

# ARC17

OCLC AMERICAS  
REGIONAL COUNCIL  
MEETING

Hello.

I'm the **Smarter** Library.



## Libraries transformed

JULIE BROPHY, BALTIMORE COUNTY PUBLIC LIBRARY

JEFF JULIAN, ALA

LYNETTE SCHURDEVIN, RIO RANCHO PUBLIC LIBRARIES

HONG YAO, QUEENS PUBLIC LIBRARY



## **Julie Brophy**

Adult Services &  
Community Engagement  
Manager, Baltimore  
County Public Library



## **Jeff Julian**

Director of the Public  
Awareness Office, ALA



## **Lynette Schurdevin**

Library Director, Rio  
Rancho Public  
Libraries



## **Hong Yao**

Assistant Director,  
Technical Services  
Department, Queens  
Public Library

# LIBRARIES TRANSFORM<sup>®</sup>

**OCLC Americas Regional Council Meeting – October 2  
017**

**ALA** American  
Library  
Association

# LIBRARIES TRANSFORM<sup>®</sup>

**ALA** American  
Library  
Association

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Libraries Transform is a national conversation about libraries and the essential role they play in healthy communities.



## CAMPAIGN GOALS

- Increase public awareness
- Change perception of libraries
- Increase and ensure support for libraries and funding

**BECAUSE ADDING  
MINECRAFT TO  
CURRICULUM MAY  
INSPIRE MORE FUTURE  
ENGINEERS THAN  
MATHEMATICS ALONE.**

LIBRARIES  
TRANSFORM<sup>™</sup>

**BECAUSE MORE  
THAN A  
QUARTER OF U.S.  
HOUSEHOLDS  
DON'T HAVE A  
COMPUTER WITH  
AN INTERNET  
CONNECTION.**

**LIBRARIES  
TRANSFORM<sup>™</sup>**

- Libraries transform lives.
- Libraries transform communities.
- Librarians are passionate advocates for lifelong learning.
- Libraries are a smart investment.

## **THE AVERAGE STUDENT LOSES A MONTH'S WORTH OF LEARNING OVER THE SUMMER.**

Lower-income students are especially at risk of falling behind in math and reading when school is out. Libraries help narrow the achievement gap by offering summer learning opportunities to kids of all backgrounds.

**BECAUSE  
THE SUMMER  
SLIDE ISN'T  
PLAYGROUND  
EQUIPMENT.**

# LIBRARIES TRANSFORM<sup>®</sup>

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Library  
Association

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<b>BECAUSE</b> FORTY PERCENT OF CHILDREN GOING INTO KINDERGARTEN ARE NOT READY FOR SCHOOL.	<b>BECAUSE</b> SEATING FOR 38 DOES NOT ACCOMMODATE THIS LIBRARY'S 1,500 DAILY VISITORS.	<b>BECAUSE</b> ONE IN FOUR MISSOULIANS DOESN'T HAVE ACCESS TO A UTILITY CALLED THE INTERNET.	<b>BECAUSE</b> FOR EVERY NEW BOOK ADDED TO THE SHELVES ANOTHER BOOK MUST BE REMOVED.
<a href="#">LEARN MORE</a>	<a href="#">LEARN MORE</a>	<a href="#">LEARN MORE</a>	<a href="#">LEARN MORE</a>

Missoula Public Library – Missoula, MT – Libraries Transform campaign used during successful \$30 million referendum.



# LIBRARIES TRANSFORM<sup>®</sup>

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**BECAUSE ONE  
IN SIX HOOSIERS  
LIVES IN AN  
AREA WITHOUT  
ACCESS TO  
BROADBAND**

**LIBRARIES  
TRANSFORM<sup>®</sup>  
INDIANA**

Indiana Library Federation – Received an additional \$1 million for libraries and an additional \$2 million for schools for internet connectivity.

**LIBRARIES  
TRANSFORM<sup>®</sup>**

**ALA** American  
Library  
Association

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**BECAUSE  
TRANSFORMATION IS  
ESSENTIAL TO THE  
COMMUNITIES WE  
SERVE.**

**Sign up at [librariestransform.org](https://librariestransform.org)**



# Lynette Schurdevin

Library Director of the Rio Rancho  
Public Libraries

# ARC17

OCLC AMERICAS  
REGIONAL COUNCIL  
MEETING

Hello.

I'm the **Smarter** Library.



# How New Mexico Libraries Transform

LYNETTE SCHURDEVIN, LIBRARY DIRECTOR



# History of Libraries Transform New Mexico

# Libraries Transform New Mexico

- House Memorial 48
  - 2015 Legislature endorsed a memorial
  - Opportunity to participate in shaping the future of libraries in New Mexico
- 2016 NM Libraries Assessment
- Statewide conference
- Statewide focus groups

# 2016 NM Libraries Assessment

- Funded by the NM Library Foundation
- Assessment included
  - Statewide library survey
  - Focus groups
  - Public conversations

# Statewide Conference

- Leaders comments
  - Ms. Reardon “Libraries: What’s in Our Future?”
  - Ms. Todaro “Because Transformation is Essential to the Communities We Serve”
- Breakout sessions
- Summaries



# Statewide Task Forces

- E-rate & Broadband
  - Public Libraries
  - School Libraries
  - Tribal Libraries
- Public funding
- Alternative income

# Transformations

- Transform classrooms
- Transform children's futures
- Transform learning and playing
- Transform our families
- Transform the way we look at our state's history
- Transform = Learning

# Focus Groups – Next Steps

- Stable recurring funding
- Role of State Library
- Support a new board for broadband access across the state for everyone
- Develop non-traditional partnerships

# Thank you

**Lynette Schurdevin**

**RIO RANCHO PUBLIC LIBRARIES**

Lschurdevin@rrnm.gov

**Libraries Transform**

**New Mexico**

librariestransformnm@gmail.com





# Hong Yao

Assistant Director  
Technical Services

# ARC17

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REGIONAL COUNCIL  
MEETING

Hello.

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# Library Transformed: Our Stories at Queens Public Library

HONG YAO

QUEENS PUBLIC LIBRARY

# Library Transformed: Our Stories at Queens Public Library

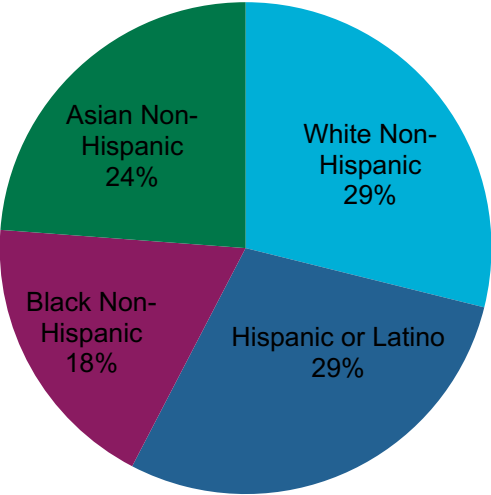
# Queens Library is for Everyone!

**Queens Library is a  
safe space for all**

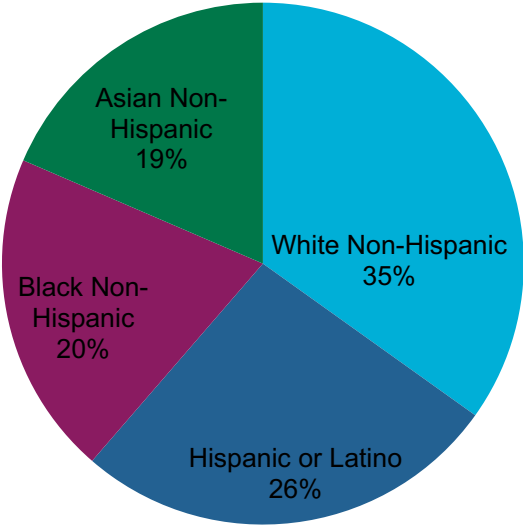
**No matter where  
you come from, who  
you love or what  
you believe**



2010 Queens County Census



2000 Queens County Census



# A Bit of History of QBPL

- **57% of its residents speaks languages other than English**
- **QL's New Americans Program (NAP) established 1977 to provide special services to new immigrants**
- **One of the highest circulating library systems in the country**
- **Library of the Year 2009**

# Materials in Your Language

- 中文館藏/中文馆藏/Chinese Language Collections
- 한국어 도서/Korean Language Collections
- Коллекции материалов на русском языке/Russian Language Collections
- South Asian Language Collections
- Colección en Español/Spanish Language Collections



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www.queenslibrary.org/services/new-americans-program/collections Search

**Also available at select community libraries:**

- **Albanian:** [Ridgewood](#)
- **Arabic:** [Astoria](#), [Broadway](#), [Ridgewood](#), [Steinway](#)
- **Croatian:** [Broadway](#)
- **French:** [Broadway](#), [Baisley Park](#), [Cambria Heights](#), [Far Rockaway](#), [Hollis](#), [Laurelton](#), [Lefrak City](#), [Queens Village](#), [Rosedale](#), [Rochdale Village](#), [South Hollis](#), [South Jamaica](#), [St. Albans](#)
- **German:** [Middle Village](#)
- **Greek:** [Broadway](#), [East Flushing](#), [Steinway](#), [Whitestone](#)
- **Haitian Creole:** [Baisley Park](#), [Cambria Heights](#), [Far Rockaway](#), [Hollis](#), [Laurelton](#), [Queens Village](#), [Rosedale](#), [Rochdale Village](#), [South Hollis](#), [South Jamaica](#), [South Ozone Park](#), [St. Albans](#)
- **Hebrew:** [Far Rockaway](#), [Forest Hills](#), [Hillcrest](#), [Kew Garden Hills](#), [Rego Park](#)
- **Italian:** [Auburndale](#), [Bayside](#), [Broadway](#), [Howard Beach](#), [Maspeth](#), [Middle Village](#), [North Forest Park](#), [Ozone Park](#), [Ridgewood](#), [Steinway](#), [Whitestone](#)
- **Japanese:** [Broadway](#), [Forest Hills](#)
- **Nepali:** [Woodside](#)
- **Pashto:** [Pomonok](#)
- **Persian:** [Kew Garden Hills](#) (Farsi), [Pomonok](#) (Dari)
- **Polish:** [Jackson Heights](#), [Maspeth](#), [Middle Village](#), [Ridgewood](#)
- **Portuguese:** [Broadway](#), [Jackson Heights](#)
- **Romanian:** [Ridgewood](#), [Sunnyside](#)
- **Serbian:** [Ridgewood](#)
- **Tagalog:** [Broadway](#), [Elmhurst](#), [Woodside](#)
- **Tibetan:** [Woodside](#)
- **Turkish:** [Sunnyside](#)

**Additional materials are available** to help immigrants [learn English](#). Located in branch libraries throughout the Queens Library system.

For more information about any of these collections, call 718-990-0894 or e-mail [napref@queenslibrary.org](mailto:napref@queenslibrary.org).

**JOB & BUSINESS ACADEMY**

[LEARN ENGLISH](#)

[LEARN A LANGUAGE](#)

[LEARN TO READ](#)

[YOUNG ADULT LITERACY PROGRAM](#)

[NEW AMERICANS PROGRAM](#)

[OLDER ADULTS](#)

[PEOPLE WITH DISABILITIES](#)

[SELF PUBLISH](#)

[VETERANS INFORMATION](#)

**NEW AMERICAN PROGRAM**

[CITIZENSHIP & IMMIGRATION](#)

[CULTURAL PROGRAMS](#)

[ESOL PROGRAM](#)

[FINANCIAL LITERACY](#)

[INFORMATIONAL WORKSHOPS](#)

[LEARN ENGLISH](#)

[MATERIALS IN YOUR LANGUAGE](#)

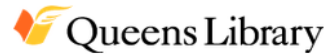
[NAP RESOURCES GUIDES](#)

[NEW AMERICANS CORNER](#)

[NEWCOMER'S GUIDE](#)

[NYCITIZENSHIP](#)

Feedback



Español

中文

# Immigration Assistance at Queens Library

Queens Library offers several resources for new Americans and prospective citizens. Learn your rights, the realities of the immigration process, and receive support from experienced lawyers and staff.



## Services



### Legal Assistance

Qualified immigration lawyers provide one-on-one legal assistance for issues related to naturalization.



### Immigration Case Management

Drop-in or make an appointment at the Long Island City Adult Learning Center for case management related to



### NYCitizenship


NYCitizenship provides free legal help with citizenship applications and free financial counseling by appointment only. To make an appointment call 311 and say

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connect.queenslibrary.org/2022?utm\_source=website&utm\_medium=homepage&utm\_campaign=im annual cldc discovery

## Services




### Legal Assistance

Qualified immigration lawyers provide one-on-one legal assistance for issues related to naturalization.




### Immigration Case Management

Drop-in or make an appointment at the Long Island City Adult Learning Center for case management related to naturalization and other services for new immigrants.




### NYCitizenship

NYCitizenship provides free legal help with citizenship applications and free financial counseling by appointment only. To make an appointment call 311 and say "citizenship appointment" or call the NYCitizenship Hotline at 212-514-4277.




### Citizenship Assistance by the Catholic Migration Services

Providing naturalization assistance to qualified immigrants. This includes help with the application and/or any legal assistance.



### Immigrant Justice Corps

Legal services or aid for any issues including naturalization, temporary protected status, family-based petitions, U-visas, deportation issues, asylum or refugee applications and more.



### Citizenship Classes and Workshops

Formal 12-week citizenship prep classes are offered as well as workshops that combine English for Speakers of Other Languages (ESOL) and test prep for the US citizenship test, along with an overview of legal issues related to becoming a citizen.

[Request more information](#)

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Español

# HISPANIC HERITAGE CELEBRATIONS



**Join Queens Library this September and October for National Hispanic Heritage Month 2017!**

Hispanic Heritage Month begins each year on September 15, the anniversary of the independence of five Latin American countries: Costa Rica, El Salvador, Guatemala, Honduras, and Nicaragua. Mexico, Chile, and Belize also celebrate their independence days during this month-long period.

Enjoy diverse music from Latin America and the Caribbean, watch inspirational movies, sample tasty appetizers, learn how to dance Cuban salsa, and more! Plus, the Archives at Queens Library, located at Central Library in Jamaica, will have a photo exhibit of the history of Hispanic culture in Queens County all month long.


**Upcoming Programs**



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connect.queenslibrary.org/2004?utm\_source=website&utm\_medium=homepage&utm\_campaign=hi annual cldc discovery



**Spanish for the Workplace**

**Queens Central Library**  
89-11 Merrick Boulevard, Jamaica  
Sundays, September 17 through November 12 @ 1pm


This eight-week course is intended to provide you with some basic conversational skills to help you navigate specific workplace scenarios. At the end of the eight weeks, you should be conversant on a variety of topics related to the workplace.



**Music from Santo Domingo with Berto Reyes and his Band!**

**South Jamaica Community Library**  
108-41 Guy R. Brewer Boulevard  
Thursday, September 28 @ 5:30pm




Berto Reyes and his Band will perform traditional music known as perico ripiao on the güira, drum, and accordion. They will also play *merengue típico*, a traditional Dominican merengue, and merenhouse, a blend of merengue with American hip-hop and rap, with the added sounds of sax, bass, and conga. Come learn about and enjoy Dominican music!



**Mariachi Loco de NY**

**Queens Central Library**  
89-11 Merrick Boulevard, Jamaica  
Thursday, September 28 @ 6:30pm

Enjoy this concert of traditional Mexican mariachi music and dance, with performers in colorful costumes. As true representatives of a treasured cultural heritage, Mariachi Loco de NY is a dynamic, authentic mariachi band.

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jamaica feasts

# Older Adults Day



**Wednesday, September 27**  
**10am – 3:30pm**  
**Glen Oaks Library**  
256-04 Union Turnpike | 718.831.8636

**Join us for a day of FREE health screenings, seminars, art projects, music, and more for adults ages 50+!**

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**Meet with 20+ Service Providers**

- Adelphi Cancer Support Group
- St. John's Pharmacy Students (Ask the Pharmacist)
- St. John's University (Diabetes Q & A)
- ASPCA
- Care NYC
- Community Affairs
- FDNY
- Glen Oaks Friends Group
- MTA
- North Shore LIJ (Cancer Services Program)
- NY Presbyterian Queens
- NYC Department of Finance
- NYC Department of Health
- NYC Department of Transportation
- NYPD (105th Precinct)
- NYS Long Term Ombudsman
- PEARLS
- Queens Library's Health Services
- Queens Library's Mail-A-Book
- Queens Library's New Americans Program
- Queens Library's SPS
- Queens Memory
- Self-Help Community Services (New York Connects)
- SNAP
- VISIONS (for the blind and

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Jamaica Feasts | Queens Li... Jamaica FEASTS Jamaica FEASTS Incubator ... Queens Library Prepares a ... Site | NYCEDC

connect.queenslibrary.org/1342?utm\_source=website&utm\_medium=webpage&utm\_campaign=jam

jamaica feasts

Queens Library

# Jamaica FEASTS

A PROGRAM BY QUEENS LIBRARY

## A Queens-Based Incubator for Food Entrepreneurs



Jamaica Food Entrepreneurship and Services Training Space (FEASTS) is a **FREE** incubator for aspiring food entrepreneurs. The program was created to provide resources to those who are looking to start and run their own food business. Learn the fundamentals of the food business with our hands-on workshops, access to a commercial kitchen at the Queens Library Café, and a one-on-one session with industry experts. The program is the only one of its kind in Queens.

Workshops will cover a range of topics, including: financial planning, marketing, and food industry best practices.

Jamaica FEASTS is ideal for community cooks and new Americans who want to learn how to start a food business, recent culinary graduates who want to learn the business operations of the food world, and many more.

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www.queenslibrary.org/slide-show-content/get-ready-for-the-discovery-day-street-fair annual cldc discovery

All locations

BOOKS ENTERTAINMENT PROGRAMS SERVICES


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Printer-friendly

## GET READY FOR THE DISCOVERY DAY STREET FAIR!

Submitted by yetheart on Thu, 2017-08-31 14:43



DISCOVERY DAY STREET FAIR

Celebrating the 6th Anniversary of the Children's Library Discovery Center

One of Queens Library's most popular annual events is back, on **Saturday, September 9 at 11 a.m.**

Discovery Day features fun activities, face painting, balloon twisting, music, and the opportunity to learn about all the possibilities of science! No registration is required, and kids of all ages are welcome.

There will also be presentations by [Arch for Kids](#), the [Liberty Science Center](#), [City of Science](#), and [Randall's Island](#).

Plus, this year is the 6th birthday of the Children's Library Discovery Center, so we'll be celebrating in style!

**Discovery Day Street Fair**  
**Saturday, September 9, 11 a.m. to 3 p.m.**  
**Children's Library Discovery Center, Queens Central Library**

89-11 Merrick Boulevard, Jamaica

Sun, 2017-09-10 00:40

Feedback

Queens Library is for EVERYONE

No matter where you come from, who you love or what you believe, you're welcome at Queens Library.

Learn More

FREE Security Training for Young Adults (18-24 Years Old)

Start a career now! Learn More >

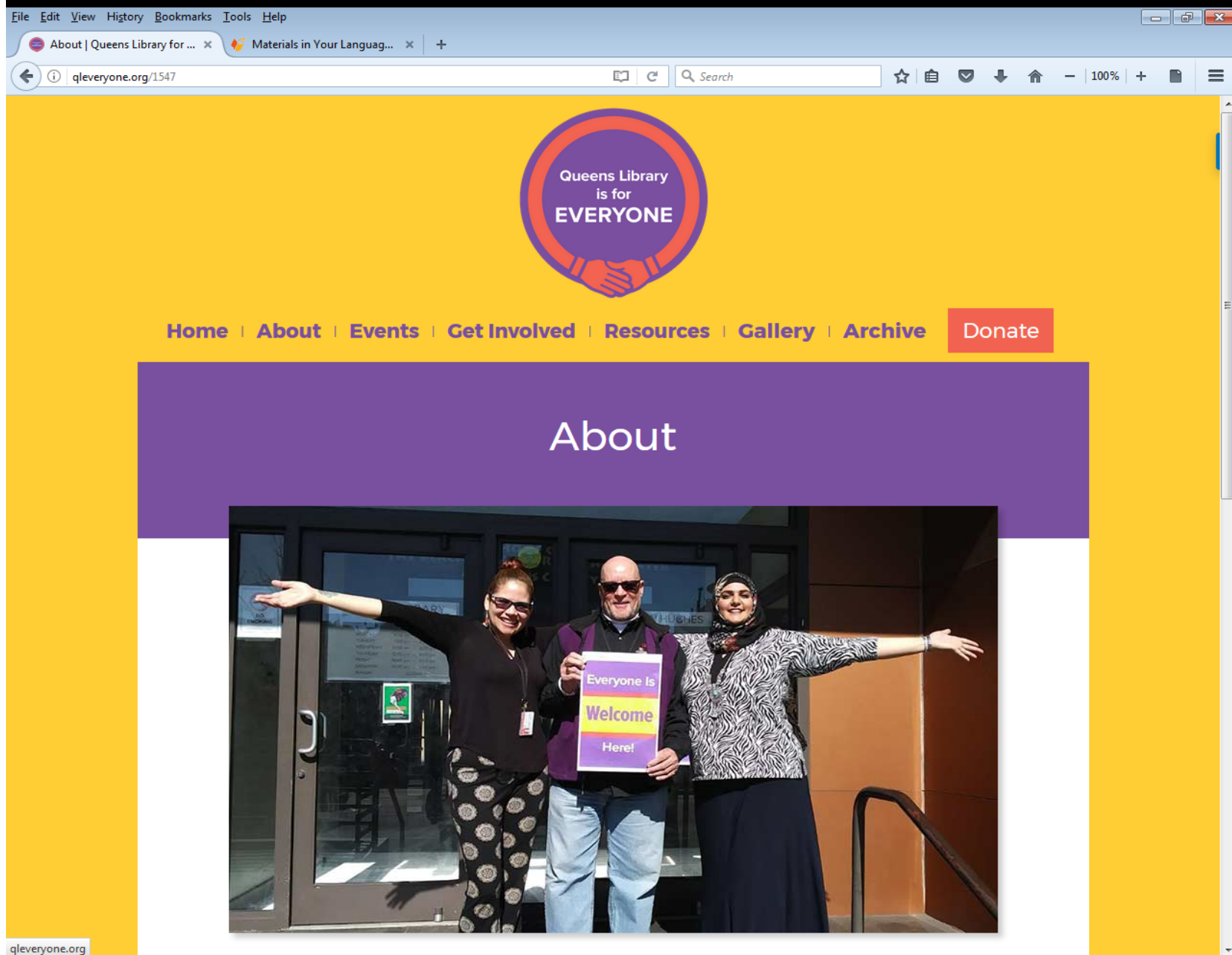
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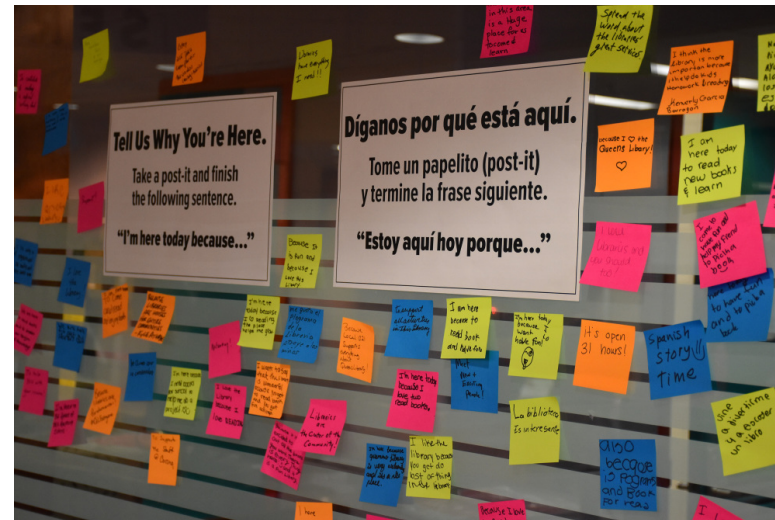
# Everyone Campaign Launch day April 26, 2017












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Two Days at the Rockawa... Materials in Your Langua... Events | Queens Library f... Rockaway 31-Hour Sum... Rockaway 31-hour Sum... New Tab

qleveryone.org/2000?utm\_source=website&utm\_medium=homepage&utm\_campaign=qleveryone\_3 communityresponsetaskforce

Home



The banner features a beach scene with a large orange and green surfboard on the left, a seashell, flip-flops, and sunglasses on the right. The background is a blue sky with clouds and a sun.

# Rockaway

## 31-Hour Summer Festival

Saturday August 26, 10am – Sunday August 27, 5pm

The Peninsula Community Library will be open for 31 hours straight from 10 am Saturday through 5 pm Sunday. Come and enjoy special story times, face painting, balloon animals, crafts, concerts, outdoor movies, yoga and meditation on the beach, a pop-up library on the boardwalk and much more.

[See the full schedule here](#)

**– Free Admission –**

**Queens Library at Peninsula**

92-25 Rockaway Beach Blvd.  
(718) 634-1110

Home



# Two Days in the Rockaways

- We woke up to a beautiful day on Saturday, August 26, ready to kick off 31 hours of learning, fun, and community spirit!
- More than 6,000 people passed through the doors of Queens Library at Peninsula over the weekend, with the Rockaways proving a popular location in the late days of summer.
- Hundreds more customers and passersby took advantage of the pop-up library on the boardwalk, the mobile library, wellness activities on the beach, and various events outside on the library plaza, including a resource fair with great community partners, movie screenings, and live music.



# DACA Renewal Immigration and Mental Health Clinic

Sunday, October 1, 2017

12:00 PM-4:30 PM

Flushing Library (IRC Conference Room)

41-17 Main Street, Flushing, NY 11355

The Asian American Bar Association of New York (AABANY), the Asian American Legal Defense and Education Fund (AALDEF), National Center for Law and Economic Justice (NCLEJ), the New York Coalition for Asian American Mental Health (NYCAAMH), and the Chinese-American Family Alliance for Mental Health (CAFAMH) will be holding a **FREE** one-day legal and mental health event.

The event will provide information and resources for Deferred Action for Childhood Arrivals (DACA) recipients. Volunteer attorneys will be on-site to help eligible DACA recipients complete their renewal forms to meet the Oct. 5, 2017 renewal deadline. Please bring all necessary documents and paperwork. New Economy will issue checks for the application renewal fees of income-eligible NYC residents. Other types of financial assistance will also be available.



**ARC17** #OCLCARC17









# Freedom

- Freedom of thought, freedom of speech, and freedom of religion: Queens Library represents the freedom to be who you are without fear or discrimination.
- Freely use and enjoy the Library's safe spaces to learn, achieve, and strive towards your goals. Equip yourself with the tools you need to thrive in an increasingly complex world.



- Accessibility is a cornerstone of Queens Library.
- With 63 branches providing programs and services that are completely free, there are no barriers to education and empowerment.
- Plus, all of Queens Library's community branches are open at least six days a week, with seven-day service at Central and Flushing – so you never have to find yourself without a place to learn, grow, and connect with others.
- “If knowledge is power, then libraries are the fuel for that power.” – *Julissa Arce*

## Open Access to All



- Queens Library's Battle of the Bands is a must-do event for young, emerging musicians in Queens.
- It's especially important in securing a stage for them to play on, in an environment where they're supported and accepted despite being relative newcomers to the music scene. When asked why they felt welcomed by Queens Library, 2016 and 2017 contestants Summer Haze talked about the opportunities they found. "Not many young bands get to play in such a large venue, such as the library, so it's a great opportunity."
- Also, it's the respect that each musician has for one another. It's a competition, but it doesn't really feel like that at all. It's more of an opportunity to meet different bands with different backgrounds and sounds."

# Performance Opportunities for Young Musicians





- It's never too late to learn.
- Queens Library offers educational opportunities for all ages, including Adult Literacy, High School Equivalency, English for Speakers of Other Languages, and the Job and Business Academy. Or, check out one of the 8.4 million items in the Queens Library collection – because education doesn't have to happen in a classroom.

# Lifelong Learning



# Continuing the Welcome Part 2

- We've reached the three-month mark of the Queens Library is for Everyone campaign, and our librarians and employees continue to visit neighborhood businesses and schools, demonstrate the inclusive nature of our libraries, and take extra steps to provide a warm and enthusiastic welcome to our visitors.
- At **Laurelton Community Library**, manager Dave Wang and his staff take every opportunity to promote the Everyone campaign, such as before popular programs. "All staff members work as a team to make the message clear for our customers that Queens Library welcomes everyone," says Dave.
- At **Woodhaven Community Library**, staff members **Manjula Budhraj**, **Linda Czerwinski**, and **Kendra Kuszai** work together to involve our customers in caring for the library's garden. Every other Wednesday, Woodhaven holds a gardening club where they welcome children and adults in the community to plant and help maintain tomatoes, cucumbers, spinach, kale, peppers, eggplants, herbs, and flowers in the garden.



# Thank you

**Hong Yao**

**QUEENS PUBLIC LIBRARY**

hyao@queenslibrary.org





# Julie Brophy

Manager,  
Adult & Community Engagement  
Baltimore County Public Library

# Getting Out and Getting Involved

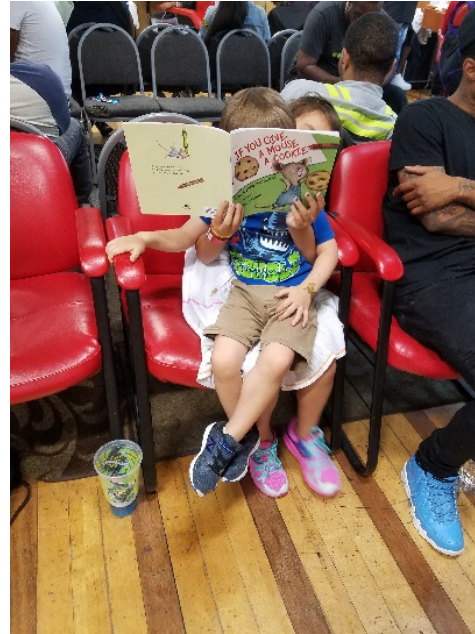
- Dedicated staff at branches
- Joined business associations, chambers, etc.
- Looked at our communities as a whole, not just who already comes to the library
- Looked at opportunities regionally
- Attended other groups' meetings, celebrations



# Embedded Librarianship: Reaching Out at Barbershops

## Woodlawn Branch

- Goals
  - Develop community partners
  - Promote literacy and Summer Reading
- Weekly visits to 3 local barbershops
- Story times, coloring, puzzles & games



# Penn-Mar Human Services: Individuals with Disabilities Volunteer Program

## Hereford Branch

- Goals
  - Inclusion revolution
  - Strengthen partnership
- 3 volunteers & Penn-Mar supervisor/caregiver
- Training
  - For library staff
  - For volunteers





# Voices of Our Community: Talking Religion

## Cockeysville Branch

- Motivation
- Goals
  - Library as an instrument of democracy, neutral space for difficult conversations
  - Better understanding of commonalities and differences
- Topics: Media, Women, War, Peace



# Thank you

**Julie Brophy**

**BALTIMORE COUNTY PUBLIC LIBRARY**

[jbrophy@bcpl.net](mailto:jbrophy@bcpl.net)



**ARC17** #OCLCARC17

 **OCLC**

# Thank you!