



Moving Forward – Summary Report on Special Client Groups/Adult Literacy¹

February 2016

A. Plan of Service

1. Goal Statement: MHLS will inform member libraries of service trends, resources and programs, and will encourage the sharing of related experiences.
2. Intended Result(s):
 - a. Member libraries will have the information and awareness to develop collections, services and partnerships targeting adult literacy.
 - b. Member libraries will have the information and awareness to develop collections, services and partnerships targeting digital literacy.
3. Evaluation Method(s):
 - a. Advisory committee review of initiatives designed to improve existing conditions.
 - b. Survey member library satisfaction of MHLS initiatives.
4. Annual Progress Report (2014):
 - a. Supported existing member library partnerships with regional literacy providers with NYS Adult Literacy Library Service Grant Program² funds being used to develop and expand adult literacy programs which will enhance workforce development services in public libraries; Improve adult literacy on the job and in the home.
 - b. Advertised the consortium Mango language learning database ESL programs and consortium workforce development resources to regional adult literacy providers and BOCES career development departments.
 - c. Increased number to 12 of Dutchess County libraries participating in Dutchess One Stop Career Center workforce development programs (One Stop staff provide a coordinated program of workforce development assistance to patrons at the libraries).
 - d. Brought in the Digital Literacy workshop from NYLA (total attendance 45) for member library staff, and convinced NYLA to let us open it up to regional adult educators, literacy providers and transitional services staff (5 attended).
 - e. Provided development assistance to Legal Services of the Hudson Valley Access to Justice Initiative, with over 100 survey responses.

B. Outputs (2014)

1. 5 grants of \$1,509.80 each
2. 358 Learn English sessions through Mango Languages Database

¹ GENERAL DEFINITION – Adult literacy is defined as the ability to read, write, and speak in English, and compute and solve problems at levels of proficiency necessary to function on the job and in society, achieve one's goals, and develop one's knowledge and potential. It is important to note that the level of essential skills needed to meet any definition of literacy will necessarily change as the demands of the workplace, the family, and the society change.

² The Adult Literacy Library Service Grant Program helps library systems work with libraries and other partners to develop and expand adult literacy programs which will enhance workforce development services in public libraries, improve adult literacy on the job and in the home. The project theme is "Workforce Development at New York Libraries through Public Library Systems." These Federal LSTA funds are in addition to the state aid program, and are specifically designated for this activity. Funds are sub-granted to member libraries that have strong existing relationships with literacy providers and have a related infrastructure component (such as a Public Computing Center in the library; a literacy office in the library; the library is in a designated Literacy Zone) on an annual invitational basis.



3. 9 Dutchess County libraries with on-site Dutchess One Stop Career Center workforce development programs: 156 sessions with 274 attendees.
4. 45 attendances to Digital Literacy train-the-trainer workshop

C. Outcomes

1. The staff of member libraries will increase their adult literacy and digital literacy skills and knowledge, providing improved services to library patron.
2. Patrons at libraries will be supported in their workforce development efforts through increasing their adult literacy and digital literacy knowledge and skills.
3. Libraries participating in the One Stop program and in the mini-grants will increase their capacity to provide services that improve adult literacy on the job and in the home.
4. Libraries have ESOL tools & resources to provide patrons with increasing their ability to communicate in English.

D. Costs Associated with MHLS (2014)

MHLS STAFF	Percent Adult Literacy Services	Salary	Benefits	Adult Literacy Services TOTAL
Merribeth	3%	2,346	1,149	3,495
Kerstin	1%	425	209	635
				4,130
CONTRACTED SERVICES				Adult Literacy Services Cost
	Total Cost			
Grants Awarded			7,549	7,549
				7,549
TELCOM SERVICESⁱ				
Network & Phone Services ⁱⁱ		30,325 – 5,596 (Teleforms) = 24,729		77
				77
IT SERVICES				Adult Literacy Services Cost
	Total Cost			
Hardware ⁱⁱⁱ			9,083	28
Software ^{iv}			5,445	17
IT Supplies			2,213	7
				52



GENERAL OVERHEAD ^v	Total Cost	Adult Literacy Services Cost
Supplies	5,732	18
Equipment Rental	16,472	51
Professional Fees	25,189	79
Postage	4,505- 2,875 (ILL) = 1,630	5
		153
FACILITIES OVERHEAD ^{vi}	Total Cost	Adult Literacy Services Cost
Staff/Benefits	51,696	162
Utilities	27,973	87
Custodial Supplies	1,736	5
Other Ops/Maint	35,776	112
Liability Insurance	15,423	48
		414
ADMINISTRATIVE SUPPORT ^{vii}	Total Cost	Adult Literacy Services Cost
Staff/Benefits	361,059	1,128
Professional Development	31,532	99
		1,227
<u>TOTAL</u>		13,602

E. Primary Funding Sources

1. State Aid - General
2. Member Assessment Fees
3. State Aid – Restricted – Categorical: Coordinated Outreach Services Aid
4. New York State Adult Literacy Library Services Grant

F. Value of Services

1. Value of training = \$2,880
 - a. 45 attendances x \$64³ = \$2,880
2. Value of learn English language sessions = \$7,160
 - a. 358 x \$20⁴ = \$7,160
3. Value of mini-grants awarded = \$7,549
 - a. 5 mini-grants x \$1,509.80 = \$7,549

³ \$65 is average cost of NYLA preconference ½ day program

⁴ \$20.00 is the value of an Online Database Used http://www.ala.org/advocacy/advleg/advocacyuniversity/toolkit/makingthecase/library_calculator.



4. Value of One Stop sessions = \$10,412
 - a. 274 attendees x \$385 = \$10,412

ⁱ % of total Telcom costs – After staff FTE assigned, breakout of telecom costs by service (break out Teleforms & all other by staff FTE per service)

ⁱⁱ Minus Teleform costs

ⁱⁱⁱ % of General Hardware/Software costs - After staff FTE assigned (allocate on a per staff calculation)

^{iv} OCLC charges to Cataloging Services

^v % of General Overhead costs - After staff FTE assigned (allocate on a per staff calculation)

^{vi} Ibid.

^{vii} Ibid.

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⁵ Dutchess BOCES 2014 Cooperative Services Guide values an hour of Job Coaching at \$38.