



LANDESSTELLE  
FÜR DIE NICHTSTAATLICHEN  
MUSEEN IN BAYERN

*Session:*  
Making museums accessible for all persons and all ages

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## **Accessibility at Museums of Lucca (Italy): towards a methodology for multicultural contexts**

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Ludovico Solima

Associate Professor of Business Management,  
chair of “Cultural Heritage Management”

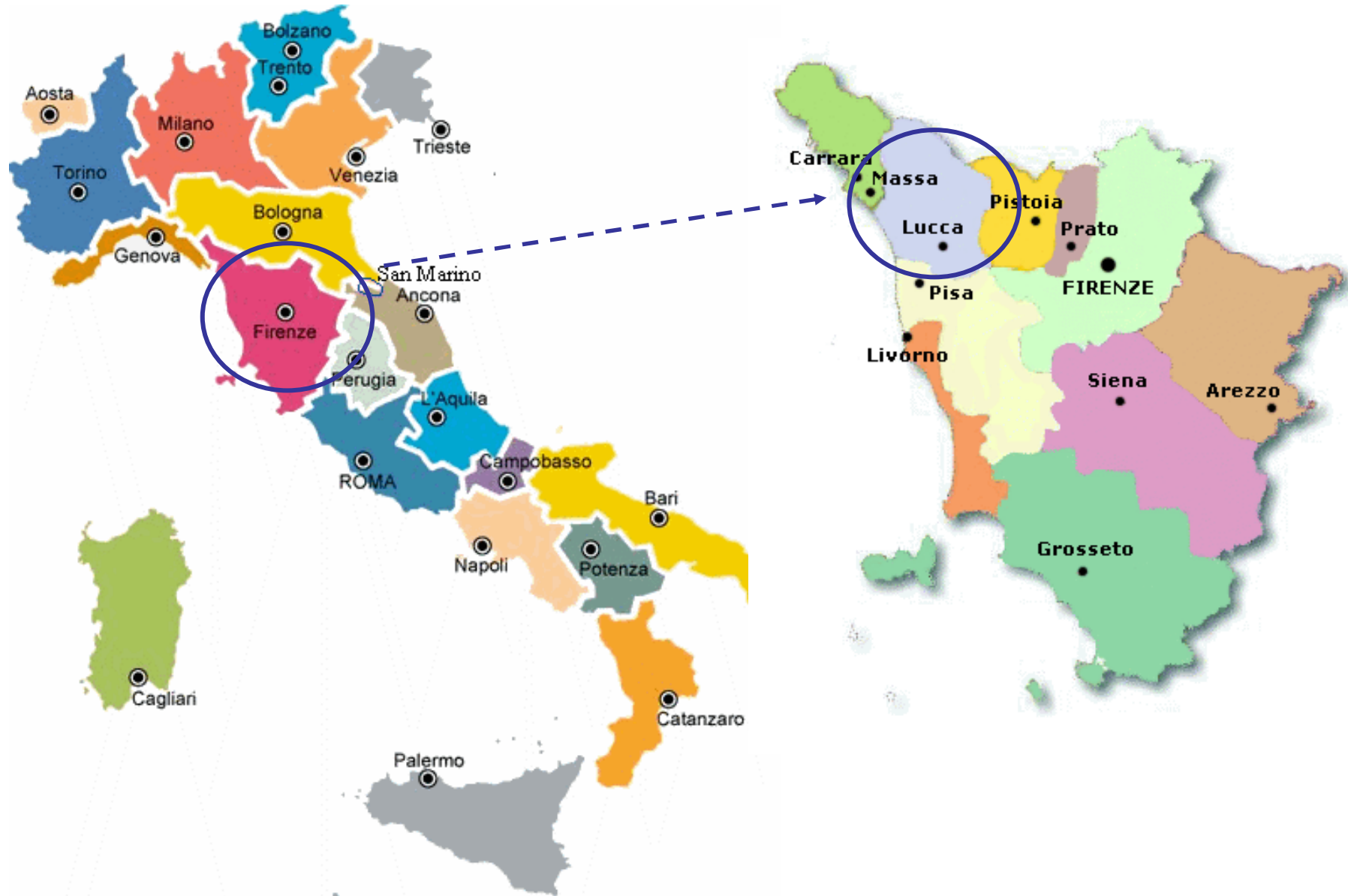


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**EMAC – European Museum Advisors Conference in  
Munich/München 6th to 10th of July 2014**

# Geographical and cultural context

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# The town of Lucca and its National museums

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*Palazzo Mansi*



*Villa Guinigi*



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## New emerging citizens

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# A participatory project to meet new young citizens through museums heritage

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## WHAT

A project promoted by Italian Ministry for Cultural Heritage and Tourism

## WHO

Designed and leaded by Director Antonia D'Aniello and Ludovico Solima

## WHEN

July 2013     - - - - - - - - - - >     May 2014

## WHY

Aim: shared design of workshops for young students from 6 to 13 years old

## Step 1: “before” focus groups

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- 1 focus group with **teachers** (3) of the 4 classes involved in the project
- 1 focus group with **cultural mediators** (3)



*length of each  
focus group:  
1h:30*

### Main topics:

- Possible barriers with non Italian parents
- Special educational needs of students from non Italian families
- Knowledge of non Italian students/parents about Italy and the area where they live
- Integration issues
- Relationship and role of cultural heritage in integration processes

## Step 1: “before” focus groups

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- 2 focus groups with **parents**, with a prevalence of non Italians (10)



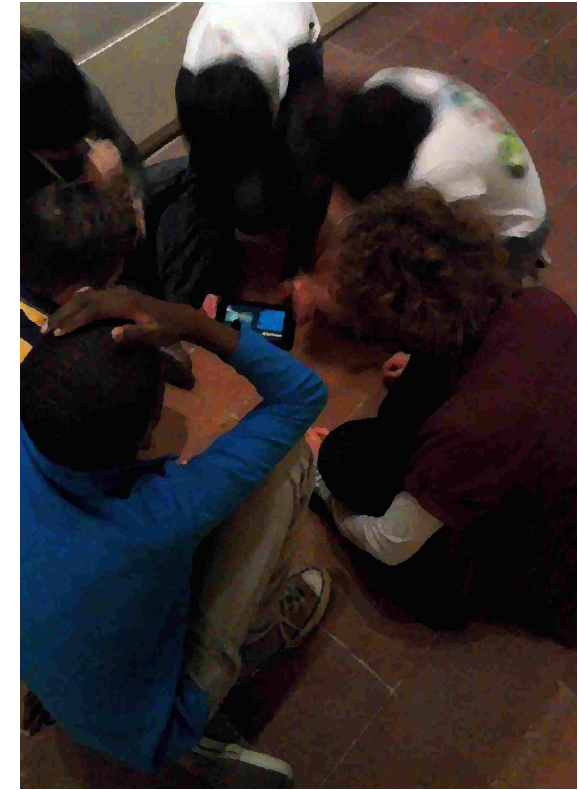
### Main topics:

- Leisure activities
- Knowledge of the city of Lucca
- Intercultural issues
- Museum visiting

## Step 2: “during” Observation of workshops

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- non intrusive **observation** of 2 workshops (10 years old and 12 years old)



+ workshops **evaluation sheets** by teachers

+ **informal evaluation** by mediators interviewing **non Italian families** to gather witnesses of post-workshop reactions in family context



## Step 3: “after” questionnaires

Final evaluation questionnaires for:

- teachers
- mediators
- workshop leader

Items evaluated:

- **participation** (positive and negative reactions to focus groups in step 1)
- **multiculturalism** (evaluation of methods and tools used to promote multiculturalism)
- the **whole project** (expectations, messages given, suggestions, improvements etc).

Tutti al museo!

Scheda di valutazione complessiva del progetto

Al termine del percorso di “Tutti al museo!” che ti ha visto coinvolto, sia in fase di progettazione sia dopo lo svolgimento dei laboratori, ti chiediamo di esprimere una valutazione personale, rispondendo liberamente ai quesiti che ti sottoponiamo. Ti siamo grati del tempo che ci dedicherai e del tuo contributo, necessario per una valutazione complessiva del progetto.

**La progettazione partecipata**

1. Cosa hai trovato di positivo e di negativo nello svolgimento dei gruppi di discussione (tenutisi ad ottobre 2013)?

**La multiculturalità**

2. Cosa pensi dei seguenti elementi del progetto, con riferimento all’obiettivo di promozione della multiculturalità:
  - metodo (gruppi di discussione preliminari con insegnanti, genitori);
  - strumenti (laboratorio didattico museale con utilizzo di tablet, apertura straordinaria del Museo dedicata alle famiglie).

**Il progetto nel suo complesso**

3. Le tue aspettative, rispetto all’intero progetto, sono state soddisfatte? Perché?
4. Hai notato qualche differenza tra questo progetto ed altri progetti dedicati alla multiculturalità? Se sì, quali?
5. Per finalità di integrazione culturale, cosa ti è piaciuto di più del progetto e perché?
6. Secondo te, quale tipo di messaggio ha trasmesso il progetto (ai genitori, agli studenti)?
7. Pensi di utilizzare qualche spunto tratto da questa esperienza per ulteriori attività di integrazione culturale? Se sì, quale e perché?
8. Quali modifiche o integrazioni apporteresti al progetto (in uno o più degli aspetti che lo hanno caratterizzato)?

## Step 4: appendix

### Open museum:

- event at Palazzo Mansi Museum to invite families for a special visit



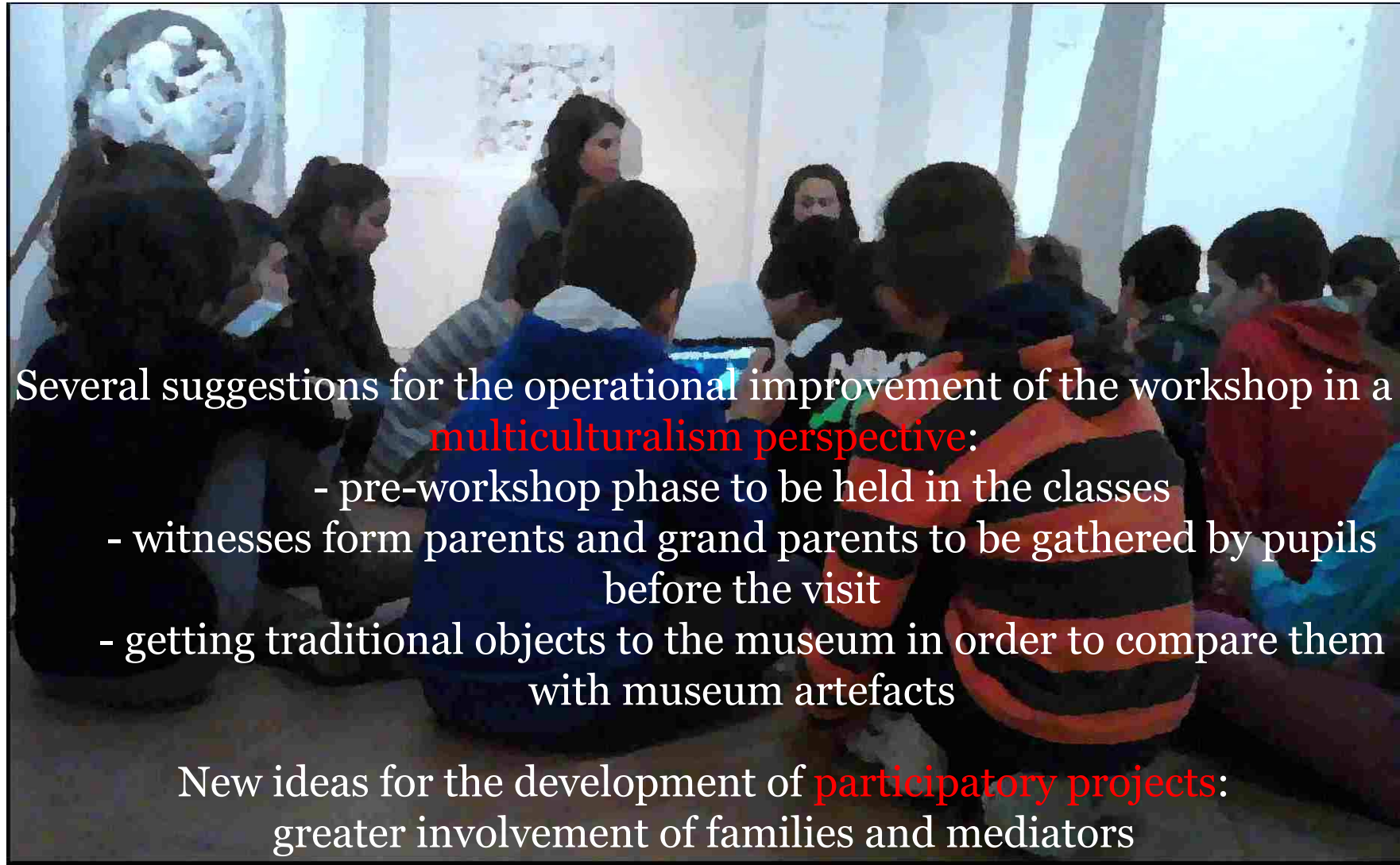
- **Public Town Council** in Villa Guinigi Museum to present to citizens the whole project



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## Lessons learned

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Several suggestions for the operational improvement of the workshop in a **multiculturalism perspective**:

- pre-workshop phase to be held in the classes
- witnesses form parents and grand parents to be gathered by pupils before the visit
- getting traditional objects to the museum in order to compare them with museum artefacts

New ideas for the development of **participatory projects**:  
greater involvement of families and mediators

## Comments

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*The tour proposed is so interesting and it was surprising to me it has been occasion of comparisons between different culture although it moved from local history and geography*

*teacher*

*Focus groups with teachers have been greatly useful, in particular for the directions about contemporary school situation and about students willingness to talk about their memories and knowledge*

*workshop leader*

*The main difference between this and other projects is probably in its approach that moves from a concrete need (organizing effective museum tours) instead of a legitimate but more abstract ambition towards integration*

*mediator*

*I think parents received the message that even non Italians are being carefully considered by public institutions as a new part of civil society and as a user of local public services*

*mediator*

Ludovico Solima  
ludovico.solima@unina2.it

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