

Report to the California State Legislature on the California Library Literacy & English Acquisition Services Program of the California State Library



Submitted by
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California Library Literacy & English Acquisition Services Program

Since 1984, California's public libraries have provided services to low-literacy adults and their families, helping Californians of all ages reach their literacy goals. Libraries are ideal settings for literacy services. They are easy to access in communities and provide comfortable, information-rich environments where new readers can thrive. Literacy services provided by California public libraries include:

- **Adult Literacy Services (ALS)**
- **Families for Literacy (FFL)**
- **The English Language & Literacy Intensive program (ELLI)**
- **Mobile Library Literacy Services (MLLS)**



Tutor and learner pair

These services are encompassed under one chapter in the Education Code (Title 1, Division 1, Part 11, Chapter 4.6, § 18880-18884) entitled the California Library Literacy and English Acquisition Services Program—or California Library Literacy Services (CLLS) as it is more casually known statewide. In 2007/2008 the State allocated \$5.064 million to support California Library Literacy Services and the CLLS reached **20,318 adult learners and 45,730 children through 105 public library jurisdictions.**

In addition, 249,477 free books were distributed to these participants to help build home libraries; and 10,715 volunteers generated 765,142 hours of service to the programs. Using EDD's average California hourly wage figure for 2007 of \$21.78, that's a total of \$16.6 million contributed in volunteer time to library literacy programs!

The National Center for Education Statistics produced estimates in January 2009 of the percentage of adults with low literacy in individual states and counties. **Some 32 million--14%--of U.S. adults lack basic prose literacy skills—meaning they can't read a newspaper or the instructions on a bottle of pills—and 23% of California adults fall into this category.** To view estimates by county, see <http://nces.ed.gov/naal/estimates/StateEstimates.aspx>

(NOTE: Statistics were not provided as to English and non-English speakers included in the California numbers, however, in the national study, 2% of those surveyed were found not to speak English well enough to participate in the survey at all, and those individuals are included in the estimates.)

The core of CLLS services target **English speaking adults** who struggle with basic reading and writing skills. The majority of the adults participating in these programs have attended our nation's school systems and, for an array of valid reasons, never learned to read or write sufficiently. More than **75% of these adults are in their prime wage-earning years** (ages 20 - 49), working to improve their own economic status, and that of California as well.

Instruction is provided one-on-one or in small groups by trained volunteer tutors and is directed by the individual's pace and goals. The fact that these services are provided confidentially in the non-threatening environment of the library are crucial qualities in attracting these hard-to-reach adults who oftentimes are not of a skill and/or comfort level to access or attend traditional classroom-based programs. Clearly **CLLS services are unique and non-duplicative** as they do not exist elsewhere in our communities.

By design, state funds are leveraged locally generating over \$22 million additional dollars in 2007/08 to assist in providing these services. Those \$22 million would not be available without the state funding. These programs are true State/Local partnerships. Since the inception of CLLS, the funding formula has rewarded those programs that develop local support. The \$5 million allocated by the Legislature is a fraction of what it takes to run and support these programs. **Every \$1 of state funds leverages \$4** in local and private funds—from cities, counties, businesses, foundations, fundraising and other sources—a great investment!

Appended to this report is a breakdown of the 105 public library jurisdictions that received CLLS funding for FY 2007/2008, indicating which literacy services each of those libraries provide as well as the state, local and other resources committed to literacy services in the respective jurisdictions.

Adult Literacy Services Fast Facts:

- Free services personalized to the learner's reading and writing needs
- One-to-one and small group volunteer-based tutoring for adults in a library setting
- 20,318 adults received instruction in 2007/2008 in 105 public library jurisdictions
- 532,761 instructional hours were donated by 10,715 volunteers in 2007/2008

Adult Literacy Services are readily available provided by 105 public library jurisdictions in almost 900 branch libraries and other community locations around the state. These critical services help English-speaking adults improve their reading and writing skills so they can reach their full potential. The law that established literacy services in California's public libraries was designed to target English-speaking adults because it was determined that adults who needed English as a Second Language (ESL) services were being served elsewhere—through California's adult schools and community colleges. Library literacy programs endeavor to complement, and not duplicate, these services by working with English speaking adults who need a more customized—not a classroom—approach. To see and hear some of these adult learners *briefly* tell their stories, please visit www.libraryliteracy.org.

The key to the success of these services is that they are provided in a one-to-one or small group setting by trained volunteers. As a result, a customized approach can be taken with each adult. This individualization means that adults learn what they need to learn, at their own pace, and are able to directly apply their new skills to their lives.

CLLS Outcomes: Goals Reached By Adult Students - 2007/2008*

What difference do CLLS programs make in the lives of the adults they serve?

Our data show that:

- ◆ **65%** of those who set the goal to share a book with their child achieved it
- ◆ **55%** were able to complete a job application; **37%** write a resume; **43%** interviewed for a job; and **25%** actually secured a new job or were promoted at work.
- ◆ **37%** of those who set the goal were able to vote
- ◆ **76%** of those who did not use the library prior to getting literacy help, began using the library regularly; **83%** of those who had never had a library card, received one; and **66%** took their children to story time at the library.

** Results are based on 13,441 adults reporting over a six-month period in 2007/08.*

In 2007, Harder+Company Community Research was enlisted to perform an overall evaluation of the CLLS Adult Literacy Services (ALS). The main objectives of this evaluation included a comparison of the priorities and tutoring model of CLLS ALS with those of other adult literacy services (i.e., Adult Basic Education (ABE)), and to examine the overall effectiveness of the Roles & Goals outcomes measurement approach, which is used by CLLS to track and assess learner progress in the program.

Basic findings of the report include:

- “The CLLS ALS model compares very favorably with other ABE-type literacy training models, particularly for the specific audience that this program targets. While no “best practices” have been empirically identified through Harder+Company’s extensive review of the published literature on adult literacy services, some “promising practices” have been identified. These promising practices are all currently being implemented in the CLLS ALS model. The mission and core values of the CLLS ALS align very well with these promising practices...which include life-contextualized learning, dialogic/collaborative teacher/learner dynamics, and individualized instruction with access to small groups, innovative instructional techniques and volunteer tutors. Few other adult literacy service programs in the U.S. utilize as many of these promising practices as does the CLLS ALS.”
- “The Roles and Goals approach reflects the learner-oriented, life-contextualized design of CLLS ALS and, as such, is appropriate to measurement of CLLS ALS...The Roles and Goals approach addresses outcomes the learners relate to their everyday lives and provides quantifiable indicators of progress the learners make toward those real-life outcomes.”

(Full report available: http://libraryliteracy.org/misc/exec_summary.html)

Youth Literacy Initiative

Far too many American young people, an estimated 3.8 million between the ages of 18 and 24, have profoundly weak reading skills, have dropped out of school, and are unemployed. Nationally, only about two-thirds of all students who enter 9th grade graduate four years later with regular high school diplomas.

Disturbingly, many youth who can’t read are winding up in prison. Though general studies have long connected illiteracy and criminal behavior, the numbers for youth are particularly dismal: 90% of the 11,000 youth in adult detention facilities nationwide have no more than a 9th grade education, and the average reading level nationally for ninth grade youth in correctional facilities is fourth grade.¹

With State Library leadership and a small amount of federal funding, three library literacy programs have been charged with developing approaches to help turn this problem around. Through California Library Literacy Services (CLLS), the San Mateo County Library, the Stanislaus County Library and the City of Pomona Public Library, with the support of state

¹ 1] Martin, N., & Halperin, S. (2006). Whatever It Takes: How Twelve Communities are Reconnecting Out-of-School Youth. Washington, DC: American Youth Policy Forum.

leaders including Assembly Member Anna Caballero (D-Salinas) and California State Library Administration are piloting a 3-year youth literacy program that serves our state's most at-risk young people by giving them effective ways to navigate out of illiteracy.

To connect with these young people, literacy staff in the three participating libraries are networking and partnering with community-based organizations and social service agencies that serve this youth population. Through these collaborations and special focus on this target population, these libraries will identify best practices that can be shared with library literacy programs around the state.

The State Library and CLLS programs agree that youth literacy needs are important and that the CLLS infrastructure is well positioned to carry out this project. The Youth Literacy project is funded in part by LSTA (Library Services and Technology Act) Federal funds and with local in-kind contributions.

For more information about the CLLS Youth Literacy project, please contact Jacquie Brinkley at the California State Library at jbrinkley@library.ca.gov.

Families for Literacy Service Fast Facts:



Child and parent participating in story time

- 70 public library systems served 3,512 participating families served that include at least one adult who is receiving adult literacy services and at least one child under the age of 5.
- Special library “story-time” activities model reading aloud for adult learners actively enrolled in literacy services and their families
- In all, FFL reached 4,009 at-risk children under 5 and 3,134 of their older siblings
- 33,124 quality children’s books were purchased with grant funds raised locally and distributed to participating families to help build home libraries

In 1988, the California State Legislature added **Families for Literacy** (FFL) to expand the reach and the impact of adult literacy services. In order to break the inter-generational cycle of low literacy and because “reading development depends more than [any other factor] on the home environment” (National Assessment of Educational Progress), FFL became a critical addition to the libraries’ literacy programming.

Essential components of Families for Literacy include the following:

- Literacy services for the adult caregiver
- Parenting education
- Parent and child time together
- Orientation to the library and other community resources
- Enrichment of the home environment through free book distribution

English Language & Literacy Intensive (ELLI) Fast Facts

- Libraries target school-children who are struggling to learn English, including a family component to engage parents and siblings in fun, library-based programs
- Served 5816 schoolchildren in classrooms that include substantial numbers of English Language learners, and 2,421 English language learning parents in 2007/2008
- Trained volunteer tutors contributed 44,697 hours working with ELLI children
- Libraries gave away 24,222 books to ELLI participants



Children at Redlands Library

Since 2000, the [English Language & Literacy Intensive \(ELLI\)](#) program has provided innovative, library-based, bi-lingual and English-language instruction for targeted school-age children. The classrooms served include children identified by teachers as most at-risk for low performance in class and on the CELDT (California English Language Development Test), the standard measure for English language acquisition in this state.

This library-based instruction—both tied to the school’s curriculum and extra-curricular—is provided by staff and volunteers. Often library staff work in tandem with school staff to create programming that best meets the needs of the ELLI children.

ELLI programs seek to supplement, rather than duplicate, the work of the schools. These programs incorporate educational games, field-trips, guest speakers, after-school homework-help, in-classroom visits, arts and crafts, music, and other activities which gently immerse children in English.

Parents are also supported in their acquisition of English. Libraries strive to connect the adults in the family with an English as a Second Language (ESL) program, whether that be at the library or in the community. ELLI also trains parents to become actively involved in the formal and informal education of their children. Since many of these families are new to the U.S., the library serves as a bridge, helping families navigate the schools that their children attend and connecting them with the local resources that are available to them.

Over the eight years of ELLI’s existence, it has provided thousands of students and their families with creative and innovative programs that demonstrate how partnerships between local libraries, schools and other community agencies can result in achievement gains for students. While the state continues to struggle with how to close the achievement gap between English Learners and non-English Learners, programs like ELLI are helping to move in the right direction.

Mobile Library Literacy Services Fast Facts:

- Not just bookmobiles, these units bring library literacy services to families in need to help overcome the barriers of language, isolation and lack of transportation
- Provide children ages 0-5 and their parents or caregivers with a variety of preschool experiences and activities to support school readiness
- Visit California's low-income housing developments, migrant camps, daycare centers, and health clinics in 14 library jurisdictions, reaching 32,771 at-risk children (ages 0 – 5) and 17,524 of their parents and caregivers
- 71,589 quality children's books were purchased with grant funds raised locally and distributed to participating families to help build home libraries in 2007/2008.



National City Public Library's "WOW" (Words on Wheels) mobile

Mobile Library Literacy Services (MLLS) vehicles deliver literacy and other services to hard-to-reach, underserved and geographically and/or socially isolated families in many parts of the state. The MLLS vehicles visit low-income housing developments, migrant camps, local day care centers, Head Start programs, recreation centers, family resource centers and community health clinics to reach their target audience of families with children ages 0-5.

Extensive programming is offered on the vehicles: there are story times, language development activities such as puppet shows, and books for circulating and giving away. The programming models reading behaviors for parents and caregivers, often including many pre-school staff.

On-board computers enable families without computers at home to become familiar with a mouse and keyboard and to access educational software and the Internet. MLLS staff encourage families to make a trip to the public library to continue learning and exploring once they see how much fun it can be. This is especially helpful in rural areas, where children may stay at home with their mothers and arrive at kindergarten less socially prepared than their peers.

Click here to view some of these beautiful vehicles: http://libraryliteracy.org/about/mls/mls_libraries.html

■ Role of the California State Library

The role of the California State Library has been to distribute the state funds allocated to California Library Literacy Services and to support the local jurisdictions in their day-to-day provision of literacy services in their respective communities. Support areas include:

- **Public Awareness:** A statewide toll free telephone number automatically routes the call of a potential adult learner or volunteer tutor directly to the library literacy program nearest them—1-888 SOS-READ (1-888-767-7323). Recently we had the opportunity to develop a marketing toolkit with federal funds. It includes both television and radio PSAs with that may be viewed at: <http://libraryliteracy.org/staff/toolkit/index.html>. Regional library literacy network groups are in the process of promoting use of these with local radio and TV stations.
- **Capacity Building:** Training opportunities and materials for library literacy staff and volunteers via webcasts archived on the internet at: <http://libraryliteracy.org/webcasts/pm/index.html>
- **Accountability:** Development of an outcome measurement tool and online reporting system for gathering local data, aggregating it statewide and determining what difference these services are making in peoples' lives.
- **Resource Development:** To provide additional resources for the local programs, an AmeriCorps grant has been secured, which provides over 70 full and part time people to work in literacy programs around the state. Also, a partnership with the national program Reading is Fundamental (RIF) is in its third year, providing three free books each for 10,000 of the neediest children we serve.
- **Adult Learner Leadership:** As part of its on-going commitment to support adult learners and their literacy improvement, the California State Library supports an annual leadership development training for adult learners who make application and are accepted into the six-month **Adult Learner Leadership Institute (ALLI)**. What makes this program particularly unique is that, under literacy staff "advisors", it is organized and facilitated by adult learners who have completed the coursework and now are helping to prepare other adult learners to take part in facilitation of topics including public speaking skills, leadership development, and community outreach and advocacy.



Learner participants in the Leadership Institute

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CLLS Statewide Values

California Library Literacy Services are:



■ Regular Library Services

Library-based literacy services bring a new and diverse clientele to the library, while enhancing library visibility and community goodwill. They help libraries fulfill their mission by providing information and resource sharing, as well as opportunities for life-long learning.

■ Learner Goal Oriented

Our interest is in helping learners meet their goals for improving their basic skills, not solely in helping them achieve increased test scores or grade levels. Learner-centered literacy instruction supports adult learners and their families in their major life roles as citizens and/or community members, workers and family members.

■ Committed to Quality Service

Literacy services are cost effective, driven by community needs, and outcomes based. They provide an excellent value for the library, the community, the legislature, and the taxpayer.

■ Respectful of Volunteer Involvement

Volunteer tutors and other volunteers are fundamental to the success of library literacy services. We honor and value their commitment and support.

■ Learner-Centered

The niche for library literacy services is in serving those who have not succeeded in a classroom setting. Our service is individually geared to each learner and provided in a one-to-one or small group environment.

■ Grounded in Literacy for Adults

Outreach to adults is the foundation of library literacy services because reaching the adult is the critical first step in addressing the literacy needs of the entire family. Serving adults provides continuity and a bridge to the family and the community.

■ Dedicated to Empowering Adult Learners

Service to adult learners encompasses more than just tutor/student instruction; we support the creation of programming in which adult learners can meet and learn from each other. We recognize the value that adult learners bring to literacy services as active participants, volunteers, and as library literacy staff members.

■ Passionate Advocates

For those involved in California Library Literacy Services, working in literacy services is an avocation, not just a job.

■ Supportive of Local Autonomy

We value the autonomy of local literacy services. Each is unique because it is locally designed to meet the specific needs of the diverse community it represents.

■ Well Situated for Learning

We believe the library is uniquely suited for literacy services as it provides a comfortable, supportive, and enriching atmosphere for learners and their families.

■ State/Local Partnerships

Because literacy is viewed as a core library service, both the state and local levels strive to ensure continuity of programming. The state funding process provides a continual baseline of support based on achievement of minimum standards and reporting requirements. In addition, a strong healthy library literacy service is funded in large measure by its local jurisdiction, and the state funding process rewards that commitment.

■ Diverse

We believe that the strongest library literacy services are those that value the various learning styles, ethnicities, ages, and abilities of their learners, volunteers, staff, and communities.

■ Team Oriented

We value taking a team approach at the local, regional and state levels of California Library Literacy Services.

■ Agents of Change

By teaching life skills as an integrated part of learning to read and write, library literacy services have far-reaching impact. They change the lives of learners, and this positively affects their families, their tutors, and the community.

■ Inclusive of English as a Second Language

While the primary focus of California Library Literacy Services is literacy for English speaking adults, we appreciate those libraries that have targeted ESL parents through the English Language Literacy Intensive (ELLI) program or have identified other resources to provide ESL services in communities where there is a need.

■ A Family of Learners

We value continuing education and life-long learning for all literacy stakeholders.

■ Always Free to the Learner

While library literacy services may charge a third party, such as a workplace, for services, instruction is always provided for free to the “end-user,” the adult learner or participating family.

■ Family Oriented

Library literacy services regularly include whole families in their programming and acknowledge the importance of this support system for participating adults. We also recognize the parent as the child’s first and most important teacher and actively support learners in this important role.

Library Literacy Program	FY 2007/2008 CLLS Awards				Award Amount	Local Gov't and Other Funds Raised
	Service Provided					
	ALS	FFL	ELLI	MLLS		
Alameda County Library	X				66,268	550,458
Alameda Free Library	X				18,030	63,182
Alhambra Public Library	X	X			23,732	96,219
Altadena Library District*	X				13,146	12,241
Amador County Library	X				18,849	60,830
Anaheim Public Library**	X				10,000	-
Benicia Public Library	X	X			20,982	61,911
Berkeley Public Library	X	X			42,992	245,872
Beverly Hills Public Library	X	X			37,181	262,560
Brawley Public Library	X	X		X	13,979	37,916
Burbank Public Library	X	X			27,990	183,056
Butte County Library	X	X	X	X	25,280	159,624
Calaveras County Library	X				18,453	44,710
Calexico (Camarena) Library	X	X			13,687	22,489
Carlsbad City Library	X				30,176	188,701
Colton Public Library	X	X	X		13,592	22,550
Colusa County Library	X	X		X	12,721	17,107
Commerce Public Library	X		X		21,504	134,043
Contra Costa County Library	X	X			48,136	352,611
Corona Public Library	X	X			23,753	113,966
Covina Public Library	X				21,091	47,784
Del Norte County Library	X	X			17,489	63,938
Downey City Library	X				25,301	98,410
Escondido Public Library	X	X		X	30,297	164,386
Fresno County Library	X	X		X	40,389	149,395
Glendale Public Library	X	X	X		32,814	157,476
Glendora Public Library	X				15,448	35,571
Hayward Public Library	X	X			33,180	223,715
Hemet Public Library	X	X			22,294	31,635
Humboldt County Library	X				18,183	48,329
Huntington Beach Library	X	X	X		30,021	108,372
Imperial County Library	X	X			14,424	16,493
Lake County Library	X	X	X		16,485	21,819
Lassen Library District	X	X			10,000	6,850
Livermore Public Library	X				28,064	61,033
Lodi Public Library	X				18,359	65,499
Lompoc Public Library	X	X			18,114	49,376
Los Angeles Public Library	X	X			162,761	945,879
Marin County Library	X	X		X	22,286	53,545
Menlo Park Public Library	X	X			35,768	130,339
Monrovia Public Library	X	X	X	X	18,520	44,918
Monterey County Library	X	X		X	21,471	65,649

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	Service Provided					
	ALS	FFL	ELLI	MLLS		
Monterey Park (Bruggemeyer)	X	X	X		15,515	26,739
Napa City-County Library	X	X	X		23,496	105,462
National City Public Library	X	X	X	X	26,744	144,276
Nevada County Library	X	X	X		15,901	25,261
Newport Beach P.L.	X	X			21,107	47,344
Oakland Public Library	X	X			54,698	427,204
Oceanside Public Library	X				19,484	93,003
Orange County Public Library	X	X			72,741	427,114
Palm Springs Public Library	X	X			15,531	25,648
Palmdale City Library	X				27,990	130,626
Pasadena Public Library	X				19,841	65,268
Placentia Library District	X	X	X		27,374	177,028
Placer County Library	X				15,799	40,771
Plumas County Library	X	X	X		13,322	10,001
Pomona Public Library	X	X			18,479	83,238
Porterville Public Library	X		X		16,981	62,541
Rancho Cucamonga P.L.	X	X			19,114	79,805
Redwood City Public Library	X	X	X		92,009	617,018
Richmond Public Library	X	X	X		63,225	374,566
Riverside County Library	X	X	X		24,990	87,910
Riverside Public Library	X	X			16,549	49,181
Sacramento Public Library	X		X		39,956	227,290
Salinas Public Library	X	X			35,882	123,410
San Bernardino County Library	X	X	X	X	156,294	1,231,129
San Bernardino Public Library	X	X	X		46,100	67,321
San Diego County Library	X				39,729	291,670
San Diego Public Library	X	X	X		75,532	586,233
San Francisco Public Library	X	X			51,000	421,410
San Jose Public Library	X	X			43,242	288,605
San Leandro Comm. Library	X	X			28,536	63,900
San Luis Obispo City-County	X				57,814	85,626
San Mateo County Library	X		X	X	39,574	206,165
San Mateo Public Library	X	X			31,946	181,192
San Rafael Public Library	X	X			84,735	275,566
Santa Barbara Public Library	X	X	X		23,053	25,933
Santa Clara County Library	X	X			84,809	723,179
Santa Clara Public Library	X	X			35,277	239,856
Santa Fe Springs City Library	X		X		20,672	106,445
Santa Paula (Blanchard)	X	X			17,803	55,713
Sierra Co. Library (Plumas)	X	X			12,280	13,988
Solano County Library	X	X			59,237	436,123
Sonoma County Library	X	X			22,126	59,245
South San Francisco Library	X	X	X	X	44,918	347,846

Library Literacy Program	FY 2007/2008 CLLS Awards				Award Amount	Local Gov't and Other Funds Raised
	Service Provided					
	ALS	FFL	ELLI	MLLS		
Stanislaus County Library	X	X	X		101,809	564,581
Stockton/San Joaquin Co. Lib.	X	X		X	32,912	237,725
Sutter County Library	X	X	X		25,851	91,929
Tulare County Library	X		X		38,510	201,448
Tulare Public Library	X		X		19,844	62,071
Tuolumne County Library	X			X	14,854	33,710
Upland Public Library	X	X			16,671	41,049
Ventura County L.S.A.	X				39,420	198,336
Watsonville Public Library	X	X			25,970	154,963
Willows Public Library ¹	X	X(2)	X		21,729	74,167
Woodland Public Library	X				25,934	52,229
Sub-Total					\$4,298,119	\$16,090,513
New Programs						
Beaumont District Library	X				20,700	46,744
Imperial Public Library	X				17,500	0
Ontario City Library	X				36,900	162,437
Pleasanton Public Library	X				25,200	80,772
San Benito County Library	X			X	35,200	28,663
Santa Maria Public Library	X				31,050	60,059
Shasta County Libraries	X				36,900	49,305
Siskiyou County Library	X				23,000	0
Yolo County Library	X				31,050	36,400
Sub-Total					\$257,500	\$464,380
TOTAL	105	69	30	15	\$4,555,619	\$16,554,893