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AUTHOR Gennaro, Ellen

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Performance Report for Library Services and Construction Act

(LSCA) Title VI, Library Literacy Program.

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Training; Volunteers

IDENTIFIERS Library Services and Construction Act; Tutor Training;

Volunteer Recruitment

#### ABSTRACT

The Mastics-Moriches-Shirley Community Library conducted a project in fiscal year 1992 that involved recruitment, retention, public awareness, training, basic literacy, collection development, tutoring, intergenerational/family, and English as a Second Language (ESL) programs. The project served a community of 25,000-50,000 and targeted the learning disabled, inmates of correctional facilities, intergenerational/families, and ESL students. Tutoring was done one-on-one and in small groups, using the Literacy Volunteers of America (LVA) method. The project served 271 adult learners, and provided 7,550 hours of direct tutoring service. The report provides a comparison of actual accomplishments to goals and objectives set forth in the grant application; comparison between proposed and actual expenditures; specific details of activities undertaken; the role the library played in the accomplishment of the goals and objectives; agencies and organizations that assisted in the project; and the impact of the federal project on the ongoing program of the library. Attachments include: learner information form and program promotional flyers. (SWC)

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### Mastics-Moriches-Shirley Community Library, Final **Performance Report for Library Services and** Construction Act (LSCA) Title VI, **Library Literacy Program**

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IR IR, C-YES

### FY 1992 Final Performance Report

#### Part 1

- Mastics-Moriches-Shirley Community Library 425 William Floyd Parkway- STE 301 Shirley, NY 11967-3492
- 2. Prepared by Ellen Gennaro (516) 399-1511 Ext. 215
- 3. Grant number R167A20145
- 4. Grant amount awarded \$34,234.00 Amount expended \$34,197.20



### Part II: Quantitative Data

Provide the following information about this project by filling in the blanks or putting a checkmark next to the answer that best describes your project. If any of the questions are not relevant to this project, write N/A.

1.	what is the size of the community served by this project?
	under 10,000 between 10,000 - 25,000 between 25,000 - 50,000 between 50,000 - 100,000 between 100,000-200,000 over 200,000
2.	What type of project was this? (Check as many as applicable)
	X       Recruitment       X       Collection Development         X       Retention       X       Tutoring         Space Renovation       Computer Assisted         Coalition Building       Other Technology         X       Public Awareness       Employment Oriented         X       Intergenerational/Family         English as a Second Language       ESL)         Other (describe)       (ESL)
3.	Did you target a particular population? (Check as many as applicable)
	Homeless Hearing Impaired Seniors/Older Citizens Visually Impaired Migrant Workers Learning Disabled Indian Tribes Mentally Disabled Workforce/Workplace X English as a Second Language Inmates of Correctional Institutions (Did testing onsite) Other (describe)
4.	If this project involved tutoring, what tutoring method was used?
	Laubach X LVA Michigan Method Orton-Gillingham Other (describe)



<b>5</b> .	If this project involved tutoring, how was it provided? (check as many as applicable)	
	<u>x</u> one-on-one tutoring <u>x</u> small group instructionclassroom instruction	
6.(a)	If this project involved tutoring, was the learning progress of the adult literacy students $\underline{\text{quantitatively}}$ measured? $\underline{\times}$ yes $\underline{\hspace{0.5cm}}$ no	
	(If "yes", identify any tests, questionnaires, or standard methods used and summarize student results.)	,
	LVA's READ Test(Reading Evaluation Adult Diagnosis) and Botell test are given to Basic Literacy students after one year in the program and ESL learners are given the NYS Place test. Until recently it was the responsibility of the tutor to post-test students, however we found it was often neglected so we decided to do it ourselves here in the office The results are as diverse as the students and their abilities. Some have increased their reading comprehension scores two grade levels in one year while others have made progress only in the word analaysis portion of the test.	
6.(b)	If this project involved tutoring, were $\underline{\text{qualitative}}$ outcomes of student progress documented? $\underline{x}$ yes $\underline{\hspace{0.5cm}}$ no	
	(If "yes", briefly describe how progress was determined and summarize student results. You may attach samples of any documents used to record observations or demonstrate outcomes.)	٠
	Enclosed is a copy of the Bi-annual Report for LVA-Suffolk County. The "Student Achievements" segment documents qualitative student progress. In addition to these reports our staff maintains personal contact with students and tutors throughout the year and records any problems and achievements in their individual files. Almost all students show an increase in self-confidence due to their interaction with Literacy Volunteers of America.	
7.	During the course of this project were any of the following items produced? If so, attach a copy to each copy of the report.	
	bibliography resource directory curriculum guide evaluation report training manual survey public relations audiovisual newsletter(s) training audiovisual X other (describe) recruitment brochure recruitment flyers	;



8. During the course of this project:

How many adult learners were served? (i.e., individuals who made use of the
library's literacy project services in some way) 271
Of those served, how many received direct tutoring service? 151
How many hours of direct tutoring service did they receive? 7,550
How many new volunteer tutors were trained?
How many current volunteer tutors received additional training?
How many volunteer tutors (total) were involved?92
How many non-tutor volunteers were recruited?0
How many service hours were provided by non-tutors?0
How many librarians were oriented to literacy methods, materials,
and students? 15_
How many trainers of tutors were trained? 2

#### Part III: Narrative Report

Provide a narrative report that includes the following information:

- 1. A comparison of actual accomplishments to the goals and objectives set forth in the approved application. Describe any major changes or revisions in the program with respect to approved activities, staffing, and budgeting, including unspent funds. Explain why established goals and objectives were not met, if applicable.
- 2. Provide a comparison between proposed and actual expenditures by budget category, i.e., personnel, travel, materials, etc.
- 3. Provide, as appropriate, specific details as to the activities undertaken e.g., if library materials were acquired, describe the kinds of materials purchased; if a needs assessment was conducted, describe the results of the assessment; if training was provided, describe the training and include the dates and topics; if services were contracted out, describe the contractor's activities.
- 4. Describe the role the library has played in the accomplishment of the goals and objectives set forth in the approved grant, including whether the library was involved in the project's implementation or as a resource and site only.
- 5. Provide names of agencies and organizations recruited to volunteer their services for the literacy program or that were involved in the coordination and planning of the literacy program. Describe the nature of their role.



#### Part III: Narrative Report

1. Our first objective was to recruit and train 50 new tutors in Basic Literacy and English as a Second Language. We held a Basic Literacy workshop in the fall of 1992 in which 39 tutors were trained and 11 trainees completed the ESL workshop which was held in the spring of 1993. We did not run any cluster training workshops because we were able to meet our goal without them. The main office training staff has found that cluster training is not as effective as they hoped it would be when they developed the idea. Most trainees need someone available all the time to encourage and guide them. They also found that personalities often do not gel and without a trainer present this can be a big problem. We will continue to look for ways to train a small group, when the need arises, but it will be done with a staff member present for the whole workshop.

Our goal was to match 50 students whose reading level is below 5.5 or who require ESL tutoring and we were able to provide 59 Basic Literacy and 24 ESL students with tutors. We offered support to these tutor/student pairs and all the others who were already working together in our satellite district in many ways. We tried to contact everyone by phone at least twice just to keep in touch and offer support. We kept them informed of new materials and programs and offered to do post-testing when it was due. We made sure that everyone knew about LVA-Suffolk County's Recognition/Conference Day in September and gave them the opportunity to provide certificates and awards to their tutors or learners. In June we held our own celebration to thank everyone in our satellite for their participation and we had about 40 people attend. At this event we displayed a lot of our materials and had our computer set up for people to try.



Another of our objectives was to promote family literacy by training 10 new or existing tutors to work with learners who have an interest in reading to their children. In June 1993 we held a 3 hour workshop using LVA's "Reading with Children" training module. We sent flyers to all our local tutors and advertised it in the LVA-Suffolk County Newsletter. We had a very small response. Only 6 people attended and they all wanted to use the techniques with their present learners. Because of this, we did not actively seek learners based on the "read to your children" theme. While that is often one of the goals of our learners, we will continue to address it on a one to one basis

In the fall of 1993, the main office asked us to expand our satellite district and cover three additional library districts. This is in keeping with what all the other satellite offices do and we now are responsible for the tutors and students who meet in 5 different libraries. This means our community awareness campaign has expanded to cover additional areas. Our outreach worker has continued to visit all stores and businesses at least once and most of them twice. Everyone was very receptive and agreed to hang recruitment posters. We also advertised in all our local newspapers and many of them ran the notices for several weeks at a time. We sent letters to every community organization providing them with information and asking for the opportunity to speak to their members. We were only invited to address one group. Several local churches put notices in their bulletins, which resulted in many inquiries for further information. The library newsletter also proved to be an excellent way to reach people in our community and we had good response to our articles. We know that our campaign was effective because when people called for information, both tutors and learners, we asked them how they found out about our program. Many said they had seen a poster or an article in a newspaper. All together we sent workshop schedules and tutor applications to almost 90 people.



Our student recruitment plan was carried out in conjunction with the recruitment of tutors and the community awareness program. Our student application asks learners how they heard about Literacy Volunteers. Again the record of responses indicate that our outreach was very successful. People saw posters, church bulletins and newspaper articles. They were referred by their ESL teachers at the high school, our local assemblyman, BOCES, the Department of Labor, Catholic Charities, social workers and librarians. We processed 104 new student applications- 64 Basic Literacy and 40 ESL.

We continued to urge our tutors and learners to use the computer as part of their tutoring. We purchased several new software programs for students and often introduced them to new applicants who were waiting for a tutor. We had planned to hold an inservice workshop for tutors about computer assisted learning and to make them feel more comfortable using the computer with their learners. Because we got such a small response we decided to do it on a one to one basis making ourselves available whenever a tutor requested help. We hope that with the addition of a mobile cart to house our equipment more people will take advantage of the computer as a learning tool.

We began a program in cooperation with the Suffolk County Division of Alcohol and Substance Abuse Services, testing and evaluating inmates at their DWI Alternative Facility located in our community. Since the inmates are at the facility for 2 to 5 months, tutoring is not a realistic goal, but instead we are doing the preliminary steps and arranging to have a tutor ready when they are released. Not all of the inmates we have tested live in our satellite district, so they are referred to our main office or the appropriate satellite. We only test those inmates who have expressed the desire to improve their literacy skills and make the commitment to work with a tutor when they are released.



We made a staffing change at the end of April. Our outreach worker, Jean Goodwin left for personal reasons and our clerk/typist was promoted to the outreach position. We advertised according to library policy and Civil Service regulations, but we were not able to find a suitable applicant. We decided to eliminate the clerk/typist position for the remaining 5 months of the grant period. The satellite coordinator and outreach worker increased their hours to cover the gap. We filed an ammended budget and got permission to make the changes.

In addition to the staffing changes, we found that the library board required a separate audit of our grant according to the Single Audit Act. The accountant's fee was \$800.00 and we were required to pay it out of our grant. When we filed the amended budget, we included this amount- moving it from the "salary" category to "other". We also got approval to spend \$400.00 on additional memory for our Macintosh computer. These budget changes did not effect the total amount we requested.

2. We used all but \$36.80 of the proposed budget. An amended budget was filed and approved in July, 1993. The comparison between proposed and actual expenditures by budget category is as follows:

	Proposed	Actual expenditure
Salary	\$25,819.00	\$26,018.15
Fringe Benefits	\$1975.00	\$1991.67
Travel	\$500.00	\$500.00
Supplies	\$2250.00	\$2245.38
Library Materials	\$1720.00	\$1685.31
Other	\$1970.00	\$1756.69
TOTAL	\$34,234.00	\$34,197.20



3. Library materials were acquired in the form of:

Tutorial videos for low level readers and ESL learners

Audio tapes for ESL learners

Computer programs to be used in conjunction with one-to-one tutoring

High interest/low level reading material

Pre GED materials

On site tutor training was provided as follows:

Basic Literacy training workshop- October/November 1992.

ESL training workshop- March/April 1993.

Reading With Children Inservice- June 1993

4. The Mastics-Moriches-Shirley Community Library serves as the site of the satellite office. They provide office space and equipment. They donate the services of an adult services librarian who serves as our Project Director. The library has a special section that houses an excellent "New Reader Collection" and we are encouraged us to add materials for patrons who might need help with literacy skills but who for some reason.are not enrolled in our program. Most tutor/learner groups work together on site and the library provides tutoring space. The library newsletter, which is mailed to the community, is a valuable recruitment tool and the library staff often refers people to our program.



5. In our awareness campaign, we contacted almost every business and organization in our satellite district in hopes of getting volunteers. This was done both by mail and in person, whichever was more appropriate. We also asked many organizations if they had any space they could offer for our tutor/learner pairs to meet in since the library is always very busy and private space is sometimes hard to find. Some of the local churches offered their buildings, but most tutors still seem to prefer working at the library. Because we made so many contacts and hung so many flyers it is hard to say exactly where our volunteers came from.

One agency that provided several volunteers for our Basic Literacy workshop was Brookhaven National Laboratory, which is located in our satellite district. They were hoping that the tutors they sent to our training session would be able to work with other lab employees who had low level literacy skills. They did a quite extensive awareness campaign, assuring people that it would not affect their jobs in any way, but they only had one person come forth for help. He was matched with a tutor, but the other people decided to tutor within the community rather than let their newly acquired tutoring skills go to waste. They are still available to tutor at the lab if any one else comes forward.

For our June gathering of tutors and learners, our outreach worker contacted local merchants for door prize donations and we were able to give out more than 30 prizes. They were all happy to have the opportunity to give something toward our program, even if it was just a free pizza.

6. In addition to the Mastics-Moriches-Shirley Community Library, our tutors also meet in the Center Moriches Library, the Patchogue/Medford Library, South Country Library, Brookhaven Library, Brookhaven National Laboratory, St. Jude's Roman Catholic Church, and Grace Lutheran Church.



7. Before the Mastics-Moriches-Shirley Community Library received this grant, the satellite office was run by and Adult Services librarian who spent an average of 4 hours per week dealing with LVA. There was no time to follow up on applications from learners and no time to support those people who were already matched. There was also no community outreach except for the library newsletter. The grant has enabled us to staff the office 4 days per week and meet the needs of many more people. We are able to do the paperwork required by the main office of LVA-SC and follow through and support the students and tutors in our program. Without the grant, it would not be possible for the library to provide this level of support.



### LEARNER INFORMATION

LEARNER NAME				
Basic Literacy ESL SE	X: M F			
Has learner's address or phone number changed	d in the last six months? If so, supply new			
information:				
Is your learner handicapped? Yes No (Any type of physical or mental disability that substantially in	 npairs or restricts one or more <b>maj</b> or life activity.)			
Your learner must be retested if you have to *Call the office and we will				
Basic Literacy Student	ESL Student			
<b>READ TEST</b> (A, B, C, D, E, F, G, H, I, J, J+)	NYS PLACE (I, II, III, IV)			
Reading Comprehension Entry Level	Test Entry Level			
*Most Recent Post Test Read Comp. Level	Most Recent Test Level			
LEARNER ACHIEVEMENTS: (Check all that apply) Has your student in the last 6 months ?				
been removed from public assistance	obtained a library card			
obtained a job	$\square$ enrolled in another educational program			
Obtained a better job or salary increase	$\square$ moved from ESL to <b>Bas</b> ic Reading			
Obtained a driver's license	arrolled in a program for limited			
received U.S. citizenship	English speaking ability			
registered to vote	<ul><li>obtained a H.S. equivalency diploma (GED)</li></ul>			
LEARNER TERMINATION: (If applicable)				
Date you stopped working with learner:				
REASON: (Check one reason that best explains	student's circumstances)			
☐ Health	☐ Tutoring Location			
☐ Childcare Problems	☐ Moved/Left Area			
☐ Transportation Problems	☐ Met Goal			
☐ Personal	☐ Tutor Termination			
☐ Lack of Interest	☐ Tutor/Learner Schedule Conflict			
☐ Job Conflict	Unknown			
<u>.</u>	BEST COPY AVAILABLE			





### ▲ LITERACY VOLUNTEERS OF AMERICA SUFFOLK COUNTY, INC.

627 North Sunrise Service Road ▲ Bellport, N.Y. 11713

NON-PROFIT ORG. U.S. POSTAGE PAID BELLPORT, N.Y. PERMIT NO. 20 ZIP CODE 11713





### ▲ LITERACY VOLUNTEERS OF AMERICA SUFFOLK COUNTY, INC.

627 North Sunrise Service Road ▲ Bellport, N.Y. 11713 (516) 286-1649 ▲ FAX (516) 286-1647

Dear Volunteer:

Yes, it's bi-annual tutor report time once again!

We <u>must know</u> the <u>number</u> of hours that you volunteer and the progress of your learner(s). Lack of this information directly impacts our funding! If you are **no longer active** in the program, please complete the section on "Volunteer Information" and let us know if you intend to continue with LVA in the future or wish to leave the program.

Please complete both parts of this form Volunteer & Learner.  (Inactive Tutors must return forms with Volunteer Information complete.)
☐ If you tutor more than one learner, please complete a Learner Information form for each person you tutor. Forms can be copied, or additional copies will be sent upon request. (Call between 9:00 a.m. and 5:00 p.m.)
<ul> <li>Please indicate your learner(s) entry level and most recent post test level on the Learner Information sheet.</li> </ul>
☐ If you have tutored your student for 1 year from the date you were matched, a post test should be given. Call the office to make arrangements to have your learner post tested. A new post test should be given after each year of tutoring.
□ Return to LVA-SC office no later than <b>June 16, 1993</b> .
Thank you for your continued support of the LVA-SC program. Help is as close as your telephone, keep in touch!

Sincerely,

Maxine Jurow

**Executive Director** 

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### **VOLUNTEER INFORMATION**

VOLUNTEER INFORMATION Number of learners you tutored during this pe How many hours did you spend (project th tutoring your learner(s)? * preparing for tutoring sessions? testing and evaluating prospective learner	eriod? nrough June 30, 1993) hrs. hrs.
Number of learners you tutored during this pe How many hours did you spend (project th tutoring your learner(s)? * preparing for tutoring sessions?	eriod? nrough June 30, 1993) hrs. hrs.
preparing for tutoring sessions?	hrs.
testing and evaluating prospective lea	rners? hrs
	1110.
helping in the office or at special event	ts? hrs.
* (Group tutoring should reflect hours spent per	r learner.
i.e. 3 students $\times$ 30 hrs. each = 90 hrs.	total) Total hrs.
Do you wish to continue wi	th Literacy Volunteers?
<b>YES!</b> In the following capacities:  ☐ Tutoring (see below) *	<b>NO!</b> Reason for leaving the progra (You will be removed from our mailing list
Workshop Assistant	☐ Satisfied with Experience
<ul><li>Publicity/Events</li><li>Recognition Day Ceremony</li></ul>	Dissatisfied with Experience
Basic Literacy Tester	<ul><li>☐ Job / School Conflict</li><li>☐ Moved/Left Area</li></ul>
( Need Training Already Trained)	☐ Health/Pregnancy
☐ ESL Tester	☐ Family Problems
( Need Training Already Trained)	☐ Transportation Problems
☐ Office Volunteer	☐ Not Available
* Do you wish to have a new learner assigned to you at this time? Yes No	Other (list)



MASTICS-MORICHES-SHIRLEY COMMUNITY LIBRARY

LITERACY VOLUNTEERS OF AMERICA



# LEARN TO READ

FREE

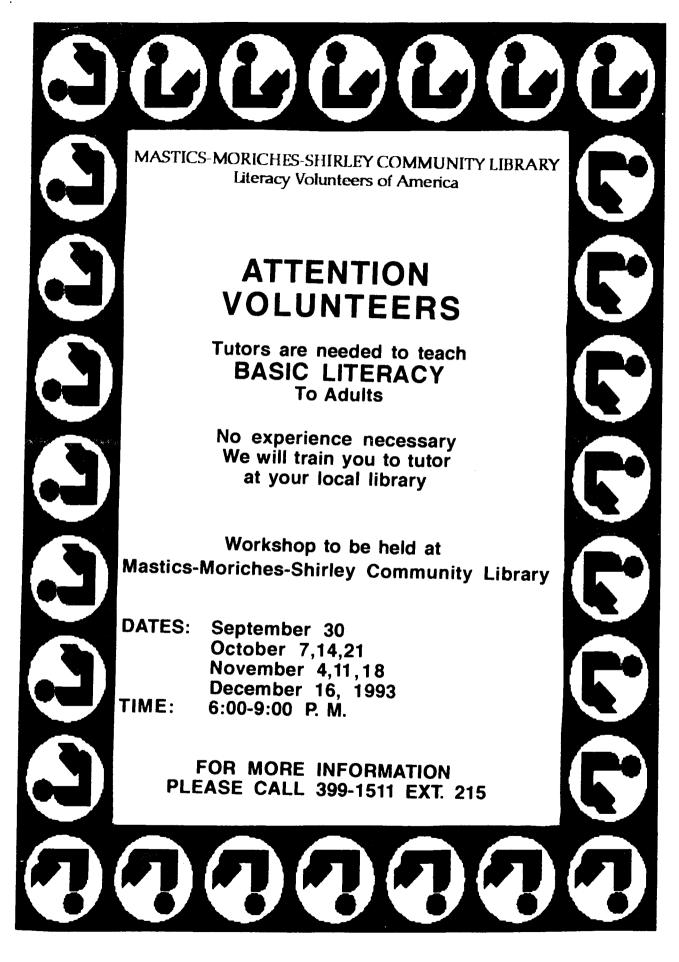
FOR INFORMATION

CALL 399-1511 ext. 215

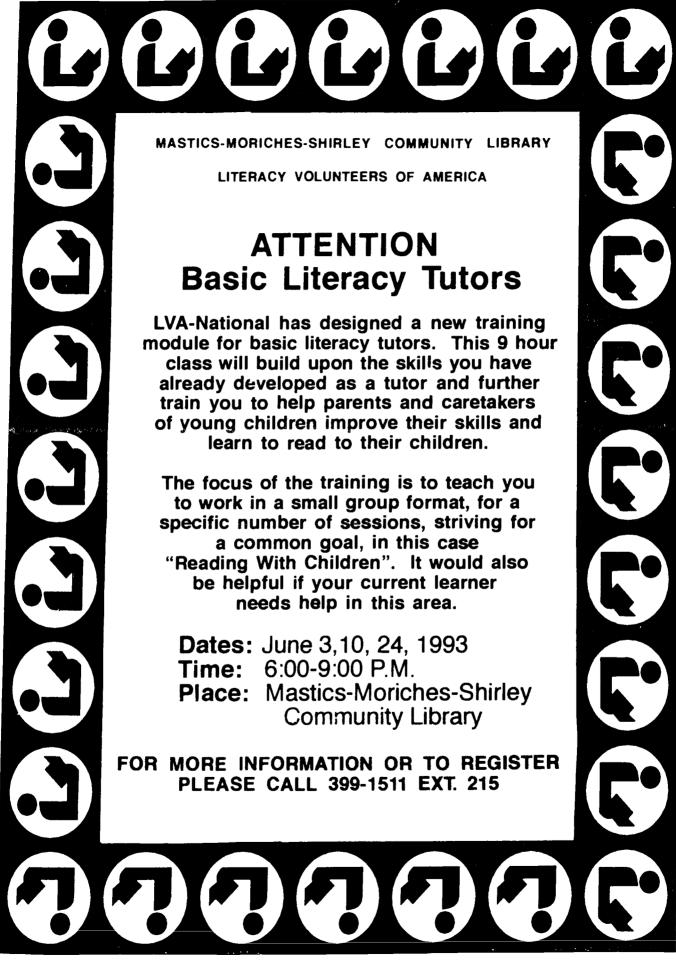














MASTICS-MORICHES-SHIRLEY COMMUNITY LIBRARY

## Literacy Volunteers of America Suffolk County, Inc.

can help you learn to speak English better...



**FREE** 

For more information Call: 399-1511 ext. 215



## 2nd Annual LVA Party!

Last year everyone had so much fun we're doing it again.

When:

Tuesday June 29, 1993

7:00 to 9:00 PM

Where:

Mastics-Moriches-Shirley Community Library

Why:

To thank you for participating in our LVA program

To show you our new materials and let you try our

computer software.

To meet other tutors, learners and staff members

RSVP by June 21

Please call 399-1511 ext. 215

Please feel free to bring guests, learning materials or a food treat that others would enjoy.

Literacy Volunteers of America-Suffolk County satellite at
The Mastics-Moriches-Shirely Community Library



#### MASTICS-MORICHES-SHIRLEY COMMUNITY LIBRARY

301 WILLIAM FLOYO PARKWAY • SHIRLEY, NEW YORK 11967-3422 • (516) 399-1511

### LITERACY VOLUNTEERS OF AMERICA (516) 399-1511 EXT. 215

TO:

**COMMUNITY CHURCHES & SYNAGOGUES** 

FROM:

LITERACY VOLUNTEERS OF AMERICA

Satellite at Mastics-Moriches-Shirley

Community Library

SUBJECT:

**TUTOR TRAINING WORKSHOP** 

DATE:

**AUGUST 2, 1993** 

Literacy Volunteers of America will be once again offering a Basic Literacy Tutor training workshop beginning on September 30, 1993. This 24 hour workshop will train volunteers to help other adults in the community who read at a fifth grade or lower reading level. We currently have over 50 people waiting for tutors. If anyone would like to get involved in our program, the time to register is now.

Enclosed are two flyers. One for anyone who is interested in becoming a tutor and one for anyone who may need help. We would appreciate it if you would share this information with anyone who is interested. If you could also put the information in your weekly bulletin it would be most helpful.

If you think your organization would like to learn more about Literacy Volunteers of America we would be happy to come and speak at one of your meetings.

Thank you for your cooperation.





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