

## Statewide Library ESL Services in North Carolina



North Carolina  
Literacy Round Table  
American Library  
Association  
Summer Conference  
June 28, 2004

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## 2001—2003: A Very Good Biennium

- NCLA Literacy Committee chose ESL as a focus for the biennium
- NCLA Special Projects Grant, 2002
- Fall 2002 Workshop on "ESL @ Your Library," Glenwood Library, Greensboro
- Developed NCLA Literacy Award
- Planned four NCLA Biennial Conference programs for Fall, 2003/2<sup>nd</sup> Project Grant
- Conducted online statewide ESL survey

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## 2001—2003: A Very Good Biennium

- Petitioned NCLA for Round Table status
- Achieved Round Table Status in July 2003
- Prepared bylaws for the new Round Table
- Sponsored keynote speech by Dr. Dale Lipschultz at NCLA Biennial Conference
- First Round Table Membership Meeting
- Presented NCLA Literacy Award

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## 2001—2003: A Very Good Biennium

- Partnered with the North Carolina Center for Public Broadcasting on Focus Group at NCLA Biennial Conference
- Participated in Education Forum literacy panel representing NCLA

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## 2003-2005 Biennium Goals: NCLA Literacy Round Table

- Development of library literacy collections
- Workshops and conference programs
- Clearinghouse of literacy resource information
- Focus on specialized literacy topics
- Support of collaborative efforts
- Liaison with state library association
- Sponsorship of NCLA Literacy Award

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## North Carolina Library ESL Model Programs and Projects

- Glenwood Library, Greensboro Public Library
- State Library's Hispanic Services Project
- Federal LSTA Program Grants for Local Library ESL Projects
- NCLA Literacy Round Table Survey of Library ESL Services

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## Survey Information

- WWW based survey prepared by NCLA Literacy Round Table
- Responses collected August 2003 - and beyond
- Results will be shared through NCLA Conference, WWW site, ALA Conference

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## Respondents = 31

- 21 Public Libraries
- 4 Community Colleges
- 2 Volunteer / Community Based Organizations
- 4 Unknown

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## ESL Instruction in Library = 8

- | Audience for Instruction | Teacher Source                                 |
|--------------------------|--|
| ■ adults = 7             | ■ Library Staff = 3                            |
| ■ adolescents = 1        | ■ Volunteer / Community Based Organization = 5 |
|                          | ■ Community College = 4                        |
|                          | ■ Other = 3                                    |

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## Foreign Language Materials = 28

### Types

- books - 25
- videos - 13
- periodicals - 12
- brochures, etc. - 12
- software - 5

### Languages

- Spanish - 26
- Chinese - 11
- French - 9
- Japanese - 8
- Russian - 8
- Vietnamese - 7
- Other - 7

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## ESL Instructional Materials = 17

### Types

- books = 13
- audio tapes = 10
- video tapes = 8
- software = 3
- (13 provided names of materials)

### Languages

- Spanish = 16
- Chinese = 4
- French = 3
- Vietnamese = 2
- Other = 6

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## Community Partnerships = 19

- Volunteer / Community Based Organizations = 15
- Community Colleges = 11
- Public Schools = 6
- Churches = 3

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## Staff Preparation for Providing Services to Non-English Speakers

- Professional development conferences, workshops = 12
- Verbal communication with peers = 3
- Community partners = 2
- Library School = 1
- Other = 5

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## Demand for Services for Non-English Speakers

- Greater = 23
- Same = 6
- Less = 0

Eight respondents offered comments about demand for services

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## Improving Current Services to Non-English Speakers

- | Rating Services    | Ways to Improve            |
|--------------------|----------------------------|
| ■ Excellent = 2    | ■ Workshops = 22           |
| ■ Pretty good = 2  | ■ Idea Sharing = 19        |
| ■ Adequate = 11    | ■ Recommendations = 16     |
| ■ Not adequate = 5 | ■ Visits to libraries = 12 |
|                    | ■ Consultants = 11         |

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## Preliminary Conclusions

- Libraries are providing foreign language, ESL materials for use by speakers of languages other than English.
- A few libraries offer ESL instruction.
- Most responding libraries are minimally satisfied or less with current services.
- Most responding libraries would appreciate assistance to meet growing demand for services.

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## The Glenwood Experience

- Glenwood Branch Library ESOL Program
- Greensboro, NC

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## Literacy and the Library

- Literacy 2000 Initiative
- Major Players: Greensboro Public Library, Reading Connections (nonprofit literacy organization) and Guilford Technical Community College

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## Literacy and Greensboro Public Library

- Vance Chavis Branch (serving predominately African-American community)
- Life Long Learning Branch

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## Glenwood Branch

- Opened April 1995
- Community Identified Needs: Community Gathering Space and ESOL offerings

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## ESOL Program

- Started with one English Conversation Club
- Expanded due to Literacy in Libraries Across America (LILAA) initiative
- Currently about 400 learners registered, representing 50 different countries
- Top languages spoken by students: Spanish, Vietnamese, Arabic, Chinese, French

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## Class Offerings

- English Conversation Club (Day and Evening Classes)
- Women's Literacy
- ESOL Computer Lab
- GTCC-sponsored courses (Citizenship, TOEFL and Basic Reading and Writing)

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## Tutoring Program

- Provides one-on-one and small group tutoring
- Basic Tutor Training and Monthly Tutor Workshops
- Commit to 2 hours/week for minimum of 6 months

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## The Process



- Orientation with AmeriCorps Members (available in English, French, Spanish and Vietnamese)
- Registration and Goals Worksheet
- Library Tour and Library Card Sign up
- Attend Classes

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## The Process



### 1<sup>st</sup> Visit to the Library

- Make an appointment for the orientation

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## The Process



### Attend Orientation

- Fill out Registration Form
- Fill out Goals Worksheet
- Get a library card
- Library tour
- Computer lab orientation
- Initial Assessment to identify learner's literacy skills & English proficiency (optional).

- Completes registration and goals worksheets
- Library tour
- Receives library card
- Introduction to Computer Lab
- Initial Assessment (computer-based, optional)

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## The Process



### Attend ESOL Classes and other Learning Activities

- Participate in class
- Record hours on time sheet

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## The Process



### Quarterly Interview with the Learner

- Fill out Interview sheet
- Review Goals Worksheet
- Review assessment results

- Quarterly interview sheet
- Review of Goals Worksheet with tutor
- Reassessment
- Focus groups

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## The Process



### ESOL Learners at the Glenwood Library

START HERE →

#### Quarterly Interview with the Learner

- Fill out Interview sheet
- Review Goals Worksheet
- Review assessment results

#### 1<sup>st</sup> Visit to the Library

- Sign up assessment for the interview

#### Attend Orientation

- Fill out Registration Form
- Fill out Goals Worksheet
- Get a library card
- Library tour
- Computer lab orientation
- Initial Assessment to identify learner's strengths and needs in English proficiency (optional)

#### Attend ESOL Classes and other Learning Activities

- Participate in class
- Attend books on tape class

#### Follow-up Interview

- Meet with support and discuss progress about "Learn to Read" program
- Meet with instructor from both the program

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## Partners

- Guilford College
- UNCG Dept. of Speech and Communication
- UNCG Department of Public Health
- El Centro de Accion Latina
- African Services Coalition
- Lutheran Family Services

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## Other Services

- Multicultural Resource Center (ESOL Collection, Foreign Language Collection)
- Bilingual story times
- Computer Workshops in Spanish and Vietnamese
- Referrals

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## For more information:

- Contact Gale Greenlee, Multicultural Services Coordinator at 336-297-5003
- [gale.greenlee@greensboro-nc.gov](mailto:gale.greenlee@greensboro-nc.gov)
- [www.greensborolibrary.org](http://www.greensborolibrary.org)
- For more information about ESOL resources and publishers, please visit <http://www.nclaonline.org/literacy/index.html>

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