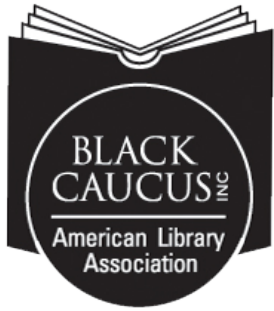




# Libraries at the Intersection of Adult Education, Family Literacy and Digital Equity

Hosted by ALA's Committee on Literacy



CALA: Chinese American Librarians Association

華人圖書館員協會



The American Indian Library Association (AILA)

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# ALA Committee on Literacy Webinar: Broward County Library Libraries at the Intersection of Adult Education, Family Literacy, and Digital Equity

Presented by:

Vonda Bryant, Learning Services Coordinator  
& Michael Bryant, Adult Services Coordinator



# Broward County



- ❖ 2020 Florida Library Association Library of the Year
- ❖ 2020 Library of the Future (American Library Association (ALA) & Information Today Inc.)
- ❖ Residents: 1.9 million
- ❖ Black: 26%, Hispanic: 25%, & White: 44%
- ❖ Sixty-six percent (66%) of Broward residents are foreign born

# Libraries at the Intersection of Adult Education, Family Literacy, and Digital Equity

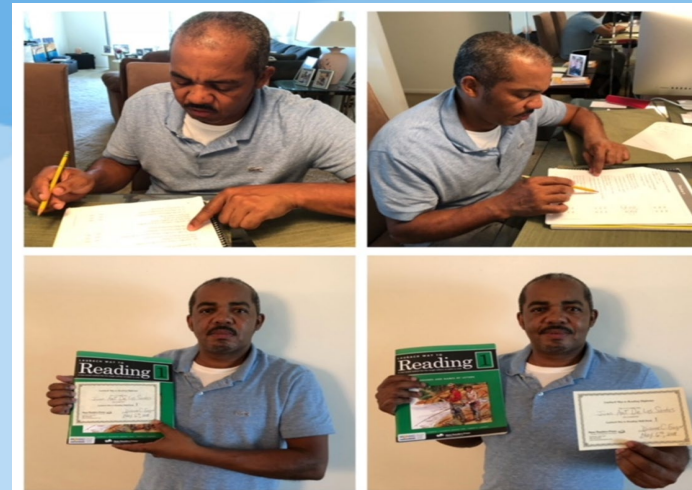
- ❖ Adult Education
- ❖ Digital Equity

# Adult Education



Broward County Library Core Adult Literacy Programs

- ❖ Career Online High School
- ❖ Each One Teach One
- ❖ English Café
- ❖ Citizenship Class





# Adult Education



❖ **Career Online High School (COHS)** - is an online private high school that offers adults an opportunity to earn an accredited high school diploma and career certificate. Students have access to an academic coach, certified instructors and 24/7 technical support.

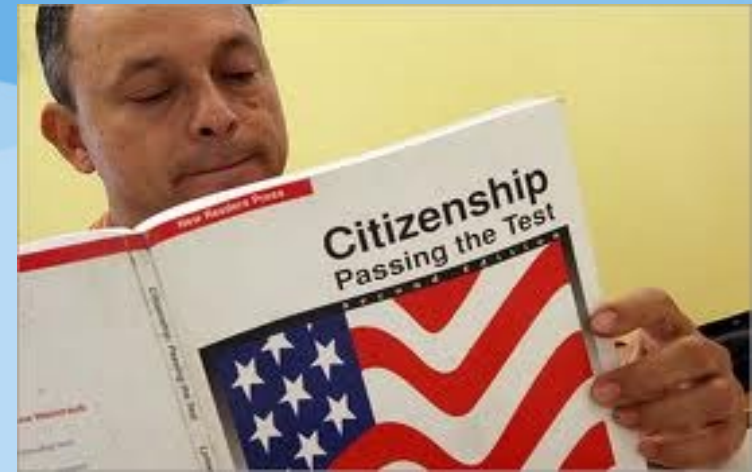
❖ **Each One Teach One** – an adult literacy program that uses trained volunteers to teach (one on one) students to read and write. More than 100 volunteers and students matched at Broward County Library.



# Adult Education



- ❖ **English Café** is for adults who want to improve their English. The classes feature activities to enhance language skills, including current events, word games, role-playing, and storytelling. More than 20 libraries offered this program with a monthly attendance that exceeded 2000.
- ❖ **Citizenship classes** are to assist *New Comers* to become *New Americans*. Self-paced question-and-answer practices and drills are available for individuals who are preparing to take the U.S. citizenship exam. These classes have assisted more than 100 students in becoming citizens in the last year.





# Digital Equity

- ❖ Intergenerational
- ❖ What is the purpose of having digital equity?
- ❖ Digital Equity and Broward County Library

# Digital Equity

- ❖ Internet access all the time
- ❖ Collaboration with Comcast to provide low-cost Internet
- ❖ Telephone service
- ❖ Comcast & tablets

# Digital Equity

- ❖ Tablets
  - ❖ 25 Tablets
  - ❖ Resumes
  - ❖ Job Search
  - ❖ Interviews

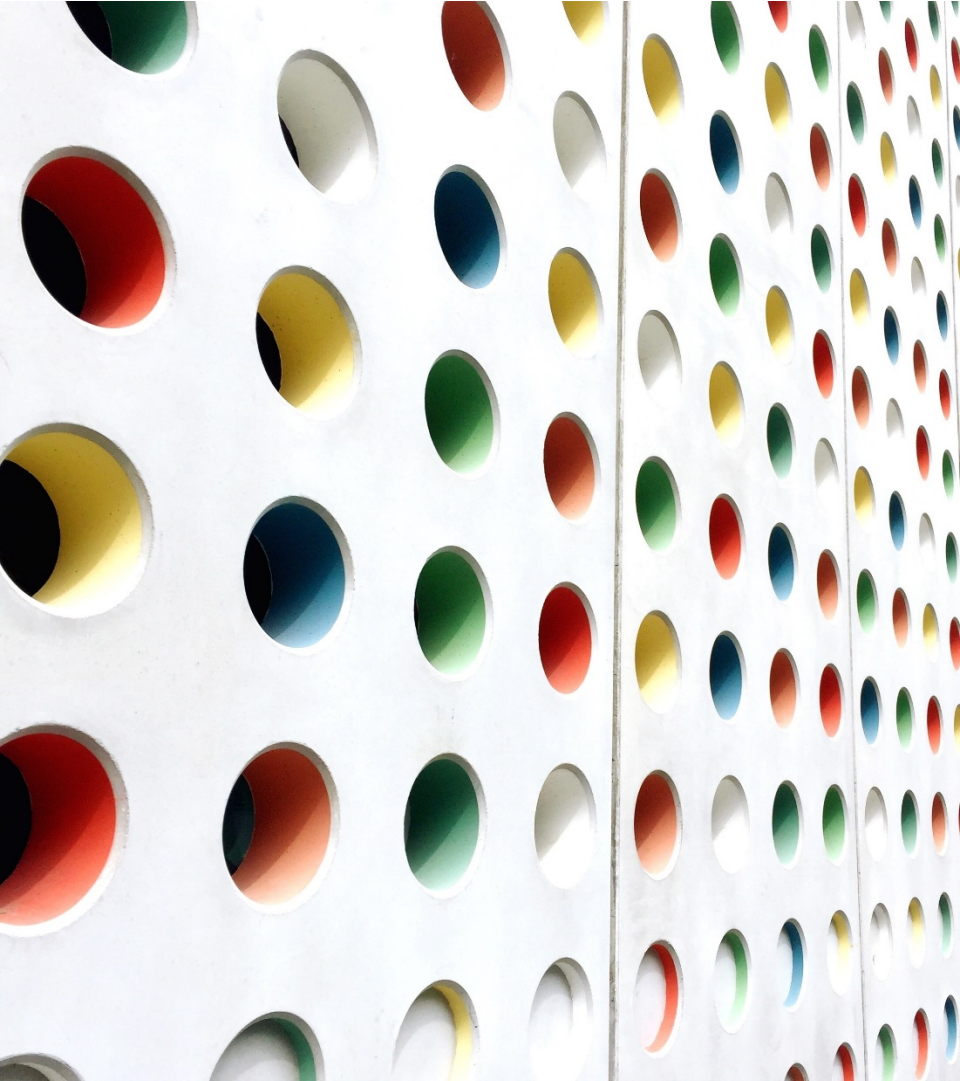
# Broward County Library



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Michael Bryant, Adult Services Coordinator  
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mdbryant@broward.org



# Tribal Libraries

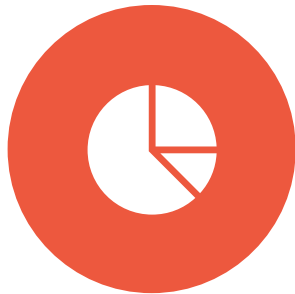
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AMERICAN INDIAN LIBRARY  
ASSOCIATION



# Intersection of...

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ADULT  
EDUCATION.



FAMILY LITERACY.



DIGITAL EQUITY.



# Impacts in Indian Country

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ADULT EDUCATION.

# Mission Public Library, serves the Pascua Yaqui and members of the Tohono O'odham Nation

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"The T.O. Nation encompasses a large geographic area, so some voters must drive 63 miles (over one hour) to reach that site"

<https://www.library.pima.gov/locations/MIS/>

# Oklahoma Department of Libraries

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**Shape  
our future  
START HERE >**



Sponsored by the Institute of Museum and Library Services

# Minnesota Libraries + Parents

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“Consider the significant spiritual, mental and emotional needs that must be addressed in your American Indian communities, especially where inequities have been exacerbated.”

## Partners in Education

Libraries

Office of Indian Education

American Indian Parent Advisory Committee

Tribal Nations Education Committee

Minnesota Department of Education





## U.S. Department of the Interior Bureau of Indian Education

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[My child does not do well with online classes. How can I help my child?](#)

[How do I keep my kids active during the COVID-19 pandemic?](#)

[What do I tell my teenager when his peers don't seem to care about social distancing?](#)

[How do you break down information about COVID-19 for those with special needs?](#)

[How do I help my child prepare for virtual learning or a "hybrid" \(in person-virtual blended\) learning approach when they go back to school in the fall?](#)

Task Force, Established in April 2019 by Minnesota State Rep. Mary Kunesh-Podein, School Librarian & AILA Member-at-Large

The task force will provide data and analysis of the systemic causes behind the number of missing Native American women in the state. Tribal librarians share information with their community members to help them stay informed.

#MMIWG

**506** MMIWG cases were identified across 71 selected urban cities

**128** were cases of missing Indigenous women

**280** were cases of murdered Indigenous women

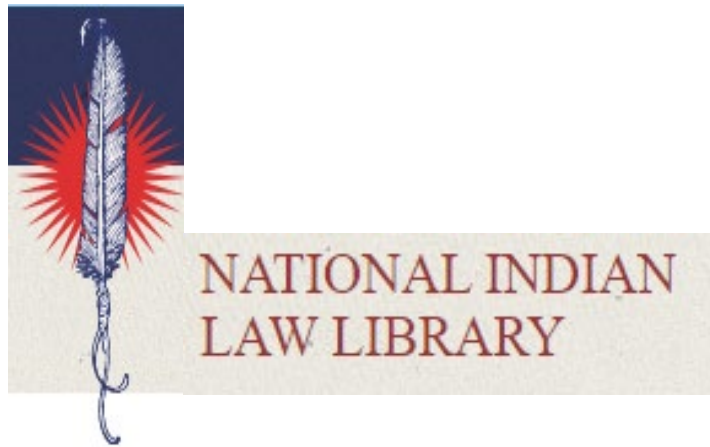
**98** were cases with an "unknown status"

**29** The median age of MMIWG victims



# Indian Law Bulletins

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## **NATIVE NEWS SOURCES:**

[Turtle Talk Blog](#)  
[Indianz.com](#)  
[Indian Country Today](#)  
[PECHANGA](#)  
[Native Web News Digest](#)  
[IMDiversity](#)  
[Cultural Survival](#)

# Impacts in Indian Country

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FAMILY LITERACY.

# Defined & Redefined for Indian Country.

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1998 Adult Education and Family Literacy Act, the US Congress defines adult literacy as “an individual’s ability to read, write, and speak in **English**, compute and solve problems, at levels of proficiency necessary to function on the job, in the family, and in society.”

Navajo Nation Department of Head Start is using technology to help build a sustainable community while maintaining traditional values for their families.





## S. VERNA FOWLER ACADEMIC LIBRARY MENOMINEE PUBLIC LIBRARY

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### **Let's Do Things Together**

Family Program (KEFP) writer's workshops hosted by the library. Video series offered on Facebook with story times by culture keepers sharing their language and culture.



Native American Library Services Enhancement Grant  
from the Institute of Museum and Library Services

# Tribal Library Resources

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AMERICAN INDIANS IN CHILDREN'S LITERATURE

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<https://ailanet.org/tribal-library-resources/>

# Intergenerational Programs

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Portraits of Tribal Elders are displayed on The Geezer Gallery with interviews conducted and shared online. Their Chairman is providing monthly meetings online to keep everyone informed of decisions that are being made during the time of this pandemic.

# NMAI: Vine Deloria, Jr. Library

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“Community libraries, schools, clinics, and tribal offices are sometimes the only source of a WIFI signal, and many homes are located miles from the nearest access point.”

“Higher rates of coronavirus deaths among American Indians and Alaskan Natives have been caused by underlying health conditions such as diabetes, respiratory disease, cardiovascular disease, and high blood pressure; lack of access to medical care; and many communities’ high poverty level.”





DIGITAL EQUITY.

Impacts in  
Indian Country

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# Digital Divide in Indian Country

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*"According to a recent report by the U.S. Commission on Civil Rights, broken treaties with the federal government have "left many reservations without adequate access to clean water, plumbing, electricity, internet, cellular service, roads, public transportation, housing, hospitals, and schools."*

## Needs

Internet as Public Utility

Broadband Investment

Digital Literacy Skills

Digital Health Equity

# Good News!

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**The Public Library Association and Microsoft announce initiative to help expand internet access in rural communities during COVID-19 crisis**

# Ak-Chin Indian Community library

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The Ak-Chin Indian Community library will introduce the community to the latest advances in robotics and artificial intelligence by incorporating these technologies into current and new library and language programs. The library will purchase two robots, one for the library and the other for the language department.

The library will also use the robot in programs such as their coding club and weekly preschool story time programs. The goal of the project is to better grasp and prepare for the future by increasing access to integrating technology in current library and language programs.



Cindy Hohl, President  
ailaprez2020@gmail.com

# Thank You!

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American  
Indian  
Library  
Association

# Literacy & Digital Equity: Pandemic 2020 Edition



Los Angeles Public Library

Kelly Tyler (she/her)

Managing Librarian

Office of Education and Literacy

kyler@lapl.org | 213-228-7546





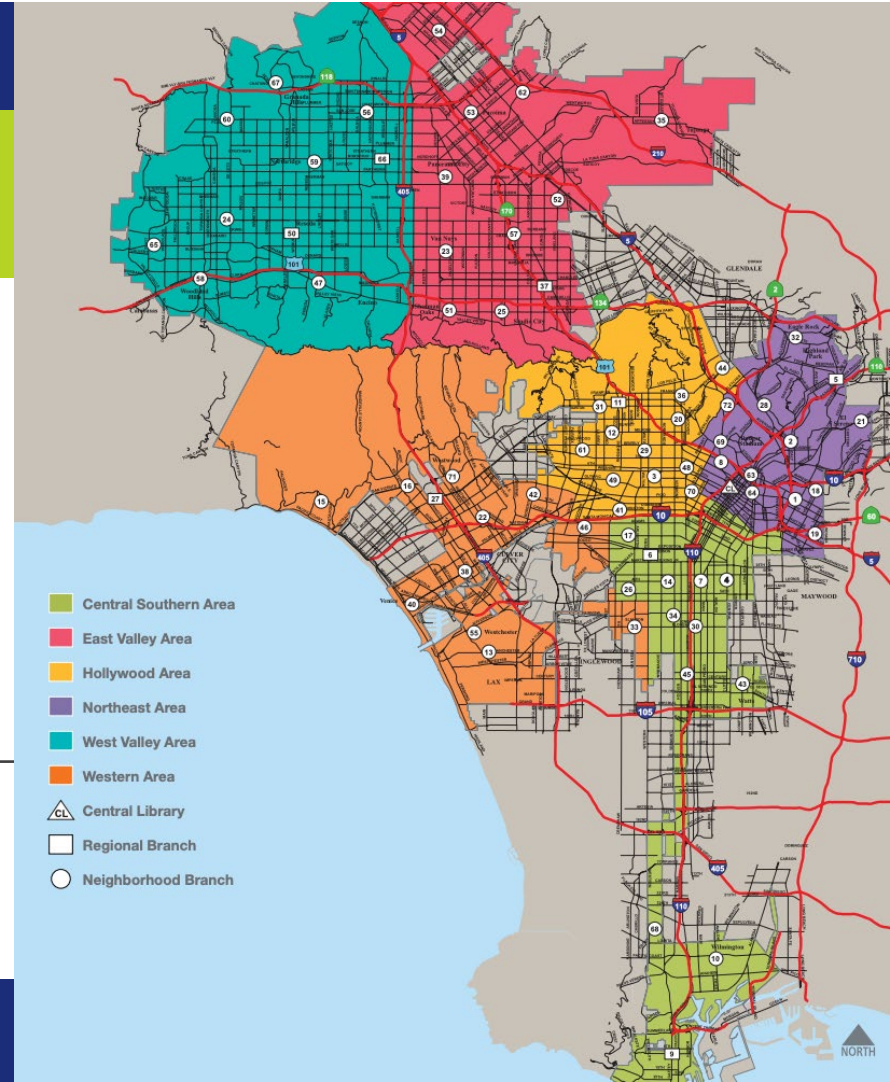
## My Presentation Plan

- A very brief overview of LAPL
  - How we're delivering services now
  - A few ways we were well prepared
  - What's still keeping me up at night
- 



# A Very Brief Overview

- BIG



## A Very Brief Overview



1.88M Angelenos 18+



2.13M Angelenos 18 +



## A Very Brief Overview

- (Fairly) well-resourced
- 





## Services Now

- Career Online High School





# Services Now

- Zoom classes and tech support for learners & volunteers

GMT07	SUN 27	MON 28	TUE 29	WED 30	THU 1	FRI 2	SAT 3
10 AM		Beginner Eng. Conversation 10 - 11:30am		Writing Class with Nancy, Julian, Robin 10 - 11:30am		HOLD FOR VOLUNTEER WORKING GROUP 10am - 12pm	PENDING: Health and Nutrition Class 10 - 11:30am
11 AM			Multicultural Literacy with Cyd 11:30am - 1pm	English Conversation with 12:15 - 1:45pm <a href="https://lapl.zoom.us/j/995501505452">https://lapl.zoom.us/j/995501505452</a>	Book Club with Guadalupe (PIOKOR) 12:20 - 2pm	English Conversation with Sidney 12:50 - 3pm <a href="https://lapl.zoom.us/j/973548045792">https://lapl.zoom.us/j/973548045792</a>	English Conversation with Stuart (PLATT) 1:15 - 3pm <a href="https://lapl.zoom.us/j/983943000033">https://lapl.zoom.us/j/983943000033</a>
12 PM			Book Club with Marilyn and Lillian 1:20 - 3pm <a href="https://lapl.zoom.us/j/9946">https://lapl.zoom.us/j/9946</a>		Writing Class with Robert/Jake 2:20 - 3:50pm	Pronunciation and Idioms with Jill 3:15 - 5pm <a href="https://lapl.zoom.us/j/994802082513">https://lapl.zoom.us/j/994802082513</a>	English Conversation with 3:15 - 4:45pm <a href="https://lapl.zoom.us/j/981083945332">https://lapl.zoom.us/j/981083945332</a>
1 PM		Workplace Vocabulary w/ Elaine 2 - 3:30pm		English Conversation with 4 - 5:30pm <a href="https://lapl.zoom.us/j/955170300952">https://lapl.zoom.us/j/955170300952</a>	Creative Writing: Life Stories 4 - 5:30pm		
2 PM					Voter Education 4:30 - 6:30pm <a href="https://lapl.zoom.us/j/97">https://lapl.zoom.us/j/97</a>		
3 PM		English Conversation with Jeff 3:50 - 5:30pm <a href="https://lapl.zoom.us/j/9739">https://lapl.zoom.us/j/9739</a>	News For You with Ali 5:20 - 7pm <a href="https://lapl.zoom.us/j/990377347747">https://lapl.zoom.us/j/990377347747</a>	English Conversation with 6pm, <a href="https://lapl.zoom.us/j/">https://lapl.zoom.us/j/</a>			
4 PM		Job Prep with Kristin (PIOKOR) 5:50 - 7:30pm <a href="https://lapl.zoom.us/j/9502">https://lapl.zoom.us/j/9502</a>					
5 PM							
6 PM							
7 PM							
8 PM							
9 PM							



## Services Now

- One-on-one tutoring support



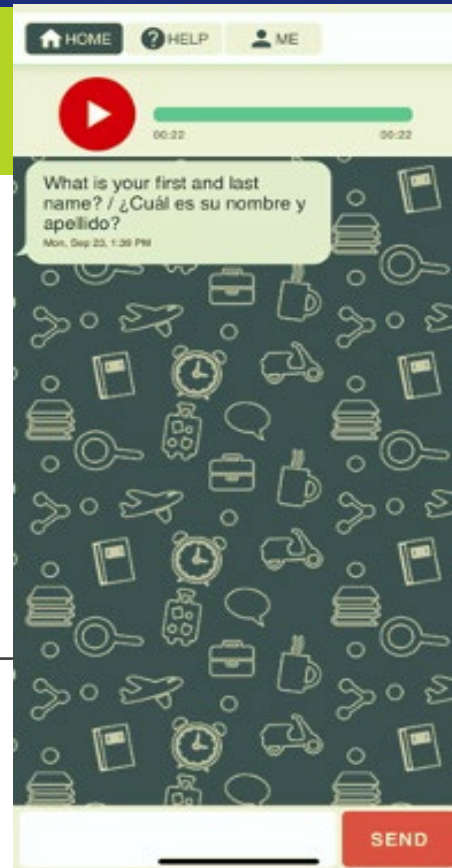
## Services Now

- Mobile learning



## Services Now

- Mobile learning
  - Cell-Ed



## Services Now

- Mobile learning
  - Cell-Ed
  - Learning Upgrade



# Services Now

- Mobile learning
  - Cell-Ed
  - Learning Upgrade
  - Reading Horizons

The screenshot shows a 'Diagnostic Report' interface with a table of student performance data. The table has columns for 'First Name', 'Last Name', 'Date Completed', 'Reading with C and B', 'S. Score', 'B. Score', 'S. Score', 'Doubts 1.0.2', 'Special Needs (Contributions)', 'Operate (C, B, W, S, and T)', 'Phonics 1st-1', 'Phonics 1st-2', 'Adding Subtraction to 100', 'Word Families C&D', 'Three Reads of 60', 'Phonics 1st-3', and 'Phonics 1st-4'. The table contains several rows of data, with a red box highlighting the first column (First Name) in the first row.

First Name	Last Name	Date Completed	Reading with C and B	S. Score	B. Score	S. Score	Doubts 1.0.2	Special Needs (Contributions)	Operate (C, B, W, S, and T)	Phonics 1st-1	Phonics 1st-2	Adding Subtraction to 100	Word Families C&D	Three Reads of 60	Phonics 1st-3	Phonics 1st-4
		4/21/17 12:47 PM	100	100	75	75	100	100	25	75	25	0	100	75	100	100
		5/5/16 9:31 PM	100	100	100	75	100	50	100	100	100	100	75	75	100	100
		4/15/16 3:20 PM	75	100	50	25	50	50	75	100	50	75	25	75	100	100
		4/6/16 9:54 AM	100	100	100	100	100	25	100	75	100	100	100	100	100	25
		5/21/17 4:43 PM	100	75	50	75	100	50	50	100	100	100	75	75	100	75
		5/18/16 9:46 PM	100	100	25	25	75	100	50	75	50	25	75	100	100	100
Average			89	95	73	66	80	67	75	86	86	88	86	83	100	86



## Well Prepared

- Nature of working unit
  - Existing strategies to reach learners who don't come to the library
- 



# Keeping Me Up At Night...





## Keeping Me Up At Night...

- Technology loans



## Keeping Me Up At Night...

- Learning circles

P2PU



Los Angeles Public Library

Kelly Tyler (she/her)

Managing Librarian

Office of Education and Literacy

[ktyler@lapl.org](mailto:ktyler@lapl.org) | 213-228-7546





QUEENS  
PUBLIC  
LIBRARY

We speak your language.

ALA Presentation  
09/23/20

Libraries at the Intersection of Adult Education, Family  
Literacy and Digital Equity

Presented By:

*Cathy Chen, Assistant Director of Programming and Operations, New Americans Program*  
*Gary Beharry, Library Literacy Center Manager, Flushing Adult Learning Center*

# Agenda

- About Queens Public Library
- Adult Learning Division
- New Americans Program
- Grand Family Class

# Queens Public Library

## Mission Statement

Queens Public Library transforms lives by cultivating personal and intellectual growth and by building strong communities.

## Vision

Our vision is a vibrant, informed, cohesive, and empowered society.



We speak your language.

# Collaboration, Interconnection and Inclusion

## Adult Learning Division

### Job and Business Academy

Queens Public Library provides specialized training and learning opportunities to job seekers, aspiring entrepreneurs, and business owners.

### New Americans Program

The New Americans Program celebrates Queens residents' cultures and helps newcomers understand life in the United States.

### Adult Learning Centers

Our Adult Learner Program offers ESOL, Adult Basic Education, and High School Equivalency instruction to adults and young adults at sites throughout Queens.

# New Americans Program

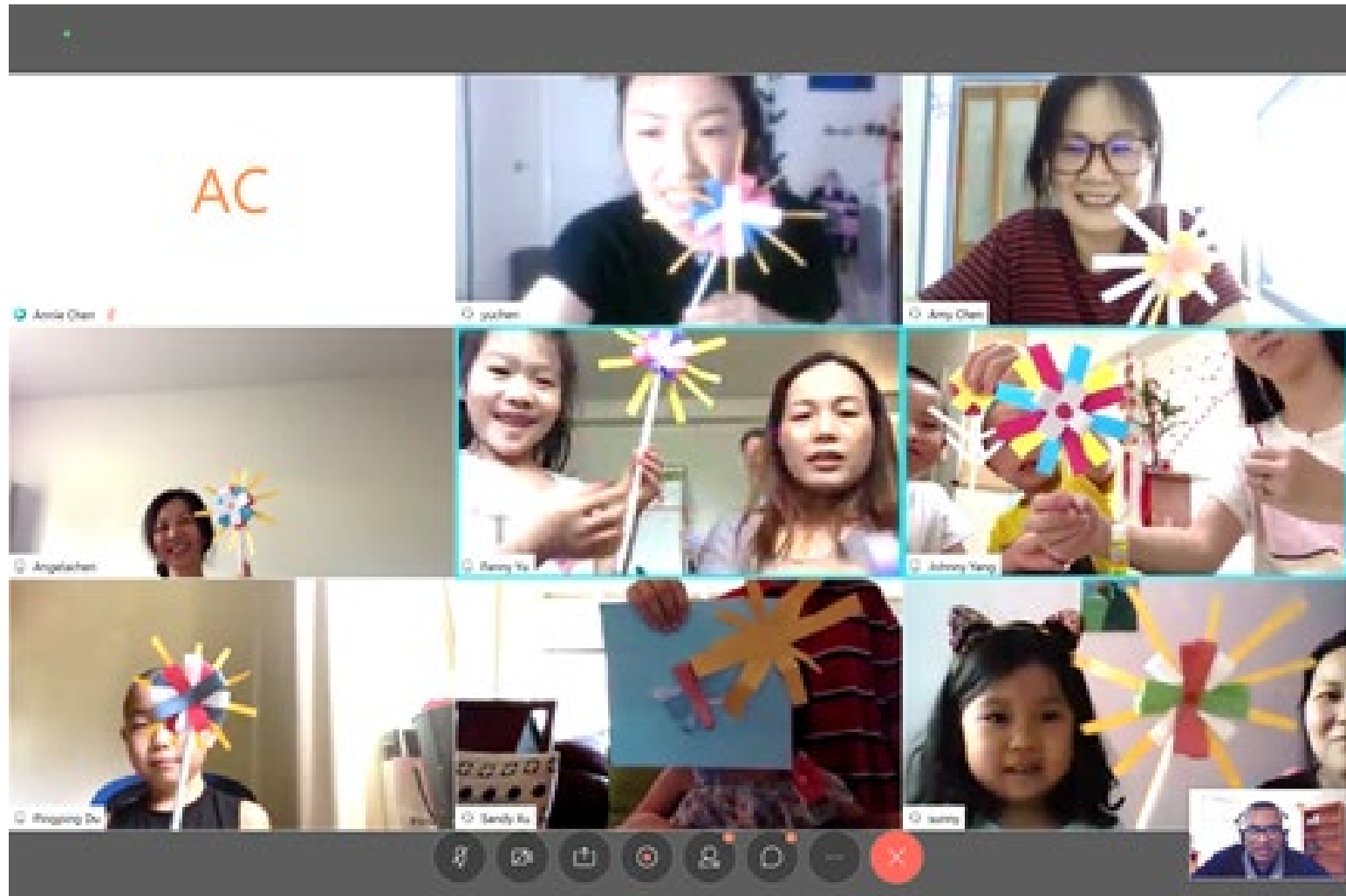
- Queens County is one of the most diverse urban areas in the world.
- According to a report by the Center for an Urban Future, NYC immigrants are under threat and left out during the COVID-19 crisis.
  - The vast majority of immigrants have lost their primary source of income and are seeking food aid and financial relief.
  - Limited language and technology access are presenting major barriers to accessing benefits.
  - Immigrant tenants are already facing threats of eviction.
  - Immigrant families face multiple unique barriers to successful at-home learning.
  - Immigrant communities have been hit especially hard by the COVID-19 itself, and other healthcare challenges are growing.



# New Americans Program

- A variety of Coping Skills workshops were offered based on needs and resources available.
- Different cultural programs were offered as a source of comfort, well-being and connection during COVID-19.
- Continued coordinating citizenship application assistance remote clinics with partners
- Successes and barriers

# Grand Family Fundamentals Class



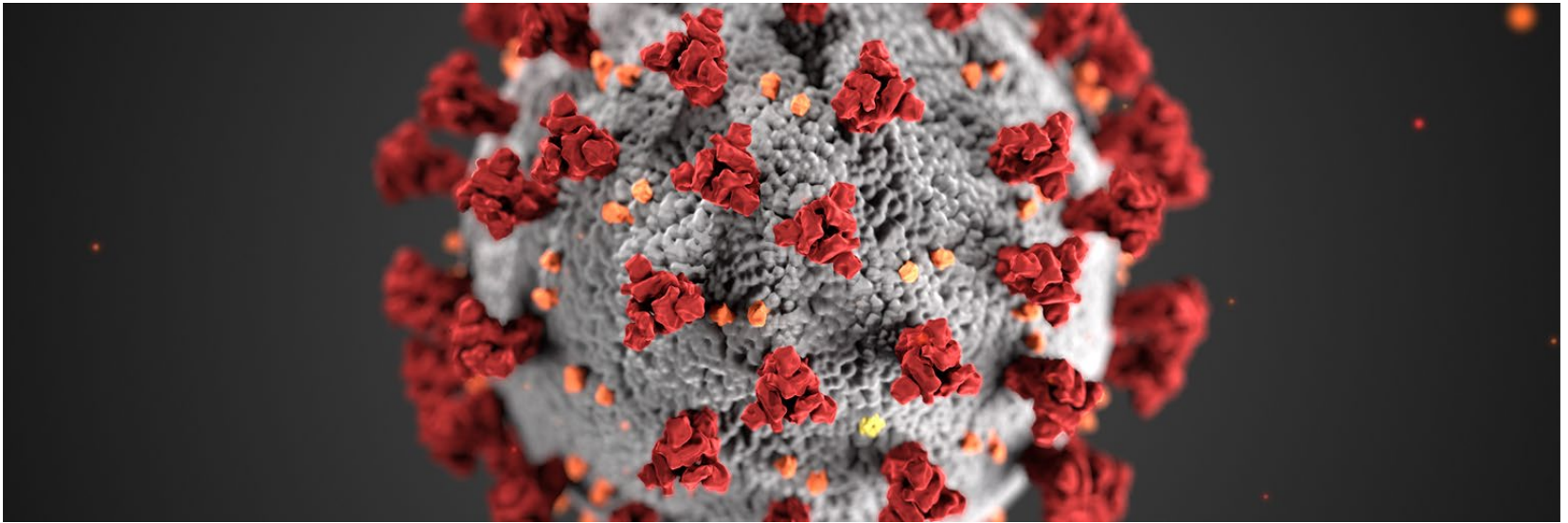
# Grand Family Fundamentals Class

- **Goals**

- Improve English Speaking Skills of Grandparents
- Improve Digital Literacy Skills of Grandparents
- Improve cultural competency of grandparents
  - Social Services
- Improve Grandparenting Skills

# Covid-19

We were able to continue the project which was a monumental effort from our collaboration partners, supervisors, staff and students.



# How

## Needs Assessment and Surveys

### Collaboration

- within library systems and with our community partners

### Peer Support

- Bilingual Learning Support Specialists kept in touch with students and used familiar apps like WeChat, WhatsApp
- Other Family Members were encouraged to participate and assist

### Free Resources

### Case Managers

- workshops
- Bilingual Office Hours

### Skills/Language



# Procedure

Students met 2x a week using Cisco Webex

- Simple Exercise

- Review

- New English Lesson

- Craft Activity

- Presentation by Collaboration Partners

# Outcomes

All of the students

- improved English Skills

- improved Technology Skills

- improved knowledge of socio-economic resources

Getting closer to their families

# Craft Activities

## Craft Activity 2 - Frog and Bunny with Ping Ping

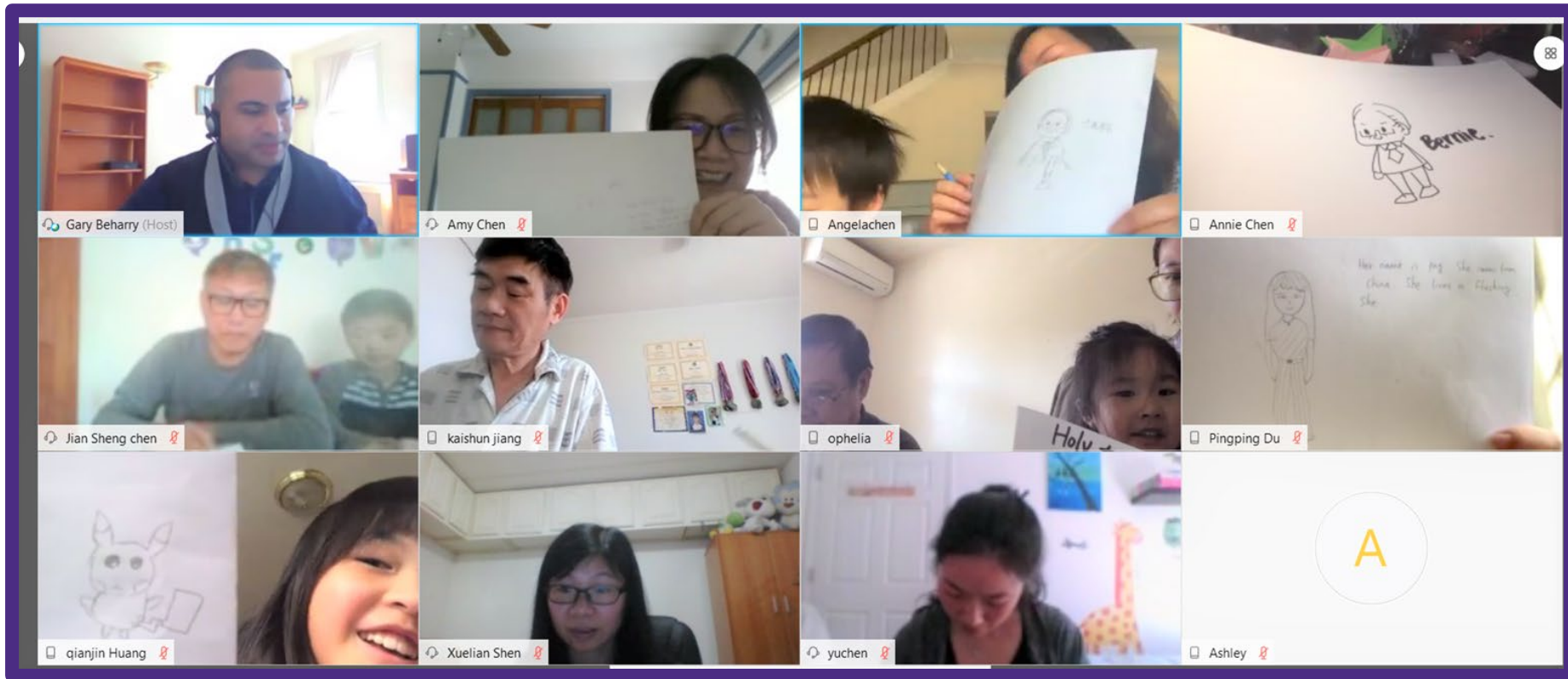
Material: 材料

- White paper 白色纸
- Scissor 剪刀
- Glue 固体胶
- Color Marker 彩色笔





# GRANDFAMILY FUNDAMENTALS CLASS DRAWING AND STORYTELLING



# GRANDFAMILY FUNDAMENTALS CLASS LEARNING GMAIL

The screenshot displays a Zoom meeting interface. At the top, a shared screen shows a tutorial for creating a Gmail account, titled "Step 3: Create your Google Account". The tutorial includes a "Name" field with a red arrow pointing to the "Last name" field, and a "Phone number" field with a blue arrow pointing to the "Country code" dropdown. A large blue letter "A" is visible on the right side of the shared screen. Below the shared screen, there is a grid of 14 participant video thumbnails. The participants are: yuchen, Amy Chen, Annie Chen, Angelachen, Jian Sheng chen, kaishun jiang, ophelia, qianjin Huang, Pingping Du, ruitingmei, and Xuelian Shen. A large white thumbnail with a blue letter "A" is also present, labeled "Ashley". At the bottom of the screen, the Windows taskbar is visible, showing the search bar with the text "Type here to search", the system tray with icons for network, volume, and battery, and the system clock displaying "4:48 PM 5/2/2020".

# Collaboration with New Americans Program

Coordinated Coping Skills workshops in Chinese on a variety of topics for the GrandFamily class students

- ❖ Health and Nutrition for family
- ❖ Heart Health
- ❖ Boost Immunity to Combat COVID-19
- ❖ How to deal with stress and anxiety
- ❖ Smartphone Technology
- ❖ Alzheimer Disease Discussion
- ❖ Yoga
- ❖ Introduction to Library Services

# Q&A



# Q&A

Please send any additional questions to  
[diversity@ala.org](mailto:diversity@ala.org)



EQUITY • DIVERSITY • INCLUSION

