

WLS Outreach: A service lifeline

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westchester
LIBRARY SYSTEM

Empowering libraries. Empowering communities.

Why Outreach?

Because...

- The opportunity created by NYS law
- Ethics of the profession
- Making resources available is not the same as making access equitable

Education Law §273 (1) (h) (1)

Coordinated outreach services. Each public library system which provides coordinated outreach services, as defined by regulations to be promulgated by the commissioner, to persons who are educationally disadvantaged or who are members of ethnic or minority groups in need of special library services, or who are unemployed and in need of job placement assistance, or who live in areas underserved by a library, or who are blind, physically disabled, have developmental or learning disabilities, or who are aged or confined in institutions,

=> access to funding for outreach, adult and family literacy, correctional services

The Law ..just another reason to love New York

Core Values

Access
Confidentiality/Privacy
Democracy
Diversity
Education and Lifelong Learning
Intellectual Freedom

Preservation
The Public Good
Professionalism
Service
Social Responsibility

"...all libraries are forums for information and ideas, and that ...books and other library resources should be provided for the interest, information, and enlightenment of all people of the community the library serves." - ALA's Library Bill of Rights

American Library Association Core Values

Equity of access cannot be achieved without equity of service delivery, i.e., (1) Developing what we have with input from all elements of our service population, (2) Evaluating those resources with fair and balanced criteria appropriate to those populations and resources, (3) Delivering the resources in a way that assures effective use. - *Outreach to Equity: Innovative Models of Library Policy and Practice*, ed. Robin Osborne.

Rationale and Ambition

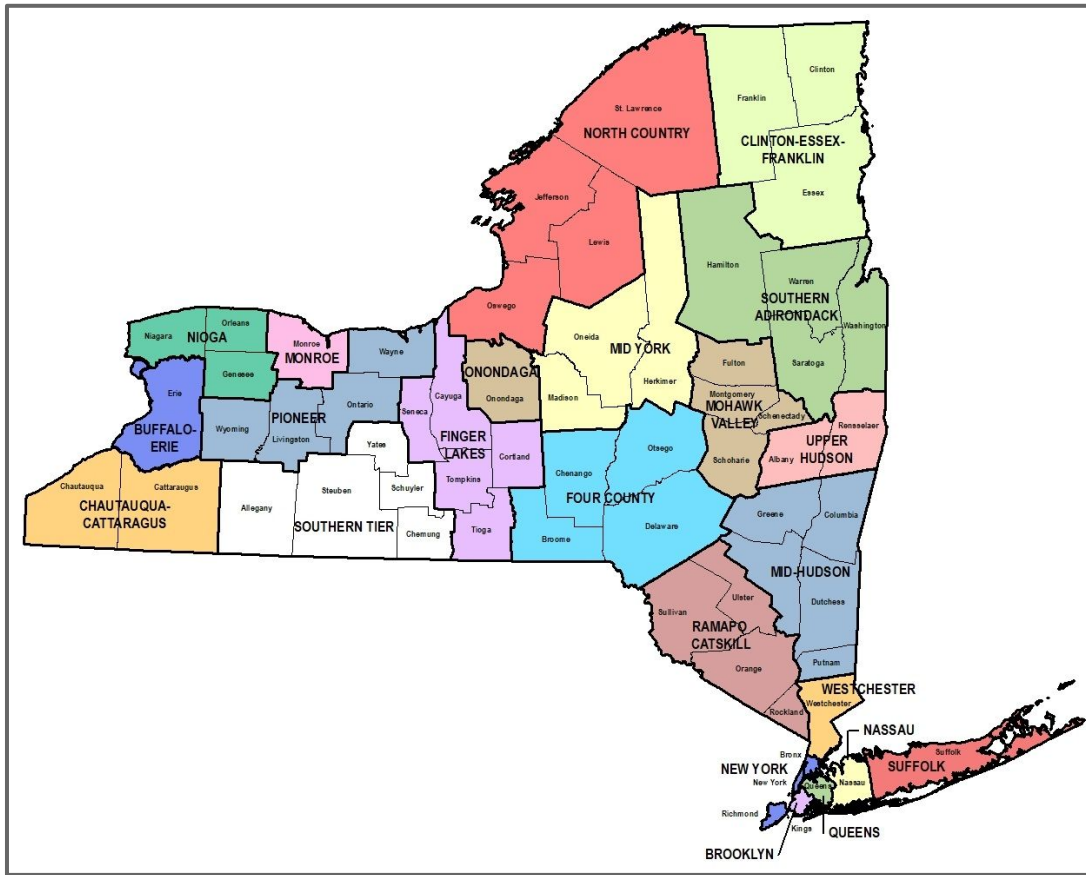
Why Public Innovation and Engagement?

Because...

- **Innovation** thrives on relationships - partners, patrons, community members
- **Engagement** demands an outward orientation; focused on relationship

Outreach is....

.....a disciplined focus on equitable development, access and delivery of library services that impacts all members of our communities.



NY State Library Systems

WLS model

- Direct service
- Content creation (web-based and print tools)
- Leverage this work to support professional development and capacity building for member libraries
- Opportunistic and Collaborative



Westchester Disabled
On The Move, Inc.



38 members libraries + Community Partnerships

Private:

Bezos Family Foundation
Con Edison
Entergy
HW Wilson Foundation
The Field Hall Foundation
Hope for Youth Foundation
The Max and Victoria Dreyfus
Foundation
M&T Bank
Phyllis Rosen Fund for Senior
Services
TD Charitable Foundation
The Thomas and Agnes Carvel
Foundation
The Westchester Bank
Westchester Community Foundation

Government:

Adult Literacy (NYS)
Coordinated Outreach (NYS)
County Correctional (NYS)
Family Literacy (NYS)
FEMA
IMLS National Library of Medicine
NYS Grant in Aid, State Senator
Andrea
State Correctional (NYS)
Stewart-Cousins
Westchester County

Illustrative Sources of Funding (2018–2020)

Program Assessment:

Metrics: Traffic, Service, Events
 Surveys: Satisfaction and Needs
 Stories

We'll be diving into...

Westchester Seniors Out Speaking
 Adult Learning Services
 Reentry Services
 Project Hope

WLS PUBLIC INNOVATION AND ENGAGEMENT OUTREACH PROGRAMS (DECEMBER 2020)

KEY

- In Progress
- Website Traffic
- 1-to-1 Service
- Outreach programs
- Network*

AUDIENCES SERVED

- UNDER / UNEMPLOYED
- EDUCATIONAL DISADVANTAGE (CORE LITERACY)
- INSTITUTIONAL SETTINGS
- DISABILITY (PHYSICAL OR COGNITIVE)
- SENIORS
- FAMILIES / CAREGIVERS
- HISPANIC
- MEMBER LIBRARIES
- VALUE

| OLDER ADULT SERVICES (55+) | | | | | | | | | | | |
|-------------------------------------|---|---|---|---|---|---|---|---|---|----|---|
| WESTCHESTER SENIORS OUT SPEAKING | | | | | ✓ | ✓ | ✓ | ✓ | 📄 | 🗣️ | 📅 |
| VISION LABS | ✓ | ✓ | | ✓ | ✓ | ✓ | | ✓ | 📄 | 🗣️ | 📅 |
| MUSIC AND MEMORY | | ✓ | | ✓ | ✓ | ✓ | 🔄 | | | 🗣️ | |
| SENIOR LAW DAY COLLABORATIVE | | | | | ✓ | ✓ | ✓ | ✓ | 📄 | 🗣️ | 📅 |
| ADULT LEARNING SERVICES | | | | | | | | | | | |
| HSE CONNECT! | ✓ | ✓ | 🔄 | | | | | | 📄 | 🗣️ | 📅 |
| READ BETTER (CORE LITERACY) | ✓ | ✓ | | | | | | | | 🗣️ | |
| DIGITAL LITERACY | ✓ | ✓ | 🔄 | | ✓ | | | | | 🗣️ | 📅 |
| EARLY LITERACY EDUCATION | | | 🔄 | | | ✓ | ✓ | | 📄 | 🗣️ | 📅 |
| JOB SEARCH SERVICES | ✓ | ✓ | 🔄 | ✓ | ✓ | ✓ | 🔄 | ✓ | 📄 | 🗣️ | 📅 |
| GENERAL SERVICES (PARTNER OUTREACH) | | | | | | | | | | | |
| PROJECT HOPE | 🔄 | 🔄 | 🔄 | 🔄 | 🔄 | 🔄 | 🔄 | 🔄 | 📄 | 🗣️ | 📅 |
| COMMUNITY CONVERSATIONS | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | 🔄 | ✓ | 📄 | 🗣️ | 📅 |
| STATE CORRECTIONAL | ✓ | | ✓ | | | | 🔄 | | | 🗣️ | 📅 |
| COUNTY CORRECTIONAL | ✓ | ✓ | ✓ | | | | | ✓ | 📄 | 🗣️ | 📅 |
| PROFESSIONAL DEVELOPMENT | | | | | | | | | | | |
| ADULT SERVICES | | | | | | | | ✓ | | | 📅 |
| YOUTH SERVICES | | | | | | | | ✓ | | | 📅 |

* Each project/program strengthens our network of community relationships.






wikis.westchesterlibraries.org
firstfind.org
conversations.westchesterlibraries.org
connections.westchesterlibraries.org
westchesterlibraries.org/services-programs/

Senior Services

Westchester Seniors
Out Speaking

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OR COGNITIVE)

SENIORS












FAMILIES / CAREGIVERS

HISPANIC

MEMBER LIBRARIES

VALUE

OLDER ADULT SERVICES (55+)

| Program Name | Under / Unemployed | Educational Disadvantage (Core Literacies) | Institutional Settings | Disability (Physical or Cognitive) | Seniors | Families / Caregivers | Hispanic | Member Libraries | Value | Website Traffic | 1-to-1 Service | Outreach Programs |
|---|--------------------|--|------------------------|------------------------------------|---------|-----------------------|---|------------------|-------|---|---|---|
| WESTCHESTER SENIORS OUT SPEAKING | | | | ✓ | ✓ | ✓ | ✓ | | |  |  |  |
| VISION LABS | ✓ | ✓ | | ✓ | ✓ | ✓ | | ✓ | |  |  |  |
| MUSIC AND MEMORY | | ✓ | | ✓ | ✓ | ✓ |  | | | |  | |
| SENIOR LAW DAY COLLABORATIVE | | | | ✓ | ✓ | ✓ | ✓ | | |  |  |  |



Medicare Questions?

Meet people who know the answers!

Whether you're about to enroll in Medicare or are a current Medicare recipient, you can get **FREE** help with your benefits and coverage questions. Just go to a **Senior Benefits Individual Counseling Services** site at the nearest library; no appointment is necessary.

See other side for locations and times.



For more information, call 914-231-3260 or email SBICS@wlsmail.org.

A volunteer-fueled program led by WLS staff that leverages library resources and reputation to share Medicare and senior benefits information:

- Community education
 - Medicare Minute
 - Demystifying Medicare; Healthcare Considerations on the Way to Retirements
 - Authoritative guest speakers
- 1-on-1 counseling

Pandemic Pivot:

- SBIC Helpline: services by email, phone, and video conferencing
- Online programming, collaboration with Senior Law Day
- Demystifying Medicare converted to audio format

WSOS – What is it?

The Library is a source for informations that is authoritative, objective, and noncommercial

Alan Houston

Coordinator of Services for Special Populations
Yonkers Grinton I. Will Library



Bringing families and new patrons into the libraries; making them aware of what we have



Peer volunteers, trusted voices



Social capital - relationships with clients and with community partners



WSOS – Why does it matter?

SENIOR LAW DAY COLLABORATIVE

Free Legal & Financial Advice For Westchester County Seniors and Their Families

HOME EVENTS RESOURCES ABOUT US EN ESPAÑOL FEEDBACK

Ask Us!

Tweets by @SeniorLawDay

Senior Law Day
@SeniorLawDay
Registration opens at 3PM on [seniorlawday.info](#) for free consultations tomorrow via Zoom. If you have a concern about #aging and live in #Westchester, sign up later today!

ONE-ON-ONE CONSULTATIONS AVAILABLE FOR WESTCHESTER SENIORS AND THEIR FAMILIES



Registration opens at 3pm on October 29th at [www.seniorlawday.info](#)



What you need to know:

- This is for members of the public and will occur on Zoom.
- Registration is available through October 28th at 11:59pm EST. Registration due 3PM.
- Registration opens at 3pm on Oct. 29th and will show when it's open.
- Zoom ID: 999 999 9999
- Zoom Meeting Link: [https://www.zoom.us/j/9999999999](#)
- Zoom Meeting Password: 123456789
- For more information, please contact the Senior Law Day team at [seniorlawday@wsmail.org](#)

Music and Memory at the Library

Being a home caregiver for a friend or a family member with dementia or Alzheimer's is challenging. Experiencing a loss of connection during care can be heart breaking. There is something you can do to reconnect...and it starts with music.

With the use of a personal music player and over the ear headphones, you can incorporate music into daily care. Research shows that by regularly offering a personalized playlist to someone struggling with memory problems, new opportunities for connection can happen, along with an increase in participation in the activities of daily living.

Westchester Library System offers a free music workshop explaining the program, which reviews the impact of music on those with dementia or Alzheimer's, explains the key principles for music selection, provides a hands-on with the recommended equipment (Apple Shuffle and over the ear headphones), and offers a tutorial on how to import music into the music player through iTunes and Freegal. To find out about workshops in your area, send us an email at MusicandMemory@wsmail.org. You can also go directly to our [Program Guide](#) (Google Doc). Try it yourself, and email us with questions or feedback.



"The Music and Memory at the Library program is amazing! I like to play the customized musical selections for my dad all the time. I like to play it while he is relaxing, eating his meals or engaging with others. He responds very well to the music and even enjoys singing along to his favorite tunes. In fact listening to music has renewed his interest in playing the piano. He now plays the piano every day. The Music and Memory at the Library program proves

VISION LABS

Resources for Westchester Residents with Low or Declining Vision






See all of the above at seniors.westchesterlibraries.org

Adult Learning Services

High School Equivalence and Read Better

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FAMILIES / CAREGIVERS

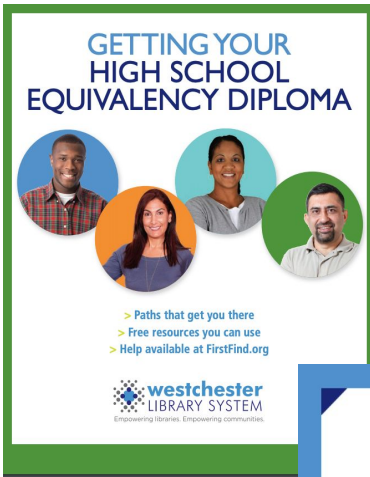
HISPANIC

MEMBER LIBRARIES

VALUE

ADULT LEARNING SERVICES

| | | | | | | | | | | | |
|-----------------------------|---|---|---|---|---|---|---|---|---|---|---|
| HSE CONNECT! | ✓ | ✓ | 🔄 | | | | ✓ | |  |  |  |
| READ BETTER (CORE LITERACY) | ✓ | ✓ | | | | | ✓ | | |  | |
| DIGITAL LITERACY | ✓ | ✓ | 🔄 | | ✓ | | | |  | |  |
| EARLY LITERACY EDUCATION | | | 🔄 | | | ✓ | ✓ | |  | |  |
| JOB SEARCH SERVICES | ✓ | ✓ | 🔄 | ✓ | ✓ | ✓ | 🔄 | ✓ |  |  |  |



A volunteer-fueled program led by WLS Staff that assists adult learners to meet their goals:

- Core literacies: Reading, Math, and Digital
- High school equivalency and college prep
- Job search and work skills

Pandemic Pivot:

- Online tutoring and information sessions
- Client follow-up and extended tutor support
- Revised web/video content

Adult Education – HSE/Read Better

The Library is a place for *answers* and *support*

Pam Hoffman

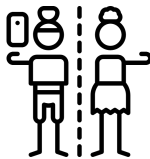
Program Coordinator - Read Better/HSE
Connect
Westchester Library System



Bringing families into the libraries,
making them aware of what we have



Relational service, providing guidance, a
roadmap, and encouragement



Libraries have a unique role in assisting
patrons to cross the digital divide and
participate fully in our community

HSE/Read Better – Why do they matter?

Home

Resources that can help adults and families move toward their learning goals. If you don't find what you're looking for, just **Ask Us**.



Jobs and Careers

Personalized guidance and resources.
[Read more.](#)



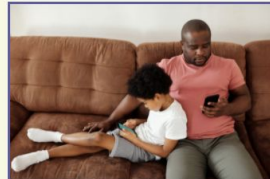
Adult Education

Learn English, earn your high school equivalency diploma, and go to college. [Read more.](#)



Digital Learning

Find tools that meet you at your skill level.
[Read more.](#)



Family Resources

Guidance for parents who want to help their children learn. [Read more.](#)



Español

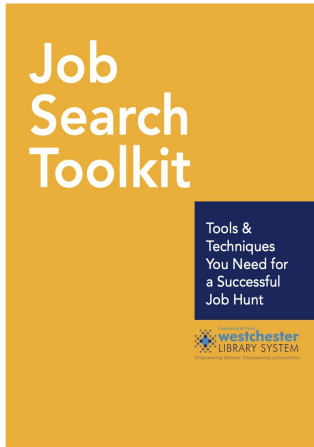
Recursos en español.
[Read more.](#)



About Us

Read our blog or register a temporary card.
[Read more.](#)

FirstFind.org – Relaunched January 2021



Jan 2021 v3 PDF
and videos online

To follow:

- Translation
- Printing

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This publication was written by Rebecca Mazin of Recruit Right and, edited by Elena Falcone of the Westchester Library System. Funding for this publication was from the NYS Library's Adult Literacy Services Program and the Westchester Library System. (2021-01)

JOB SEARCH HELP HAS GONE VIRTUAL

✓ **Are you looking for a job?**

✓ **Do you apply for jobs online and never hear back?**

✓ **Do you feel stuck and think, "no one is hiring?"**

Email the JobSearch Coach for
an appointment
jobsearchcoach@wlsmail.org

SEE MORE RESOURCES
YOU CAN USE TODAY AT
FirstFind.org

Virtual Job Search Help
Can Move you Forward!





westchester
LIBRARY SYSTEM
Empowering libraries. Empowering communities.






Job Search Toolkit

Reentry Services

Westchester Connections Guide

WLS PUBLIC INNOVATION AND ENGAGEMENT OUTREACH PROGRAMS (DECEMBER 2020)

KEY

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EDUCATIONAL DISADVANTAGE
(CORE LITERACIES)

INSTITUTIONAL
SETTINGS

DISABILITY (PHYSICAL
OR COGNITIVE)

SENIORS





















FAMILIES / CAREGIVERS

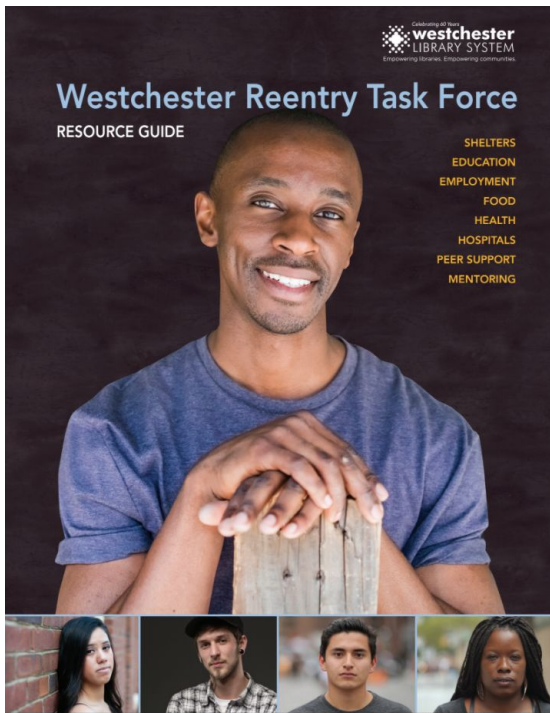
HISPANIC

MEMBER LIBRARIES

VALUE

GENERAL SERVICES (PARTNER OUTREACH)

| | | | | | | | | | | | |
|-------------------------|---|---|---|---|---|---|---|---|---|---|---|
| PROJECT HOPE |  |  |  |  |  |  |  |  |  |  |  |
| COMMUNITY CONVERSATIONS | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |  | ✓ |  |  |  |
| STATE CORRECTIONAL | ✓ | | ✓ | | | | | | |  |  |
| COUNTY CORRECTIONAL | ✓ | ✓ | ✓ | | | | | ✓ |  |  |  |



The **Westchester Reentry Task Force Resource Guide** is made available to those currently incarcerated in state or county correctional facilities. It highlights agencies that can:

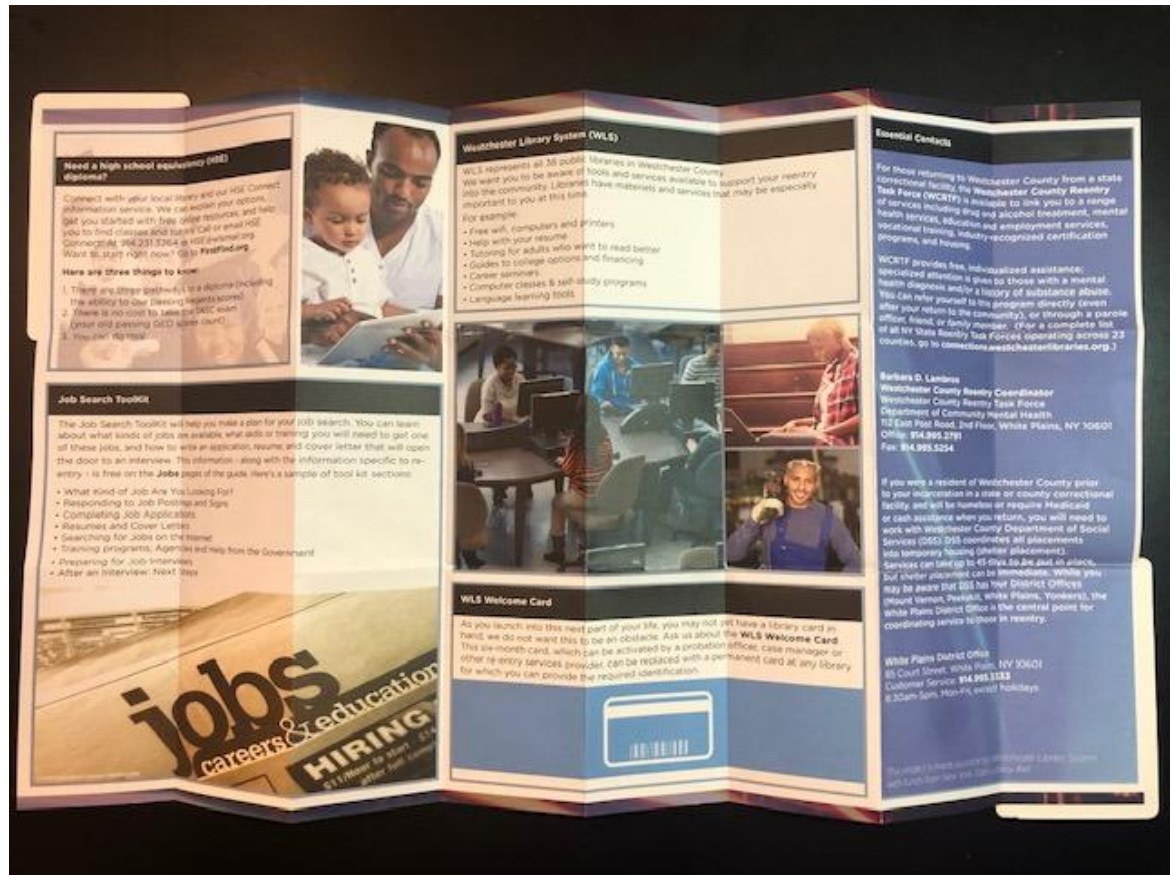
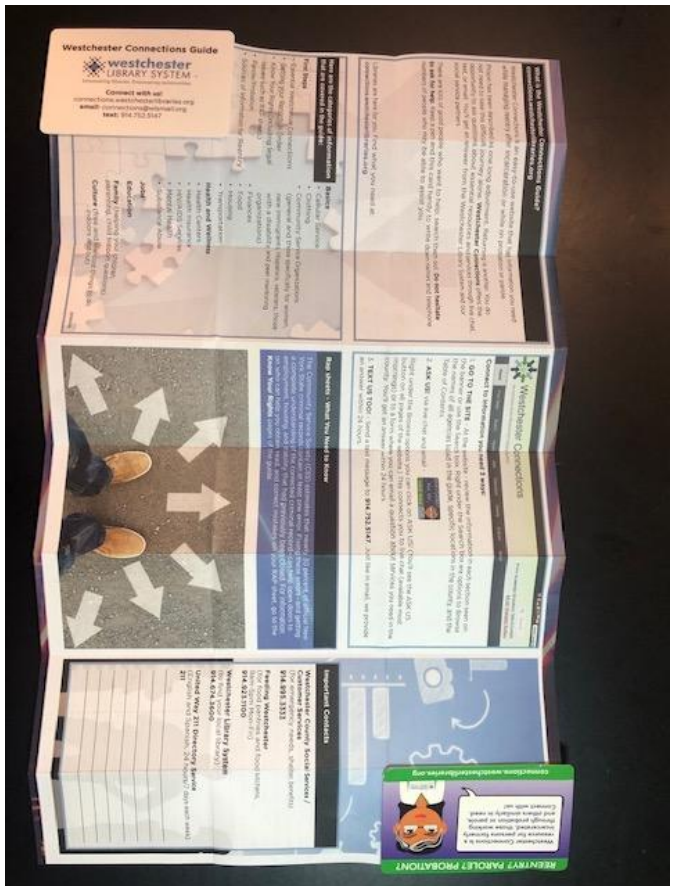
- Connect with basic needs (food, shelter, etc.)
- Support educational and career goals
- Connect with information to support their ongoing journey through the legal system
- Set them up with library cards

Upon reentry, returning citizens can access the **Westchester Connections Guide** an online resource addressing needs while on probation or parole.

Information is available by email, chat, and text



connections.westchesterlibraries.org



Z Card – Fits in a pocket

OPEN DOORS WITH A LIBRARY CARD

With a library card you can borrow books and DVDs, download music, login to databases that have information not found for free on the Internet, and reserve time to use a computer.

Just walking through our doors, you can connect to many useful programs. You can work with professionals that can help with a resume or job search, participate in on-site classes and web-based programs to learn computer, software, and business skills. You can even get one-on-one tutoring to help you pass the exam for a high school equivalency diploma or simply improve your reading skills.

At westchesterlibraries.org you'll find free New York State Driver Permit practice tests, interactive resources to learn a new language, videos to understand how to avoid or manage health conditions, and self-study programs on everything from sewing to computer programming.

Libraries are community-funded, free resources. They exist to provide individuals and families with information, services, and a place to learn, create, and connect.

Libraries are open throughout the year. Check the calendar of your local library or ask at the reference desk to discover what is available to you. A list of all local libraries and their phone numbers can be found on the back of this brochure.

WLS WELCOME CARD

As you launch into this next part of your life you may not yet have a library card in hand; we do not want this to be an obstacle. For that reason, enclosed is a temporary library card. You can begin using this card within two business days of registration. The card must be activated by a probation officer, case manager, or other service provider. This six-month card can be replaced with a permanent card at any library for which you can provide the required identification. Cards can be registered at: connections.westchesterlibraries.org/about

START HERE

- FirstFind.org
- connections.westchesterlibraries.org
- westchesterlibraries.org

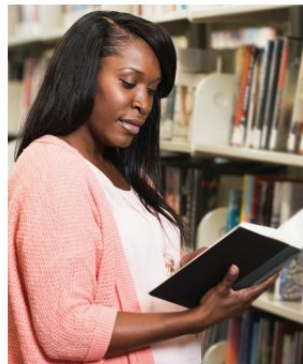
Library cards usually must be renewed every three years at your local library. If you have questions about this card or a past card, email us at connections@wlsmail.org.

WESTCHESTER CONNECTIONS

A guide for persons formerly incarcerated, those working through probation or parole, and their families

Westchester Connections is available at: connections.westchesterlibraries.org

Westchester Connections provides information and inspiration for important topics such as getting your records in order, knowing your legal rights, and finding essential supports for food, shelter, education and housing. Questions can be answered by live chat, text messaging, and email. Go to the nearest public library if you do not have access to the internet.



201906

Get it done... at the library! westchesterlibraries.org

The Westchester Library System (WLS), representing 38 libraries in the county, wants you to be aware of tools and services available to support your reentry into the community after prison or jail, or while you are on probation or parole.

Libraries have materials and services dedicated to topics and activities that may be especially important to you right now.

For example:

- Resume preparation
- Tutoring for the high school equivalency exam
- Guides to college options and financing
- Career seminars
- Computer classes and self-study programs
- Language learning classes and online courses

Available in print: Westchester Reentry Task Force Resource Guide. Call or write for a copy; contact information on the back panel.

WESTCHESTER LIBRARIES

| | |
|------------------------|--------------|
| Ardley | 914-693-6636 |
| Armonk | 914-293-3887 |
| Bedford Hills | 914-666-6472 |
| Bedford Village | 914-236-3070 |
| Briarcliff Manor | 914-941-7072 |
| Bronxville | 914-337-7680 |
| Chappaqua | 914-238-4779 |
| Croton | 914-271-6612 |
| Dobbs Ferry | 914-693-6614 |
| Eastchester | 914-793-5055 |
| Greenburgh | 914-291-8200 |
| Harrison | 914-853-0234 |
| Hastings | 914-478-3307 |
| Inverton | 914-591-7640 |
| Katonah | 914-232-3008 |
| Larchmont | 914-838-2281 |
| Lewisboro | 914-763-3852 |
| Mamaroneck | 914-698-1250 |
| Montrose | 914-799-6654 |
| Mount Kisco | 914-666-8041 |
| Mount Pleasant | 914-769-0648 |
| Mount Vernon | 914-668-1640 |
| New Rochelle | 914-632-7878 |
| North Salem | 914-669-9161 |
| Ossining | 914-941-2416 |
| Peekskill | 914-337-1212 |
| Pelham | 914-738-1234 |
| Port Chester/Rye Brook | 914-939-6710 |
| Putnam Ridge | 914-764-5085 |
| Purchase | 914-948-0250 |
| Rye | 914-967-0480 |
| Scarsdale | 914-722-1300 |
| Somers | 914-232-5717 |
| Tarrytown | 914-631-7734 |
| Tuckahoe | 914-961-2121 |
| White Plains | 914-423-1400 |
| Yonkers | 914-337-1300 |
| Yorktown | 914-245-5262 |



WLS Reentry Services
570 Tanager Road, Suite 400
Elmsford, NY 10523
914-674-3600
westchesterlibraries.org

WELCOME BACK

Essential Resources After Prison or Jail



University at Albany
westchester
LIBRARY SYSTEM
Empowering stories. Empowering communities.

Welcome Back Card / Brochure

The Library is always there to support you

Janet Donat

Program Coordinator
Family Services of Westchester



Provide a welcoming sense of community and support



A chance to find needed help in a scattered (hostile) environment



Position the libraries as a central tool for their growth and development






Reentry Services – What's our stake?

Community Resilience

Project Hope

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








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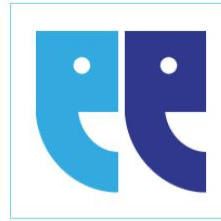
VALUE

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| | | | | | | | | | | | |
|--------------------------------|---|---|---|---|---|---|---|---|---|---|---|
| PROJECT HOPE |  |  |  |  |  |  |  |  |  |  |  |
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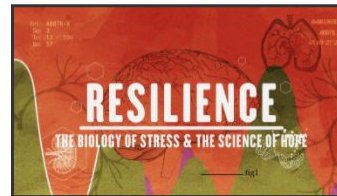
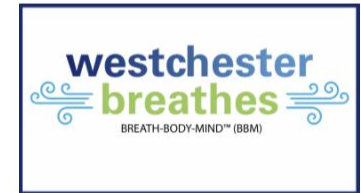
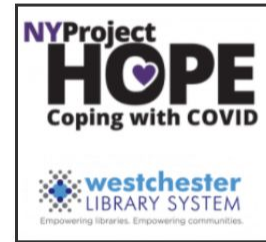
Community Conversations

conversations.westchesterlibraries.org



JOIN THE CONVERSATION!

Community Conversations is a project of Westchester Library System that fosters dialog and action on topics of importance to communities throughout Westchester County. Our current programs are listed below. Peruse and contact us to find out more. Use the **ASK US** button for live chat and email.





FEMA

NYProject
HOPE
Coping with COVID

NY Project HOPE: Westchester Crisis Counseling

- Develop and deliver educational materials and forums that help individuals and communities to learn about and discuss the impact of the pandemic on individual and community health and wellbeing.
- Provide supportive crisis counseling to assist community members.

Pandemic Pivot

- Serving as a nontraditional provider
- Programs offered via phone, chat, video conferencing
- Leveraging social media and a “traditional” mail campaign

Project Hope – What is it?



The Westchester Library System is proud to be a provider in NY State's Project Hope COVID-19 program. Contact our trained crisis counselors to find resources that can help address the challenges brought by COVID-19 and to connect with emotional support. We are available Monday through Friday, 9am-5pm.

- Call: (914) 361-5252
- Chat: [Click here.](#)
- Email: nyphwestchester@wlsmail.org

NY Project Hope is the statewide crisis counseling response to COVID-19. Helpline callers can reach a trained crisis counselor seven days a week from 8am to 10pm. The calls are free, confidential, and anonymous.

Connect
 COVID-19 HAS AFFECTED US ALL. FIND RESOURCES THAT CAN HELP YOU WITH EVERYTHING FROM FINANCES TO ASSISTANCE FOR THE ELDERLY.

Relax
 FIND SIMPLE WAYS TO UNWIND, DESTRESS, AND RELAX THAT ARE EASY TO INCORPORATE INTO YOUR LIFE.

Cope
 LEARN TIPS THAT WILL HELP YOU NAVIGATE THESE VERY UNUSUAL TIMES AND RELIEVE STRESS.



COVID-19: What to do, and where to learn more.

Westchester Vaccine Information

- + [How do I register for a vaccine appointment?](#)
- + [What considerations should I make?](#)
- + [Where can I find more information?](#)
- + [If you are eligible for the vaccine:](#)

Free, authoritative, current resources

Hotline phone numbers

— [Mental health and emotional support](#)

NYS COVID-19 Emotional Support Line, call (844) 863-9314.

What is COVID?

— [What do I need to know?](#)

- Plain language explanation of COVID-19 from X-Plain Patient Education (May 2020)
- MedlinePlus: Coronavirus Infections
- What You Need to Know About

This crisis is different

Linda Smith

Program Coordinator
Westchester Library System



Trusted information provider



Many ways to connect with relevance during a prolonged pandemic



Mental health information without the stigma

Project Hope – What can libraries provide?



via 2016 Women's Health Magazine

AND...
 Development
 IT
 Cataloging
 Marketing
 Admin

| | |
|----------------------|--|
| Megan Brown | Outreach Services |
| Dana Hysell-Alongi | Youth Connections |
| Pam Hoffman | Read Better / HSE Connect |
| Mary Ann Larkin | WSOS Program Coordinator |
| Paul Gunther-Mohr | Outreach Services, Correctional Services |
| Betsy Prokop | WSOS Program Coordinator |
| Marna Schimer | WSOS Program Coordinator |
| Linda Smith | Project Hope |
| Molly Tobin | Interlibrary Loan, Outreach Services |
| Francine Vernon | Outreach Services; Youth Connections |
| Community Volunteers | 100+ |

The hardworking slices of PIE

WLS Outreach: A service lifeline

Ideas wanted: How can we spread the word about these programs in your communities?