

**2013- 2016 New York State  
Adult Literacy Library Services Program  
Final Project Summaries**

**Brooklyn Public Library- Business & Workplace Discussion Series  
for Immigrants and English-Language Learners (\$26,571)**

Brooklyn Public Library (BPL) offered career-related discussion workshops at four highly used library locations between 2013 and 2016 for Immigrants and English Language Learners. BPL's Business English series provided 740 discrete non-native English speakers a solid foundation and working knowledge of the English language, culture and cues needed to function in the American workplace. Learners have participated in 448 sessions focusing on handling informal and formal introductions; job duties and responsibilities; writing personal profiles; using appropriate phone and email etiquette; understanding and using "small talk"; financial literacy; and accessing resources for career and educational advancement. Business English has grown from offering seven six-week program series at three branches in 2013 to offering programs at four branches in 2015. Attendance has also increased from 888 adults served in 2013 to 928 in 2015. To support student learning BPL added 585 books, eBooks and CDs focused on workplace development to its collections.

**Buffalo and Erie County Public Library - WorkForce Development  
Outreach Program (\$23,251)**

Buffalo & Erie County Public Library (BECPL) increased awareness of library resources available to job seekers as well as local government, nonprofits, and community workforce Agencies by advertising and offering workshops at agencies that focus on workforce development, and by attending and promoting services at events (Job fairs/networking events) outside of the library. BECPL also taught the use of library resources to increase workforce literacy to the unemployed, as well as individuals seeking a career change or looking to enhance existing skills. Through this grant, BECPL

- Updated collections at Central and created core collections at 36 branch and system libraries as well as establishing core collections of workforce development and re-entry material at partnering state and county correctional institutions.
- Presented 65 workshops reaching 1473 individuals
- Presented classes and attended career/job fairs 29 times aimed at the 18 to 24-year-old demographic reaching 1203 participants
- Presented 10 programs for the incarcerated reaching 281 prisoners
- Hosted 9 Job/Employment fairs for the 3 years of this grant reaching 2653 individuals.
- Participated in 31 job fairs outside the library with workforce agencies, schools or nonprofits to maximize outside exposure of Library resources. Meeting a total of 4559 individuals
- Worked with 15 new partners and collaborated on programming and outreach

- Brought in 12 speakers/experts reaching 486 attendees

## **Chautauqua Cattaraugus Library System- Path to Success at Work: Library Classes & Materials (\$9,918)**

Path to Success at Work: Library Classes & Materials provided free public access to job-related training and materials for residents seeking workforce preparation within the service area of the Chautauqua-Cattaraugus Library System. In partnership with Erie 2- Chautauqua-Cattaraugus BOCES, the system provided an instructor for classes in basic computer skills at its three Public Computer Centers, in person at Prendergast Library in Jamestown and through videoconferencing at the Dunkirk Free Library and Olean Public Library. At the completion of the grant, 50% of the target audience attended 75% of the three scheduled classes in "Basic Computer Skills". 75% of class participants, demonstrated skill set competencies of 80 percent in post training tests/teacher assessment. 98% of the students reported satisfaction with the class, rating it as either excellent or good, on post class evaluations. New job related book titles and other career materials circulated 24 % more than the anticipated 180 times.

## **Clinton Essex Franklin Library System- Adult Literacy: Collaborative Skill Building for Job Search Success (\$12,918)**

CEFLS consultant staff worked with agency partners such as Literacy Volunteers of Clinton County and North Country Work Force Development Board to select and promote online resources such as the *Job Now* database with training and support needed by job seekers and the public library staff who will serve them. At the completion of the grant, member library directors reported having a better understanding of the resources available for job seekers. Member Library Directors rate the information packets and other materials produced by the consultants as "very helpful." CEF member libraries are positioned to provide enhanced support to local adult new learners, and are an established and accessible community gateway for access to these materials and services. Local job seekers are "highly satisfied" with the laptops and resources for jobs seekers (table top guides etc.) provided. A poll of library directors involved in the project revealed 100 reporting 'increased confidence' in ability to provide resources to job seekers as a result of this program.

## **Finger Lakes Library System- Building Educational Success in Tompkins County (\$12,918)**

The Finger Lakes Library System (FLLS) partnered with Tompkins Learning Partners and the Southworth Library Association to provide workforce preparation resources aimed at people in Tompkins County in need of basic computer and technology literacy. By the completion of the project, the Southworth Library and the Tompkins Learning Partners were able to assist 214

people out of the estimated 384 people in the target service area. 100% of participants reported increased knowledge and comfort in basic computer skills. While the grant initially targeted job seekers, many of the participants were also seniors and wanted computer skills to better communicate in the digital age. The classes were adapted to fit the needs of the participants. What began as weekly sessions, ended with one-on-one sessions with a perfect structure in place for continuing the project. One-on-one sessions allowed for more flexibility with the schedules of the tutors and students.

### **Four County Library System- Partnering to expand access to JobNow resources (\$12,918)**

Four County Library System provided JobNow online resource to the public through member libraries. The System trained workforce development and adult literacy staff in its use so that they could provide instruction and recommend it to clientele. By the end of the project cycle, 4CLS had identified and contacted several community agencies such as Literacy Volunteers, and other job agencies to notify them of the availability of the resource. The consultant/trainer met with representatives from each agency to share information & train representatives who then passed along the information to their students/clients. Very positive connections were made and the system is looking forward to future cooperation. The program has been very successful in raising awareness of the excellent JobNow online resource in local libraries. During the administration of the project, 4CLS was able to identify several new partners (like Job Corps) which partnerships will continue and grow in the future.

### **Mid- York Library System- Mid-York Library System Adult Literacy Grant (\$12,918)**

Mid York provided adults with training in digital literacy and job search skills through video tutorials. Participants also had the opportunity to receive more advanced training through face-to-face classes, provided by partner organizations and Mid-York Library System staff. The grant provided mini-grants to member libraries to attend "Small Business in Depth" training at SUNY-IT and to create small business resource centers in member libraries targeting current and potential small business owners and entrepreneurs. At the end of the three-year cycle variety of patrons had benefited from small business development training. Adults preparing for the TASC had accessed test prep and educational materials. Local businesses booked meeting space, used reference materials (105 related items were added to the collection - print and digital). Three adult literacy or small business centers were developed and five classes were taught, with 10 students attending each session.

### **Mid-Hudson Library System- Adult Literacy at MHLS Libraries (\$23,251)**

Mid-Hudson Library System offered mini grants to 4 libraries who had strong existing relationships with adult literacy providers, and institutional infrastructure support (such as a PCC; a literacy office in the library; the library is in a designated Literacy Zone). These grants

were to develop and expand adult literacy programs to enhance workforce development services in public libraries, and improve adult literacy on the job and in the home. At the end of the project, the 4 participating libraries had improved the provision of library based adult literacy opportunities and enhanced relationships with literacy professionals. The participating libraries reported that they benefitted from collaborating with the literacy partner agency as did their partnering agency. The participating libraries also developed a tip sheet for use by other libraries on ‘Developing Public Library Partnerships, Programming & Services that will enhance workforce development and improve adult literacy on the job and in the home.’

## **Mohawk Valley Library System- Adult Literacy Grant 2013-2016 (\$12,908)**

Mohawk Valley Library System provided mini-grants to member libraries to develop projects focused on adult literacy, digital literacy and workforce skills tailored to their community. *The Gloversville Public Library (GLV)* provided programming to improve computer, job search, reading, and math skills. *The Schenectady County Public Library (SCPL)* set up a “Getting Ahead: Test Prep and Job Searching Materials” section. This included TASC / pre-TASC / TABE materials, job pamphlets and flyers, a large bulletin board with job and educational postings, and a Test Prep and Job Search area & developed a job hunting resource guide listing books, websites, and community resources. It also expanded technology training to communities that were previously unable to accommodate this service.

Results of the program were:

- Participants reported an increase in their knowledge of job search and application skills, confidence with technology, and a better understanding of the offerings of their library.
- It was found that one-on-one sessions were more advantageous for people than large classes.
- Library staff increased their skills through workshops provided by Workforce Solutions & Washington Irving Adult & Continuing Education Center. This included a better understanding of online resources for job searching & skills, partner resources, ways to improve offerings to the adult literacy population, & ways to promote and advocate for adult literacy.
- People involved felt they had improved their ability to use technology or search for jobs online.

## **Monroe County Library System - Workforce Development (\$23,251)**

Monroe County Library systems project focused on how to search and apply for jobs, as well as computer literacy that will translate directly to marketable job skills. The topics covered included job searching, resume development, interview skills, intro to computers and basic software such as Word, Excel and Outlook. Classes were held at various library locations to gain the broadest reach for those in need of assistance. These classes focused on patrons who are un- or under-employed, first time job seekers or career changers. At the end of the project, a total of 174 extra classes were added to the workforce development activities normally performed by the libraries

involved in the project. 625 people had attended the additional classes and were exposed to additional assistance from RochesterWorks!. At the conclusion of the three-year program, 32 library locations each received \$252 for purchasing additional materials to support ongoing instruction.

### **Nassau Library System- Helping Spanish-Speakers in Need of Basic Skill Development Become More Employable (\$23,251)**

Four workshops on workforce development topics and how to better serve job seeking patrons were held at Nassau Library System for member library staff. Five Workshops for patrons were held at member libraries. These focused on the following areas: job seeking related topics, Spanish-speaking adults, digital literacy and workforce skills to enhance employability. 16,000 bi-lingual (Spanish and English) postcards promoting workforce development resources available at libraries were mailed out to individuals on a targeted mailing list. At the completion of the grant cycle, Nexus 7 tablets were set up and member library staff were trained on their use for job searching. 3,500 custom printed flash drives purchased and loaded with workforce development resources were distributed through 39 member libraries to jobseekers and community member both inside and outside the library.

### **Nioga Library System- JobNow (\$12,918)**

The purpose of this project was to create literacy related activities for both member libraries and patrons using the database JOBNOW (distributed through Brainfuse). Grant funds were used to purchase a three-year contract subscription to this resource. Workshops were held in each county for member library staff, literacy volunteers and workforce partners. Workshops were added to the suite of digital training classes already offered in the emobile training lab. Promotional materials were developed and distributed through member libraries. Participants showed interest in the database, appreciated ease of use and found practical application of the product. By the end of the grant cycle the Nioga Library System had developed a curriculum for training both member libraries and patrons on the use of the JOBNOW database.

### **North Country Library System- North Country Libraries: Bridging the Digital Literacy Divide (\$12, 918)**

This project provided libraries within the North Country Library System digital literacy and workforce development classes to increase patrons' awareness of the resources available through the library, increase digital literacy skills among adult patrons, and to recruit new adult library users. At the end of the grant cycle, trainer Jamie Peck, had implemented 223 workforce development and digital literacy classes and workshops offered at 8 different libraries/sites and via video conference within Jefferson, St. Lawrence, and Oswego Counties. 999 users/program participants were served with the various classes and programs. 491 class materials were distributed. Statistics revealed that average confidence level of participants had increased for all, and all reported having learned at least 1 new skill and felt it was a valuable resource.

## **New York Public Library Astor, Lenox Tilde (\$55,113)**

The New York Public Library (NYPL) acquired new materials and conducted staff training workshops to enhance its Adult Basic Education (ABE) and English for Speakers of Other Languages (ESOL) programs. Grant funds were used to purchase additional classroom materials for classes directly serving 435 adults ages 16 and older. At the end of the grant cycle, the Library had purchased and provide classroom materials for more than 2,000 ESOL/ABE students and critical professional development opportunities for one hundred NYPL staff members. These activities have significantly enhanced the student experience and allowed them to learn language and literacy in a real-life context.

## **Onondaga County Public Library- Digital Literacy in Your Community (\$23,251)**

Onondaga County Public Library addressed the needs of the large adult low literacy population in their community as well as a growing community of English as New Language patrons by introducing them to the library's resources for skill development, job search, and resume writing. Classes held at the Central Library Literacy Resource Center focused on the workplace skills necessary to find and keep a job. At the completion of the program, these Adult Basic Education (ABE) participants had developed job search, resume writing, and interviewing skills through in class training and use of library databases. ABE participants also developed secondary workplace skills to help them gain and maintain employment. These skills, budgeting, communication, and problem-solving, were taught using KET's Workforce Development materials purchased through the grant program. 10 Computers were purchased for each grant year and housed at the central library. iPads were purchased for use at various locations to accommodate participants with vision impairments. A basic digital literacy curriculum was developed as a guide for instructors. 10 instructors were trained and taught bilingual digital literacy at classes held at various library locations. 155 students participated in digital literacy classes held at community centers serving refugees. Overall, students made average gains of 30% on all post-tests related to the program. New partnerships were developed with the Somali Bantu Community Center and the Karen Refugee Computer Center, leading to future opportunities for collaboration.

## **Pioneer Library System- Jobs Now - Live Job Assistance Database (\$12,918)**

Pioneer purchased (in a consortium arrangement with Nioga Library System and Southern Tier Library System) access to the "JobNow" database. JobNow provides free on-line job coaching, resume and cover letter review and an adult learning center online. The system also offered training sessions in each of our four counties, to train front line staff in how to help patrons use this valuable tool. At the end of the program cycle, 7,861 users had utilized the online database for resume help, job coaching, cover letter assistance and more.

## **Queens Borough Public Library- Queens Library Workforce Development Training (\$55,113)**

Queens Library provided English as a New Language classes in 35 of its 62 community libraries as well as Pre-GED, GED, ABE, ESOL intermediate and advanced and Family Literacy through its seven Adult Learning Centers throughout the borough. This project targets all Adult Literacy Learners who participate in the library's Adult Learning Centers programs. By the completion of the project, Queens Library had offered 12 workshops in seven locations. Staff continued to collect student evaluation information and propose small changes to the curriculum to help with comprehension.

## **Ramapo Catskill Library System- Get Job Help @ your library (\$23,251)**

Ramapo Catskill Library System (RCLS) improved the opportunities of people to find a job if they are unemployed, in a career transition and/or lack the basic literacy skills. To achieve this goal, RCLS offered three types of skills development workshops: Resume building, Interview Techniques and Job Search Advice. The program also offered individuals the opportunity to meet with a career counselor on a one-on-one session for thirty minutes. By the end of the grant cycle, the program itself had evolved from offering thirty-minute career counseling sessions and workshops in resume writing, interview skills, cover letter writing and online job search to focusing on the needs requested by most participants who filled out evaluation surveys. The number of career counseling sessions was increased, the time spent with the counselor was increased from thirty-minutes to forty-five minutes, and the career counselor concentrated on providing more information about online tools and educating participants on developing a resume online and print. By the end of the program, 446 participants had participated in workshops or career/ counselor sessions. 48% reported that the information provided was 'very important' to them.

## **Southern Adirondack Library System- Workforce Readiness Program (\$12,918)**

SALS, in conjunction with Washington-Saratoga-Warren-Hamilton-Essex Board of Cooperative Educational Services (WSWHE BOCES) offered a National Workforce Readiness Credential training course to library patrons in the SALS service area. The Credential is an important tool that persons seeking employment can use to show employers that they are work-ready and prepared for the first step on a career path. At the completion of the project, the goal was met and exceeded, as five National Workforce Readiness Credential training course series were held at two public libraries. Forty-four students attended the courses, forty students completed the course, fifteen students sat for the credential exam and received the credential, and nine students were planning to sit for the credential exam.

## **Southern Tier Library System- LiteracyLink (\$11,883)**

The Southern Tier Library System (STLS) partnered with four (4) member libraries and four (4) literacy agencies to implement LiteracyLink through the Adult Literacy Grant Program. The intent of LiteracyLink is to provide adults with low-literacy the necessary resources for finding employment through their local public library. By the end of the grant cycle, between all eight member libraries, 227 digital literacy classes had been offered that directly or indirectly helped library patrons gain the knowledge and skills to improve their abilities to find jobs. Attendance for these classes was 1,822 persons.

## **Suffolk Cooperative Library System- Working Towards Employment (\$23,251)**

Suffolk Library System offered 46 (forty-six) work-focused ESOL classes through central library Patchogue-Medford Library to enhance workforce preparation skills for ESOL and new immigrant patrons. The project also provided the tools needed for job readiness by facilitating 2 (two) bilingual NYSDOL workshops for the 316 participants in the ESOL classes. At the completion of the project, capacity had been increased at the Patchogue-Medford Library to enhance workforce preparation skills by offering 149 2-hour ESOL classes to 1,018 adults.

## **Upper Hudson Library System- The Force Unleashed: Public Libraries as Allies in Workforce Development (\$23,251)**

Each of our member libraries had the opportunity to apply for funds from this grant, explaining in detail their proposed activities to improve adult workforce literacy. Seven projects were funded, which provided cover letter and resume writing, interviewing skills, increasing English language skills, citizenship classes, and technology familiarity. Approximately 950 people benefitted from these classes. At the end of the project, the four participating member libraries had provided training in all aspects of preparing for employment: writing resumes and cover letters, filling out job applications, honing interviewing skills, and working with individuals who have English as a second language.

## **Westchester Library System- GEDConnect! Development (\$23,251)**

WLS supports the county residents seeking a high school equivalency (HSE) diploma through **First Find** - a web site launched in 2003, and TASC Connect! (formerly GED Connect!) – a volunteer-staffed walk-in tutoring service launched in 2011 that is hosted at several public

library sites in the Westchester system. During the three years of the program, 3,671 site hours were noted, with 1131 clients assisted in 3289 sessions.