

# MOSAIC

Multicultural Outreach Services  
And Information Committee



A Division of the Suffolk County Library Association RASD

## Long Island Library Conference

### Serving New Americans in Your Library

May 9, 2024

# Welcome and Introductions

## Speaker(s):

**Lindsay Davis**, Literacy Department Head,  
Mastics-Moriches-Shirley Community Library

**Amber Gagliardi**, Librarian, Middle Country Public Library

**Susan Shiloni**, Executive Director, Literacy Suffolk

**Josh Tanski**, Librarian, Patchogue-Medford Library

## Serving New Americans in Your Library

This program aims to prepare attendees to assist New Americans who come into their library in a world that is constantly changing and is increasingly digital. Attendees will learn about diversity on Long Island, online educational resources available to speakers of different languages, and practices to better serve New Americans. We will highlight existing partnerships with Literacy Suffolk and Nassau BOCES to help you support those new to your community.



**Lindsay Davis**  
**Mastics-Moriches-Shirley Community Library**

Lindsay Davis joined the Mastics-Moriches-Shirley Community Library in 2017 as the Head of Literacy Services and the Executive Director of the Community Family Literacy Project, Inc. For seven years prior, she was an instructor in the library's adult literacy program while working as a full-time elementary school special education teacher. Ms. Davis believes that education empowers individuals, families, and communities! She is a graduate of St. Joseph's College and received her master's degree from Stony Brook University.



**Amber Gagliardi**  
**Middle Country Public Library**

Amber Gagliardi has been an Adult Reference Librarian at the Middle Country Public Library (MCPL) since 2011 specializing in literacy services and programming. Ms. Gagliardi has a passion for bringing librarians together to share knowledge and has chaired of Suffolk County Library Association's Multicultural and Outreach Services Committee (MOSAIC) for eight years. She also a Board Member of Literacy Suffolk in effort to expand literacy services county wide.



**Susan Shiloni**  
**Literacy Suffolk**

Susan Shiloni has been part of the Literacy Suffolk team since 2008 filling different positions until 2019 when she became its executive director. Susan is a NYSED certified adult literacy assessment trainer and Literacy Suffolk tutor trainer. Susan is passionate about Literacy Suffolk's mission to irradiate adult illiteracy.



**Josh Tanski**  
**Patchogue-Medford Library**

Josh Tanski has worked at the Patchogue-Medford Library for over 5 years. Currently he co-coordinates the library's English classes and he previously tutored one of these classes while studying at Stony Brook University. A bilingual librarian, Josh assists patrons in English and Spanish with everything from filling out DMV forms to making appointments with different consulates in the NY area.



# MOSAIC

**The purpose of the committee is to promote cultural awareness and develop strategies for effective outreach services.** In adhering to this, the Committee meets four times a year to discuss any and all issues that arise within the libraries that affect service to our diverse communities. These issues can range from collection development, to programming ideas, to creating documents in non-English fonts, to where to send a non-English speaking person for immigration information. **The Committee would like to think of itself as a clearinghouse on best practices in serving diverse communities.** One of our main goals is to disseminate and share information in a collegial fashion.

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# Our Community



A great tool to use to find more information on your community is the Census.

You can narrow the results by county, town, and even zip code.

Using this tool, we see the following:

**Suffolk County:** 23.1% of Suffolk County residents speak a Language other than English at home

**Nassau County** 29.4% of Nassau County Residents speak a Language other than English at home

**Planning for Census 2030 is underway:**

<https://www.census.gov/programs-surveys/decennial-census/decade/2030/2030-census-main.html>

All Topics		Suffolk County, New York	Nassau County, New York	New York	United States
<b>Language other than English spoken at home, percent of persons age 5 years+, 2018-2022</b>					
	23.1%	29.4%	30.6%	21.7%	
PEOPLE					
Population					
<b>Population estimates, July 1, 2023, (V2023)</b>	1,523,170	1,381,715	19,571,216	334,914,895	
<b>Population Estimates, July 1, 2022, (V2022)</b>	1,527,974	1,385,294	19,673,200	333,271,411	
<b>Population estimates base, April 1, 2020, (V2023)</b>	1,525,894	1,395,767	20,202,320	331,464,948	
<b>Population estimates base, April 1, 2020, (V2022)</b>	1,525,894	1,395,767	20,202,320	331,464,948	
<b>Population, percent change - April 1, 2020 (estimates base) to July 1, 2023, (V2023)</b>	-0.2%	-1.0%	-3.1%	1.0%	
<b>Population, percent change - April 1, 2020 (estimates base) to July 1, 2022, (V2022)</b>	0.1%	-0.8%	-2.6%	0.5%	
<b>Population, Census, April 1, 2020</b>	1,525,920	1,395,774	20,201,249	331,449,281	
<b>Population, Census, April 1, 2010</b>	1,493,350	1,339,532	19,378,102	308,745,538	
Age and Sex					
<b>Persons under 5 years, percent</b>	5.1%	5.1%	5.4%	5.6%	
<b>Persons under 18 years, percent</b>	20.3%	21.2%	20.3%	21.7%	
<b>Persons 65 years and over, percent</b>	18.2%	18.9%	18.1%	17.3%	
<b>Female persons, percent</b>	50.3%	50.7%	51.1%	50.4%	
Race and Hispanic Origin					
<b>White alone, percent</b>	82.8%	70.8%	68.6%	75.5%	
<b>Black or African American alone, percent (a)</b>	9.5%	13.4%	17.7%	13.6%	
<b>American Indian and Alaska Native alone, percent (a)</b>	0.7%	0.6%	1.0%	1.3%	
<b>Asian alone, percent (a)</b>	4.8%	12.9%	9.6%	6.3%	
<b>Native Hawaiian and Other Pacific Islander alone, percent (a)</b>	0.1%	0.1%	0.1%	0.3%	



# Patchogue-Medford Library



- Bilingual staff available every day
- Commonly requested documents (such as translated DMV forms) kept at the Reference desk
- Collections in Spanish (and small but growing Turkish collection) as well as bilingual books available
- Bilingual Signage, fully translated website
- Serves a community of approximately 65,000 people in Patchogue Village, North Patchogue, East Patchogue, and Medford
- Patrons that speak a language other than English at home:
  - Patchogue Village: 21.1%
  - N. Patchogue: 18.8%
  - E. Patchogue: 16.9%
  - Medford: 26.3%

# Middle Country Public Library



- Serves approximately 60,000 people in the Centereach and Selden communities.
- Patrons that speaks a language other than English at home:
  - Centereach - 11720: 18.3%
  - Selden- 11784: 17.4%
- Offers basic and intermediate Class on Thursday evenings and Saturday mornings.
- Offers Citizenship Preparation Class on Wednesday nights
- Regional business center for Long Island and specialized services like career and college counseling.

# Mastics-Moriches-Shirley Community Library



The **Tri-Hamlet Community** is rich in local history, settled in the late 1600s and home to a signer of the Declaration of Independence.

MMSCL was established in 1974; it has grown and evolved. The 45K sq. foot main library branch is undergoing renovation (opening 9/2024). Two 7K sq. foot branch locations are open in Mastic Beach and Moriches.

<http://www.communitylibrary.org/>

**MMSCL** serves approximately **55K patrons** in the Mastic, Mastic Beach, Shirley, and Moriches communities (in the William Floyd School District). Approx. **21%** of patrons speak languages other than English at home. Our diverse program serves patrons from all around the world- about 40 countries/20 languages per year.

MMSCL offers **services and resources** for **patrons of all ages**. For New Americans, we have a robust offering of English, Citizenship, and Family Literacy classes, approx. 30 per week, in varying levels, with childcare. We have helped almost 200 new citizens and offered 40 citizenship scholarships in the past 15 years.

The Community Family Literacy Project **CFLP** is a 501c3 organization that supports literacy in our community through book giveaways, scholarships, and more. We believe that education empowers individuals, families, and communities!

**Save the Date:** "Bridge to Beach" 5K Run for Literacy 9/7/24





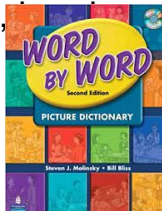
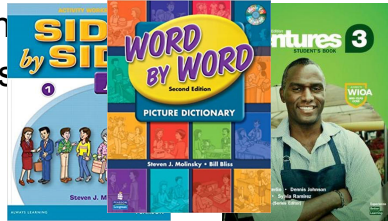
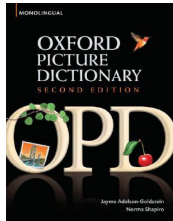
# English Class 101



Set the scene: while sitting at the Reference Desk, there have been many inquiries from English Language Learners (ELLs) about English classes.

Things to Think About:

- Space: Meeting Rooms, offsite locations, childcare
- Teacher: volunteer or paid, library staff members or public, individual/individual/small group//large group, conversation groups
- Registration: student application, placement test, level
- Schedule: how many hours per class, days per week, weeks per session, rolling admission, rolling or standard admission
- Materials: textbook/workbook, dictionary, dictionary, websites
- Resources: Kahoot, Easy English News, Language Learning apps, Cell ED



# Online Language Learning



Popular apps that will help English Language Learners:

- **pronunciator:** Learn a new language!
- *Mango Languages*
- *Pimsleur*
- *Rosetta Stone*
- *Babbel*
- *Duolingo*
- *Duolingo*

Quiero aprender: Inglés (americano) 🇺🇸



# Celebrating Languages and Cultures



Knowing another language helps one participate in a multicultural world! It broadens awareness, deepens connections, and enhances communication. Many people & countries around the world are multilingual.

- Learning languages has cognitive benefits such as:
  - Improved problem solving, memory, communication, creativity, attention span, self esteem, multitasking
  - Opportunities in business, jobs, and careers
  - Travel, leisure, culture, and art
- Libraries can:
  - Celebrate a multicultural and multilingual community
  - Heritage Month celebrations
  - Programs highlighting
  - Programs highlighting music, dance, cooking, etc.
  - Conversation groups/ / pair native English speakers with ELLs
  - - Both partners benefit from the human connection and language practice
    - a human library [www.humanlibrary.org](http://www.humanlibrary.org)
    - A human library [www.humanlibrary.org](http://www.humanlibrary.org)
  - Offer Friendly Spanish / Italian / French Conversation class
  - Bilingual story time / Spanish for Kids

BEING  
BILINGUAL  
IS A  
SUPER  
POWER

SER  
BILINGÜE  
ES UN  
SUPER  
PODER

# Library Partnerships



**Libraries and Schools:** a good relationship between public libraries & schools benefits students & families in a community

- Building relationships and communicating with **parents, students, and faculty** helps us help them!
  - Ex. Teachers may request a collection of books on a certain topic of study
  - Ex. Library holds after-school activities/clubs in the school buildings
- Attend **school events**
  - For example, Back-to-School nights, ENL Nights, Moving Up ceremonies, Kindergarten Registration, Parent-Teacher Conferences, and more
- Good opportunity for outreach in the community in the community
  - Bring library card applications, copies of the newsletter, books, and more
  - Goal: outreach includes at least 1 bilingual staff member

**Libraries and Businesses:** partner with businesses for programming opportunities utilizing local expertise, offer business related workshops, facilitate a business cooperative, donations/prizes, donations/prizes, etc.

**Libraries and Communities:** lean into local history, Community Scavenger Hunts, On-the-Road programs, Laundromat Literacy, share meeting room space with the public, foster relationships with local emergency service personnel and elected officials, community organizations, etc.



# Major Organizations



- There are many different organizations that have resources for New Americans
  - NYS Office of New Americans
    - <https://dos.ny.gov/office-new-americans>
  - NYS Office of Language Access
    - <https://ogs.ny.gov/office-language-access>
  - Organizations like
    - SEPA Mujer, Make the Road NY, CARECEN-NY, Empire Justice Center, LI Language Advocates Coalition, Catholic Charities, NY Immigration Coalition, Community Legal Advocates, Community Legal Help Project



# New York DMV



- DMV website is available in 16 languages in addition to English
- Many of the forms (such as permit applications) are translated.
- There are copies of the Driver's Manual, motorcycle manual, and CDL manual, Motorcycle Manual, CDL manual in English and Spanish.
- The Permit Test is given in 19 languages
  - <https://dmv.ny.gov/driver-license/get-your-learner-permit-and-first-driver-license>
- DMV FAQ- keep copies of some of the most requested forms (in other languages) by the Reference Desk.
- Green Light Law- opens eligibility for a license by opens eligibility for a license by proving identity/residency (ID-44)

# Foreign Consulates in NY



- Some consulates offer programs & resources for its citizens who live in New York. These include cultural activities and High School diploma programs.
  - For example: The Ecuadorian Consulate of NY (CECUNY) offers OSHA 30-hour courses (in Spanish) for its citizens in NY.
- Good practice: check what consulates may have to offer to the diverse populations in your community
- Idea: create a Shared Drive document with information for foreign consulate locations, appointment making websites, and contact information
- For the most up to date information, check the respective consulate's social media pages
  - For example: <https://www.facebook.com/cecunuevayork>

# United States Citizenship



U.S. Citizenship  
and Immigration  
Services

**United States Citizenship and Immigration Services (USCIS)** is the government agency that oversees lawful immigration to the United States. USCIS “upholds America’s promise as a nation of welcome and possibility with fairness, integrity, and respect for all we serve.”

Visit <https://www.uscis.gov/> for information and instructional videos. It is encouraged to create an **online account**; you can submit applications, upload documents, pay fees, and get status updates for your case.

**Naturalization** is the process to become a U.S. citizen if you were born outside of the United States. If you meet certain requirements, you may become a U.S. citizen. It involves a civics test (The 100 Questions), reading and writing test, and verbal skills assessment.

**Updated fUpdated fees** required for most immigration applications and petitions went into effect April 1, 2024. To file the **N400**, the fee is now \$760 (plus \$50 discount for filing online).

USCIS offers **free educational products for teachers and administrators** to help prepare students for the naturalization process.

<https://www.uscis.gov/citizenship/resources-for-educational-programs/educational-products-for-educators-and-program-administrators>

Sign up for USCIS **email alerts**: <https://www.uscis.gov/news/alerts>

The Long Island Field Office is located in **Holtsville**. Appointments are necessary.



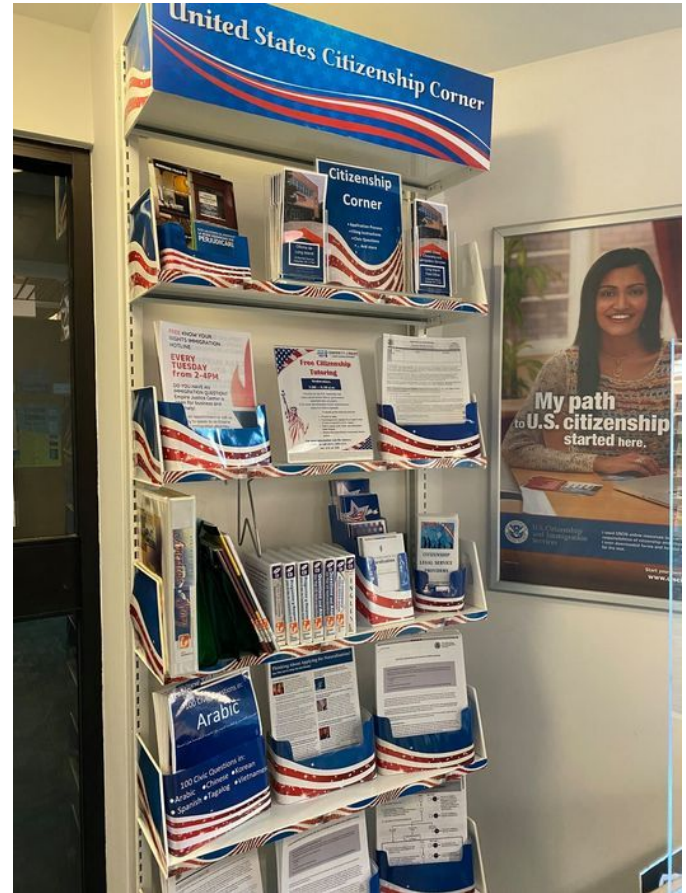
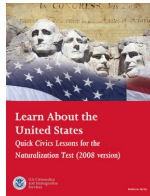
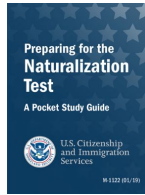
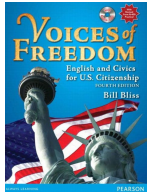
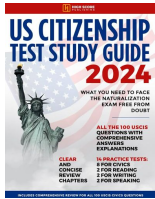


# Citizenship Corner

Many libraries create a “Citizenship Corner,” a central location for information, forms, and materials one may need on their journey towards United States citizenship.

Libraries can:

- Find free material
  - <https://www.uscis.gov/citizenship/outreach-tools/set-up-a-citizenship-corner>
- Order resources for the collection
- Order from <https://bookstore.gpo.gov/>

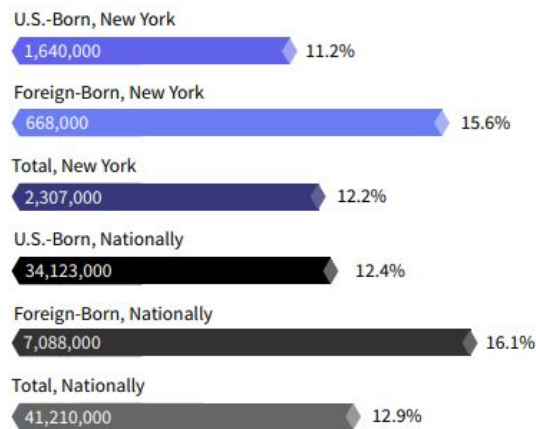


# The Digital Divide

**Digital Literacy** is “the ability to use information and communication technologies to find, evaluate, create, and communicate information, requiring both cognitive and technical skills.”

The **Digital Divide** is the gap between those who have access to technology, the internet and digital literacy training and those who do not. In an increasingly technological society, lack of digital skills and accessibility can have negative consequences.

TABLE 3: SHARE OF INDIVIDUALS WITHOUT ACCESS TO A COMPUTER, LAPTOP, OR TABLET, BY NATIVITY, 2019



## Limited English Proficiency Speakers

Among those who speak a language other than English at home and speak English “less than well”—what we define as Limited English Proficiency (LEP) speakers—the rate of those without high-speed internet at home is significantly higher. More than one-third, or 35.4 percent, of LEP individuals in New York did not have high-speed internet at home in 2019. Almost half a million LEP individuals were without high-speed internet.

TABLE 8: LIMITED ENGLISH PROFICIENT (LEP) SPEAKERS LACKING BROADBAND INTERNET ACCESS, 2019

	Population Lacking Broadband Access	Share of Population Lacking Broadband Access
Total, New York	412,000	35.4%
Total, Nationally	4,782,000	38.7%

# Gapping the Digital Divide

To bridge the gap and to follow the [ALA's Bill of Rights](#), libraries can ensure we offer our services to speakers of other languages.

- Computer assistance in other languages
- Computer and technology classes in other languages
- One-on-one Tech Support
- Mobile Hotspots and directions in other languages
- Programs in other languages (Defensive Driving, Pre-Licensing Course, computer classes, gardening, crafts, dance and exercise)
- Seed Library brochure and growing instructions in other languages.



**Multicultural  
Programmers  
and Spanish  
Speaking  
Programmers**



# Using Technology to Support Your Patrons



- Virtual classes
- Language Line
  - subscription based, pay per call (or translated document), (or translated document) to communicate with patrons 24/7 in 240+ languages
- Google Translate
  - <https://translate.google.com/>
- Deep L
  - <https://www.deepl.com/en/translator>
- Using AI to support lessons- Chat t GPT (3.5 free version) (3.5 free version)
  - Write a paragraph about animals for a 2nd grade reading level vs. 6th grade reading level
  - Give me a scope and sequence for a 6 week, High Beginner English class for adults
  - Create a resource with the past, present, present continuous, and future verb tense
  - Brainstorm a list of airport vocabulary words
  - Explain the idiom “it’s raining cats and dogs”
  - Write a script for two people role playing a phone conversation to make a doctor’s appointment
  - Explain the idiom “it’s raining cats and dogs”
  - Write a script for two people role playing a phone conversation to make a doctor’s appointment



# Shared Drive Concept-

## All on the same (web)PAGE



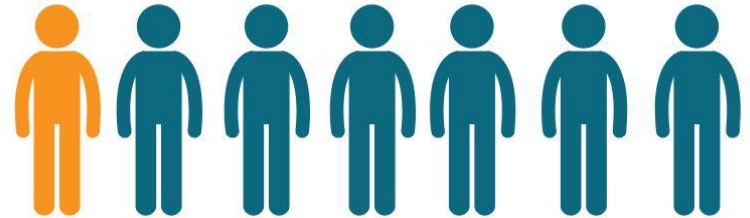
- Microsoft OneDrive or Google Drive-
  - Documents can be seen, edited, and used by multiple people
  - Documents and resources kept in a central location
  - Organize with labeled folders (ex: Housing Resources)
  - Files can be updated in real time
- Increase efficiency
- Up-to-date information
- Easy to print or email

# Mission Statement

Focused on adult literacy in Suffolk County:

Literacy Suffolk believes that the ability to read, write, and communicate effectively is critical to personal freedom, economic betterment, and the maintenance of a democratic society.

Our trained volunteers work with adults who want to improve their English speaking, reading, and writing skills so that they can find employment or a better job, help their children in school, build better communities, and participate in our nation's life in countless ways that literate people take for granted.



**1 IN 7**

Adults in Suffolk County read below a 5th grade reading level.

# What makes Literacy Suffolk unique?

- Our program is student goal-centered, so there is not a “one curriculum fits all” approach
- Majority of our students are tutored one-on-one in a Suffolk County library
- We help both Basic Literacy and English Language Learners.
- 3 ways to be trained as a volunteer tutor: online, in person, live Zoom
- Trained volunteers test students that assess students English level
- Tutors receive continuous support from their regional coordinators and they can all take advantage of NYSED professional development through the Long Island Regional Adult Education Network.
- Check out Literacy Suffolk at [www.LiteracySuffolk.org](http://www.LiteracySuffolk.org)

# Adult Education Programs on Long Island



- Literacy Nassau** – adult literacy tutoring. Literacy Nassau specializes in both child and adult dyslexia. A great source of information. 516-867-3580 Karen Micciche, Executive Director

- Nassau BOCES** – Levittown Adult Learning Center Adult ESL and high school equivalency classes. Job Placement and Vocational Training Programs for adults with disabilities and out-of-school youth. Lisa Carboy, Assistant Principal (516) 622-5632

- Eastern Suffolk BOCES** – Adult ESL and high school equivalency classes with several locations throughout eastern Suffolk. Support Employment Program for adults with developmental disabilities searching for employment. Barbara Egloff, Division Administrator Career Tech & Adult Education 631-286-6585

- Western Suffolk BOCES** – Adult ESL and high school equivalency classes with several locations throughout western Suffolk. Carolyn Reilly, Assistant Principal of Adult Services 631-667-6000 x320

- Several school districts also have adult literacy programs such as – Brentwood, Central Islip, Great Neck, Hempstead, Lindenhurst, Long Beach, Middle Country, Oceanside, Westbury, Smithtown

- A comprehensive list of adult literacy programs and their contact information can be found at **Long Island Regional Adult Education Network**

<https://www.longislandraen.org/>

# Mujeres Latinas & Madres Latinas

Connecting Spanish Speaking women and their families to library and community services and programs.

Celebrates the many cultures and diversity in our communities and “creating welcoming spaces.”





# Thank you!

## Contact us with any questions.

Lindsay Davis - [Ldavis@communitylibrary.org](mailto:Ldavis@communitylibrary.org)

Amber Gagliardi - [gagliardiamber@mcplibrary.org](mailto:gagliardiamber@mcplibrary.org)

Susan Shiloni - [sshiloni@literacysuffolk.org](mailto:sshiloni@literacysuffolk.org)

Josh Tanski - [jtanski@pmlib.org](mailto:jtanski@pmlib.org)

**Save the Date**  
**MOSAIC Breakfast**  
**Thursday, June 20, 2024**  
**9:30am-12pm**



# Discussion

What are the changing needs you are seeing?

How can libraries partner with your organization?

**The library is a place to...**

appreciate

contribute

read

collaborate

relax

discover

investigate

inquire

**Save the Date**

**MOSAIC Breakfast**

**Thursday, June 20, 2024**