reality classes: After having these classes the customers are allowed to use the virtual reality glasses in the library.
4. Digital introduction: How to use email, attach files, pay bills, Facebook and social media.
5. Helping in job applications: When a foreigner finds an interesting job and want to apply for it, he or she receives help from the library. The person applying for the job makes the application and the cover letter and comes with them to a library worker, who proof reads the texts and gives some feedback. It is notable that the library worker does not make the full application, but proofreads it and gives some feedback.
6. A cartoon style video introducing all library services. The video does not have any words.
7. Sports library: A very big library of three floors specialized only in sports materials. Covering over 40 sports in different languages. This library is extremely popular - it was the most crowded library visited.
8. Generations passing knowledge: Usually an elderly citizen and a young person pass knowledge to each other. Usually elderly person needs some help in technology and the young person needs help in handicrafts fixing some things. Sometimes they just want to sit together and have a discussion.
9. English speaking circles in the International library. The International library has activities like yoga and different events in English. People who had newly moved to the country and have no knowledge in German go there often.
10. Gaming society. A group of people organize video game competitions inside the library or online. Football - as they told us - on PlayStation is so popular that over 200 people take part in championships organized every three months.

Out of those ten new ideas, there are only two that are made specifically for foreigners:

1. The idea of introducing the library services in a mute video, to break any language barrier, and
2. the English activities in the International library.

The digital introduction classes and getting help in job applications are mostly used by foreigners in the cities visited. The library staff told that also some Germans use those services.

What makes the integration model so successful in the libraries we visited in Germany is that the majority of the activities and services provided by libraries are not specifically made for any nationalities or certain backgrounds. Those activities are made according to certain interests that the attendants have. People interested in virtual reality have their own groups, people interested in gardening, in gaming, in discussions, in language exchange, in sports etc., all have their own groups. Libraries are playing a very big role, by providing the space and activities and doing the “match-making”. People from many nationalities and backgrounds are united by the libraries under a common interest. When interaction is created, integration is in the process and when common interest is the reason for interaction there is a very big chance of creation of friendships. Therefore, the level of integration reached in Germany is a great one and the role played by the library in it is an example to follow.

3.17 Story telling in European Action Week Against Racism -event

Our project took part in the event week against racism in March, 2019. We organized story telling for children in the main library in five different languages: in Polish, Arabic, French, Indonesian and Portuguese.

4 A research about the role of the library in integration process

Until the end of the first year of the project we had tried many ways to get immigrants to the branch libraries and to take part in many kinds of events and courses. Some of the attempts were successful, but many of them did not work at all. We began to think that we do not know enough about the needs of the immigrants. Thus we decided to make a research about the matter.

We wanted to make a detailed research about the role of the public libraries in Oulu in the integration process of the foreigners. A Master of social anthropology, Mariyana Sotirova, was hired to the project for a period of six months to conduct the research. She had previous experience in conducting two researches about integration. The project worker acted as a translator during the oral interviews.

We ended up having 269 feedbacks from foreigners living in Oulu. Out of the 269 feedbacks, we got 80 filled in questionnaires and 189 oral interviews. The respondents represented 41 different nationalities.

During the analysis, people were divided to four different groups according to the reason they have moved to Finland. The four groups were:

- people who moved as asylum seekers or refugees
- people who moved for family reasons

- people who moved for work
- people who moved for studies.

In addition, between each group all female and male populations were studied separately.

In the research we searched for answers to four main questions:

1. Which group of foreigners visit the library more often and why? Who visits less often and why?
2. What are the positive and negative experiences that occur during library visits?
3. What are the foreigners' needs and demands?
4. How can the library help in the integration process?

A detailed research of is available if anyone would like to have access to the information. However, just to mention a part of the findings: The feedbacks showed that asylum seekers and refugees, and people who had immigrated for family reasons, visit the library the most. Almost 60% of foreign library visitors were either Middle Easterners or Africans. People who immigrated for work or for studies visited the library the least.

Main reason for the lack of visiting was the lack of knowledge about the library's services. Therefore, there is a big emphasis to consider how the library should advertise its activities in the future. Another very occurring reason for lack of visiting is the language barrier. The library serves in Finnish and English, and people who could not speak any of those two languages felt outsiders and could not understand anything during their visits. This gives the Oulu City Library a task to think of new ways of marketing its services – on the other hand: our society should make a strong effort to teach immigrants Finnish languages. The public library is a most attracting and welcoming milieu for language courses and learning.

5 Contacts gathered during the project

One of the main goals of the project was to cooperate with other organizations operating in Oulu. During the one year and seven months of the project, there has been constant cooperation with different parties. We have cooperated with over 30 people, some of them for one time and others in many different occasions. The most important contacts are passed to the supervisor of the project. Those contacts are:

- a worker in *TE-palvelut*; helped us a lot in advertising
- an international priest of the *Lutheran Church*
- a known member of the Somali community; can be contacted in matters concerning Somalis
- a known member of the Russian community; can be contacted in matters concerning Russians
- a known member of the German community; can be contacted in matters concerning Germans, he helped in organizing the German delegation's visit to Oulu and our visit to Germany
- a speaker of *Young Muslims* organization
- a project leader of *Vuolle* settlement (an organization dealing also with integration)
- a contact person of *Villa Victor* (an organization dealing with integration)
- an event organizer of *the University of Oulu*
- a contact person of *the Reception Center of Oulu*
- contact people of different integration schools.

6 Conclusion

As mentioned in the introduction, the goals of the project were the followings:

- Creating steps for immigrants in general and asylum seekers and refugees in particular to reach total integration in the Finnish society.
- Introducing the Oulu City branch libraries to the foreigner societies living in Oulu.
- Introducing the Finnish society in Oulu to the various foreigner societies living in Oulu.
- Establishing connections and partnerships with different organizations operating in Oulu.
- Cooperating with different organizations to make cultural and sport events.

All the goals of the project have been achieved in some scale through the events and meetings with various foreign societies living in Oulu. The events always tried to bring together different nationalities and Finns. We were lucky to be able to organize two big events of 175 people and 250 people, which led to creation of many friendships between locals and foreigners, thus a baby step towards total integration. In addition, our project helped many immigrants to activate themselves in job market and get jobs, thus another step towards integration. Our estimation is that during the project over 250 people visited for the first time a certain branch library and thus they were introduced to the public library culture. Therefore, introducing the

branch libraries to foreigners was also achieved. In cooperation with other organizations we arranged a big football event *the Mini world cup* and *the Day for Tolerance*, which cover the aim of having a sports event. Finally, we cooperated with all the contacts mentioned in the part above and created relationships.

The main lesson learnt from this project was to realize the different ways to approach different cultures and nationalities. For instance, no paper or online advertising works with Somalis and Arabs; the only way to get in touch with them is via a trusted figure from their society. In the case of Russians, knowing their language and their culture is a huge plus in order to break the ice and get to cooperation.

At the end hopefully similar projects ran by the library exist in the future, because one of the main reasons of the success of this project was the trust that all people the project worker cooperated with had towards the library.