CALIFORNIA STATE LIBRARY
LIBRARY SERVICES AND TECHNOLOGY ACT (LSTA) FISCAL YEAR 2018/2019
PITCH-AN-IDEA REGIONAL/STATEWIDE GRANT APPLICATION

ELEMENT 1: BASIC INFORMATION (please see application instructions for additional information)

Applicant Information

1. Library/Organization
   Butte County Library

2. Library’s DUNS Number
   832691658

3. Legal Business Name (must match name registered with Federal Employer Identification Number (FEIN))
   Butte County Library

4. Project Coordinator Name
   Katy Azevedo

5. Project Coordinator Title
   Digital Literacy Van Coordinator

6. Email Address
   KAzevedo@buttecounty.net

7. Business Phone Number
   530.538.7525

8. Mailing Address
   1820 Mitchell Avenue
   Oroville, CA 95966

Project Information

9. Project Title
   Libraries Helping Immigrants

10. LSTA Funds Requested
    $93,654

11. Cash Match & In-Kind
    $71,167

12. Total Project Cost
    $164,821

13. California’s LSTA Goals [from FY 2018-2022 Five Year Plan] (Check one goal from the first five goals of the five-year plan that best describes the project)

   Goal 1 [equitable access, trusted community space]
   [ ] Goal 2 [literacy services and learning opportunities]
   [X] Goal 3 [innovation, creativity, connections and collaboration]
   [ ] Goal 4 [technology to deliver information and services]
   [ ] Goal 5 [economic development and workforce innovation]

   Please briefly list other FY 2018-2022 Five Year Plan goals to which your project relates, if applicable.
   Goals 1, 3, 4 and 7

14. Primary Audience(s) for project (Select all that apply.)

   [X] Adults
   [X] Families
   [ ] Immigrants/Refugees
   [X] Intergenerational Groups (Excluding Families)
   [X] Library Staff, Volunteers and/or Trustees
   [X] Low Income
   [ ] Non/Limited English Speaking
   [ ] People with Disabilities
   [ ] People with Limited Functional Literacy
   [X] Pre-School Children
   [X] Rural Populations
   [ ] School Age Children
   [ ] Senior Citizens
   [ ] Statewide Public
   [X] Suburban Populations
   [ ] Unemployed
   [X] Urban Populations
   [ ] Young Adults and Teens
ELEMENT 2: PROJECT BACKGROUND AND SUMMARY

Describe how this project was identified as a need (include supporting data and statistical information), how it relates to your library's strategic plan or other local planning documents, what will be accomplished if this project is implemented, and how you will know whether your project is successful. Your summary should relate to activities in the timeline (Element 4).

The Need: U.S. Homeland Security reports that California has the largest legal permanent resident (LPR) population in the U.S., at 3.3 million. Of these, 2.5 million have met naturalization requirements, but have not taken steps to become citizens. Immigrants face many barriers to naturalization, including lack of English skills, lack of understanding the naturalization process, and fear of the citizenship test. There are many incentives to becoming a citizen, but they are not always apparent to immigrants who are legal residents.

Public libraries are uniquely positioned to address some barriers faced by LPRs who qualify to become citizens. Libraries could increase their capacity to provide equitable, effective educational services and resources for LPRs and support them to integrate, gain English skills and successfully maneuver through the naturalization process. Proper training and mentoring would help library staff gain capacity to provide high-quality resources and referrals for immigrants.

There are high-quality, no-cost instructional resources that libraries can easily utilize to assist immigrants. There are also organizations that educate immigrants about the benefits of naturalization and provide legal services at low or no cost. USA Learns (usalearns.org), a high-quality and free educational website, teaches ESL and U.S. citizenship to adults and is the ideal solution for libraries to increase and strengthen their educational services to immigrants. The new USA Learns Citizenship course was largely funded by the California State Library. Since the November, 2017 launch, more than 58,000 learners have accessed more than 500,000 activities to prepare for their naturalization interview. However, USA Learns has not been widely adopted by libraries. In a 2016 publication, California State Librarian Greg Lucas wrote, "...there are software programs and apps available both for reading and English acquisition as well as fostering digital literacy which should be incorporated in the program but the current level of state investment doesn’t allow."

Based on a February 2018 survey distributed to the CALIX listserv and conversations with library staff at the recent Seguimos Creando Enlaces and the 2017 CLA library conferences, there appears to be a high level of interest in USA Learns, but a rather low level of awareness. Library staff are interested in learning to use the site and in receiving multilingual materials. Formal evaluations indicated participants want to learn more about Butte County Library’s (BCL) approaches of using USA Learns in a farm labor camp and instructional models. According to the conference evaluations, library staff were “excited to use USA Learns.”

Project Summary and Objectives: The goal of this project is to train and support library staff to utilize available resources to increase immigrants’ awareness of available assistance for them to improve English skills, initiate the naturalization process and study for their citizenship test. Objective 1: Train library staff to utilize USA Learns as an educational tool. Objective 2: Utilize New Americans Campaign (NAC), Immigrant Legal Resources Center (ILRC) and United States Citizenship and Immigration Services (USCIS) resources, including webinars and training for library staff to make referrals to assist immigrants with the naturalization process and legal issues. Objective 3: Develop and distribute multilingual flyers, posters, bookmarks and animations that support target language groups. Objective 4: Deliver an awareness campaign to libraries across California, making them aware of this project and related resources.

Anticipated Project Accomplishments and Success Measures: As a result of this project, survey results will show that participating library staff have increased awareness and confidence related to resources and teaching strategies to help immigrants. Patrons will use 30 new Android tablets to reinforce on-line skills at home. Webinars presented by experts will teach library staff to effectively and confidently disseminate digital resources that focus on English and immigration sites. Electronic materials and print copies will be distributed. Pilot libraries will see an increase in immigrant patrons’ awareness and use of USA Learns and USCIS online services. Library staff will demonstrate greater confidence.

Alignment with Strategic Plan: This program aligns with and supports the BCL Mission Statement “to provide all individuals, regardless of age, ethnic background, educational or economic level, with free access to ideas, information, and technology.” Our strategic initiatives guide and facilitate independent use of virtual and physical forums for library patrons to connect with one another and library resources through library programming. With this program, BCL will provide a modern integrated digital resource and will facilitate other California library programs while developing a statewide network of support and education for immigrant families.
**ELEMENT 3: PARTNERSHIPS**

Please list all formal partners for your project here. Please attach (under Element 7) a copy of your signed agreement with each partner, which outlines the role the partner will play and the resources the partner will contribute. Attach a separate sheet if necessary.

<table>
<thead>
<tr>
<th>Partner Name</th>
<th>Organization Type (see instructions for valid entries)</th>
<th>Legal Type (see instructions for valid entries)</th>
<th>Role on Project</th>
<th>Resources That Partner Will Contribute (materials/funds/staff)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Butte County Historical Society</td>
<td>Historical Society</td>
<td>Non-Profit</td>
<td>Distribute project-related information to museum visitors</td>
<td>$1,000 in-kind</td>
</tr>
<tr>
<td>Sacramento Educational Cable Consortium</td>
<td>Other: Educational Cable Consortium</td>
<td>Non-Profit</td>
<td>Develop and air public service announcement</td>
<td>$5,000 in-kind</td>
</tr>
<tr>
<td>EdTech Center at World Education</td>
<td>Other: Education and Social Services</td>
<td>Non-Profit</td>
<td>Consultation services related to digital learning models</td>
<td>$2,500 in-kind</td>
</tr>
</tbody>
</table>

Please list informal partners here - organizations that support your project but with whom you have no formal project agreement in place. Describe how their contributions will help achieve the project’s outputs and outcomes. Attach letters of support under Element 7.

New Americans Campaign (NAC) partners across California: Provide immigration and legal services to patrons who are referred to their organizations by library staff. Specific NAC partners will be identified after libraries are selected to participate in the project, so geography-specific partnership can be made.

United States Citizenship and Immigration Services (USCIS): Provide webinars on topics selected with input from participating libraries and share relevant resources. This work will be completed under the existing 9/22/16 MOU with IMLS.

Immigrant Legal Resource Center: Provide consultation services to plan professional learning for library staff ($2,500 in-kind).
ELEMENT 4: PLANNING AND EVALUATION

Please answer each area concisely and completely. For section A-F limit responses to four pages.

A. Project Intent (Check only one that best describes the project)

- Lifelong Learning: Improve users' knowledge or abilities beyond basic access to information
  - Improve users' formal education
  - Improve users' general knowledge and skills

- Information Access: Improve access to information
  - Improve users' ability to discover information resources
  - Improve users' ability to obtain and/or use information resources

- Institutional Capacity: Add, improve or update a library function or operation to further its effectiveness
  - Improve the library workforce
  - Improve the library's physical and technology infrastructure
  - Improve library operations

- Employment & Economic Development: Improve users' ability to apply information that furthers the status of their jobs and/or businesses
  - Improve users' ability to use resources and apply information for employment support
  - Improve users' ability to use and apply business resources

- Human Services: Improve users' ability to apply information that furthers their personal, family or household circumstances
  - Improve users' ability to apply information that furthers their personal, family, or household finances
  - Improve users' ability to apply information that furthers their personal or family health & wellness
  - Improve users' ability to apply information that furthers their parenting and family skills

- Civic engagement
  - Improve users' ability to participate in their community
  - Improve users' ability to participate in community conversations around topics of concern

B. Project Purpose – Short statement which answers the questions: we will do what, for whom, for what expected benefit(s).

This project will train and support library staff to create and utilize a seamless web of readily available educational and immigration resources. This will increase awareness and confidence with online support and help patrons improve English skills, initiate the naturalization process and study for their citizenship test, while creating a positive and supportive library experience. A network of libraries that provide this additional support in their communities will be developed, providing necessary technology for accessing online resources, and mentoring and supporting partner libraries to develop and implement similar services throughout California. Ultimately the number of immigrants integrating into our communities, and participating in civic life and business will increase and thereby fulfill the overall goals of this project while we create a positive, supportive community within libraries statewide.

C. Anticipated Project Outputs – Quantitative measures of services and/or products to be created/provided.

- 1 online application will be created; 8-10 libraries will be selected to participate in project
- 1 online survey will collect information from libraries across CA about ESL and U.S. citizenship programming needs; results will be documented and shared
- 3-6 learning models will be identified, which hold promise for being used in libraries across CA
- 1 peer-to-peer mentoring program will be developed to support staff at 8-10 libraries; lessons learned will be documented and shared
- 1 Community of Practice (CoP) will be developed and used by 8-10 libraries (and possibly more)
- 1-day orientation and networking meeting will train 8-10 library staff to use USA Learns and about logistics of this project
- 30 Android tablets and mifis will be purchased and circulated in 8-10 participating libraries
- 2 ILRC webinars about key immigration issues to be attended by more than 20 people
- 2 USCIS professional learning webinars to be attended by more than 20 people
- 1 USA Learns ESL flyer, 1 USA Learns Citizenship flyer, and 1 USA Learns bookmark to be translated into top 3 key languages
- 2 multilingual "quick start" animations will be created. Quantity depends on languages selected, as cost varies by language
- 1 awareness campaign will be developed; messages sent to all CA libraries
- 2 USA Learns webinars to be attended by more than 20 people
- 32-40 project success stories will be shared via participants' social media channels and other sources
- 1 set of modifications will be made to the USA Learns' teacher side registration form to collect additional data about library usage of site

D. Outcomes. Please select one or more of the outcomes provided by the State Library (see Instructions) that relate to the primary Five Year Plan goal that you selected in Element 1

Outcome 1a: Californians find information, services, and resources at their libraries - Library staff will be trained to utilize and refer immigrant patrons to quality resources.

Outcome 2a: Californians discover and participate in essential literacy opportunities at their libraries - Library staff will learn to create literacy opportunities using various digital learning models.

Outcome 2b: Californians discover and participate in learning opportunities at their libraries - Multilingual materials will be developed to promote ESL and U.S. citizenship instruction in libraries.

E. Briefly describe how this project will be financially supported in the future, should it prove successful.

Participating libraries will share their success stories via their social media channels and other outreach methods, increasing awareness of the project and its resources. Project partners will seek local, state and federal funding to support activities to expand efforts for identified needs and encourage participation of immigrants, explore collaborations with more non-profit immigration legal service providers, and add new library partners.

F. Activities. What activities will be used to accomplish your project and achieve your outcomes? Per IMLS, Activities are actions through which the Intent (Element 4A) of a project is accomplished and which account for at least 10% of the total amount of resources committed to the project. IMLS has identified 4 types of Activities and associated Modes (methods by which the Activity is carried out) Select all that apply to your project and provide descriptions for each.

1. Instruction - Involves an interaction for knowledge or skill transfer and how learning is delivered or experienced. (Check all that apply and provide a description including whether the format will be in-person, virtual, or both)
   - Program - Formal interaction and active user engagement (e.g., a class on computer skills).
   - Presentation - Formal interaction and passive user engagement (e.g., an author's talk),
   - Consultation - Informal interaction with an individual or group of individuals (library staff or other professional) who provide expert advice or reference services to individuals, units, or organizations.
   - Other

Description: Program: Library staff will attend a face-to-face "kick-off" training in Sacramento, which introduces participants to the project, provides an overview of USA Learns' content, and how to use the learner and teacher sides of the site. Presentation: Webinars on key immigration topics will be presented by ILRC and USCIS. USA Learns staff will also present webinars on how to use this resource in libraries. Consultation: The Project Coordinator (PC) will provide virtual peer-to-peer mentoring to participants. The EdTech Center at World Education will provide virtual consultation to project staff related to various learning models that can be customized for libraries.
2. **Content** - Involves the acquisition, development, or transfer of information and how information is made accessible. *(Check all that apply and provide a description including whether the format will be physical, digital, or both)*

- **Acquisition** - Selecting, ordering, and receiving materials for library or archival collections by purchase, exchange, or gift, which may include budgeting and negotiating with outside agencies (i.e., publishers, vendors) to obtain resources. May also include procuring software or hardware for the purposes of storing and/or retrieving information or enabling the act of experiencing, manipulating, or otherwise interacting with an information resource.
- **Creation** - Design or production of an information tool or resource (e.g., digital objects, curricula, manuals). Includes digitization or the process of converting data to digital format for processing by a computer.
- **Description** - Apply standardized descriptive information and/or apply such information in a standardized format to items or groups of items in a collection for purposes of intellectual control, organization, and retrieval.
- **Lending** - Provision of a library’s resources and collections through the circulation of materials (general circulation, reserves). May also refer to the physical or electronic delivery of documents from a library collection to the residence or place of business of a library user, upon request.
- **Preservation** - Effort that extends the life or use life of a living or non-living collection, the individual items or entities included in a collection, or a structure, building or site by reducing the likelihood or speed of deterioration.

*Description: Multilingual flyers, posters and bookmarks will be designed, printed, and made available (both). Multilingual "quick start" animations will be developed and delivered (online). The awareness campaign will be delivered via email (digital). Electronic devices will be circulated to patrons to study at home (physical).*

3. **Planning & Evaluation** - Involves design, development, or assessment of operations, services, or resources and when information is collected, analyzed, and/or disseminated. *(Check all that apply and provide a description including whether the format will be in-house or third-party)*

- **Retrospective** - Research effort that involves historical assessments of the condition of a project, program, service, operation, resource and/or user group.
- **Prospective** - Research effort that projects or forecasts a future condition of a project, program, service, operation, resource, and/or user group.

*Description: N/A*

4. **Procurement** - May only be used for projects with an Institutional Capacity Intent (see Element 4A). Includes acquiring or leasing facilities; purchasing equipment/supplies, hardware/software, or other materials (not content) that support general library infrastructure. *(Provide a description)*

*Description: N/A*
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<thead>
<tr>
<th>Activity</th>
<th>July</th>
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<tbody>
<tr>
<td>TRAIN LIBRARY STAFF TO UTILIZE USA LEARNS AS AN EDUCATIONAL TOOL</td>
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<td>Create online application; select 8-10 libraries to participate in project</td>
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<td>Create survey; collect info from CA libraries re. ESL and citizenship needs</td>
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<td>Research promising practices for ESL and citizenship instruction in libraries</td>
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<td>Identify successful digital learning models to be used in project</td>
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<td>Develop mentoring program to support participating libraries</td>
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<td>Develop a Community of Practice network of libraries that use USA Learns</td>
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<td>Plan and deploy 1-day kick-off orientation, training and networking meeting</td>
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<td>Purchase and distribute 30 Android tablets and mifis</td>
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<td>UTILIZE NAC, ILRC AND USCIS RESOURCES, INCLUDING WEBINARS</td>
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<td>ILRC: 2 webinars - key immigration issues / making referrals to NAC partners</td>
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<td>USCIS delivers 2 professional learning webinars</td>
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<td>Libraries make referrals to NAC partners and other sources</td>
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<tr>
<td>DEVELOP AND DISTRIBUTE MULTILINGUAL MATERIALS</td>
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<td>Create and distribute multilingual flyers, and bookmarks in key languages</td>
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<td>Create and distribute multilingual &quot;quick start&quot; animations</td>
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<td>DEVELOP AWARENESS CAMPAIGN</td>
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<td>Identify key messages and strategies of awareness campaign</td>
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<td>Coordinate with CA Cooperative Library Systems to distribute information</td>
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<tr>
<td>SCOE: 2 statewide webinars to CA library staff on how to use USA Learns</td>
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<td>Participating libraries share successes via social media and other methods</td>
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<td>Develop 1-minute PSA about learning at libraries; air on SECC and BCAC</td>
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<td>Develop pre- and post-evaluation survey</td>
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</table>

7
The budget should clearly identify the amounts requested and from what sources.

<table>
<thead>
<tr>
<th>Budget Category</th>
<th>LSTA</th>
<th>Cash Match &amp; In-Kind</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Salaries/Wages/Benefits</strong></td>
<td></td>
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<tr>
<td>A. BCL: Backfill Project Coordinator (PC) (50% FTE and Benefits)</td>
<td>$26,395</td>
<td>$0</td>
<td>$26,395</td>
</tr>
<tr>
<td>B. BCL: Management and supervisory services at BCL (6% FTE)</td>
<td>$0</td>
<td>$4,620</td>
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<tr>
<td><strong>Subtotal</strong></td>
<td>$26,395</td>
<td>$4,620</td>
<td>$31,015</td>
</tr>
</tbody>
</table>

**Description:**

Butte County Library (BCL) expenses:
A: $24.44/hr x 90 hrs/month x 12 months=$26,395
B: $35/hr x 11 hrs/month x 12 months=$4,620

<table>
<thead>
<tr>
<th>Consultant Fees</th>
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<tbody>
<tr>
<td>N/A</td>
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**Description:** N/A
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<tr>
<th>Budget Category</th>
<th>LSTA</th>
<th>Cash Match &amp; In-Kind</th>
<th>Total</th>
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<tbody>
<tr>
<td><strong>Travel</strong></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>A. BCL: Project &quot;kick-off&quot; meeting and training in Sacramento</td>
<td>$6,490</td>
<td>$0</td>
<td>$6,490</td>
</tr>
<tr>
<td>B. SCOE: Working breakfast and working lunch at &quot;kick-off&quot; meeting</td>
<td>$252</td>
<td>$0</td>
<td>$252</td>
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<td></td>
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<tr>
<td><strong>Subtotal</strong></td>
<td>$6,742</td>
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</table>

**Description:**
A. Travel for one project "kick-off" meeting and training in Sacramento (11 travelers x $590/person = $6,490). 11 library staff attend once for 1.5 days. Depending on flight times, some staff may stay 2 nights. Travel expenditures include mileage, airfare, hotels, meals, parking at airport, and land transportation. B. Working breakfast for 11 participants and 3 presenters (14 people x $7 each = $98) and working lunch (14 people x $11 each = $154). Total for working breakfast and lunch $252.

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<tr>
<th>Supplies/Materials</th>
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<tbody>
<tr>
<td>A. BCL: 30 mifi hotspots for circulation at libraries</td>
<td>$600</td>
<td>$0</td>
<td>$600</td>
</tr>
<tr>
<td>B. BCL: Postage to mail project materials</td>
<td>$400</td>
<td>$0</td>
<td>$400</td>
</tr>
<tr>
<td>C. BCL: Telephone usage for PC (annual)</td>
<td>$0</td>
<td>$600</td>
<td>$600</td>
</tr>
<tr>
<td>D. BCL: 30 Android tablets for circulation in libraries</td>
<td>$6,000</td>
<td>$0</td>
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<tr>
<td><strong>Subtotal</strong></td>
<td>$7,000</td>
<td>$600</td>
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**Description:**
Details related to materials / supplies:
A. 30 mifi hotspots for circulation at libraries (30 x $20=$600). B. U.S. postage, using most affordable method, to mail bulk flyers and materials to libraries (50 packages x $8 each = $400). C. BCL in-kind: Telephone usage for Project Coordinator to communicate with project participants ($50/month x 12 months = $600). D. 30 tablets (30 qty x $200 = $6,000).
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<tr>
<th>Budget Category</th>
<th>LSTA</th>
<th>Cash Match &amp; In-Kind</th>
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<tr>
<td>Equipment ($5,000 or more per unit)</td>
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<tr>
<td>N/A</td>
<td>$0</td>
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<th>Services</th>
<th>LSTA</th>
<th>Cash Match &amp; In-Kind</th>
<th>Total</th>
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</thead>
<tbody>
<tr>
<td>A. SCOE: Translation services to develop flyers and animation</td>
<td>$5,000</td>
<td>$0</td>
<td>$5,000</td>
</tr>
<tr>
<td>B. SCOE: Design print materials; Project mgt services-USA Learns</td>
<td>$1,913</td>
<td>$47,947</td>
<td>$49,860</td>
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<td>C. SCOE: Printing of 2,000 brochures, 50 posters and 1,000 bookmarks</td>
<td>$2,000</td>
<td>$0</td>
<td>$2,000</td>
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<tr>
<td>D. SCOE: Develop 2 animations; BCHS: Distribute materials</td>
<td>$3,000</td>
<td>$1,000</td>
<td>$4,000</td>
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<tr>
<td>E. Infopeople: Pre- and post-production of 6 webinars</td>
<td>$7,200</td>
<td>$0</td>
<td>$7,200</td>
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<tr>
<td>F. SCOE webinars, tech and admin support, 2 Zoom licenses, postage</td>
<td>$0</td>
<td>$13,100</td>
<td>$13,100</td>
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<tr>
<td>G. SCOE: Modify USAL to collect data library teacher accounts</td>
<td>$2,000</td>
<td>$0</td>
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<tr>
<td>H. ILRC: 2 webinars and consultation services</td>
<td>$10,000</td>
<td>$2,500</td>
<td>$12,500</td>
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<tr>
<td>I. BCL: Annual fee: 30 Verizon hotspots</td>
<td>$13,890</td>
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<td><strong>Subtotal</strong></td>
<td>$45,003</td>
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**Description:** Please see attached detail, which exceeds the available space in this field.

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<td><strong>Project Total</strong></td>
<td>$85,140</td>
<td>$71,167</td>
<td>$156,307</td>
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**Indirect Cost Rate Applied** | 10.0% | Indirect Cost |
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Check one:
☐ No Indirect
☐ Federally negotiated indirect cost rate *
☐ Indirect proposed cost rate *

* please attach supporting documentation if required

**Description:** BCL will charge 10% indirect to administer the grant's project activities.

<table>
<thead>
<tr>
<th>Grand Total</th>
<th>LSTA</th>
<th>Cash Match &amp; In-Kind</th>
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<tr>
<td><strong>Grand Total</strong></td>
<td>$93,654</td>
<td>$71,167</td>
<td>$164,821</td>
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</table>
ELEMENT 8: INTERNET CERTIFICATION

Check the Appropriate Library Type

- [x] Public Library
- [ ] Academic
- [ ] K-12
- [ ] Multi-Type
- [ ] Special/Other

As the duly authorized representative of the applicant public library, public elementary school library or public secondary school library applying for LSTA funding, I hereby certify that the library is (check only one of the following boxes)

A. [ ] An individual applicant that is CIPA compliant.
   The applicant library, as a public library, a public elementary school library or public secondary school library, has complied with the requirements of Section 9134(f)(1) of the Library Services and Technology Act.

B. [x] Representing a group of applicants. Those applicants that are subject to CIPA requirements have certified they are CIPA compliant.
   All public libraries, public elementary school libraries, and public secondary school libraries, participating in the application have complied with the requirements of Section 9134(f)(1) of the Library Services and Technology Act. The library submitting this application has collected Internet Safety Certifications from all other applicants who are subject to CIPA requirements. The library will keep these certifications on file with other application materials, and if awarded funds, with other project records.

C. [ ] Not Subject to CIPA Requirements.
   The CIPA requirements do not apply because no funds made available under this LSTA grant program will be used to purchase computers used to access the Internet or to pay for direct costs associated with accessing the Internet.

LIBRARY DIRECTOR SIGNATURE

[Signature]

I have read and support this LSTA Grant Application.

Butte County Library

Library/Organization

Melanie Lightbody

Library Director Name

[Signature]

LIBRARIES HELPING IMMIGRANTS

Project Name

Director

Title

[Signature] 5/22/2018

Date

GRANT MONITOR SIGNATURE

I have read and approve this LSTA Grant Application.

[Signature] 6/12/2018

Grant Monitor Name

Date

[Signature]
List of Attachments

Butte County Library 2018

1. Agreement with formal partners
2. Letters of support
3. Budget detail - services
4. Contact list
5. Citations
6. Employee job descriptions
7. Evaluation sample
May 18, 2018

Dear Ms. Brooks:

I write on behalf of the Sacramento County Office of Education and USA Learns in support of Butte County Library’s “Pitch an Idea” proposal, which will train and support library staff to utilize available resources to increase immigrants’ awareness of available assistance for them to improve English skills, initiate the naturalization process and study for their citizenship test.

We strongly support this grant application and look forward to being a co-applicant in this important project.

USA Learns (usalearns.org) is the premier, free website for adults to learn English and study for U.S. citizenship. Visited by more than 10,000,000 people from across the nation and around the world, the site provides high-quality learning content that helps immigrants improve their lives by boosting their employment potential, strengthening their civic participation, increasing their ability to participate in school and community activities, preparing them for U.S. citizenship and more. USA Learns is the perfect resource for use in libraries.

Through this letter, we acknowledge specific roles and responsibilities that we will fulfill in this partnership. In the event this proposal is funded, we would expect our role in the project to include:

- Provide $60,847 of in-kind services to manage multimedia production, coordinate project efforts with staff at the Butte County Library, provide input on content of professional learning activities, oversee logistics of the Sacramento “kick-off” meeting, deliver content of 2 webinars, and provide technical support for library users.

We truly look forward to working with Butte County Library and libraries across California to increase immigrants’ awareness of quality resources that will help them improve their lives and prepare for U.S. citizenship.

Sincerely,

Andrea Willis
Director, USA Learns and Internet and Media Services
Sacramento County Office of Education
May 22, 2018

California State Library
Library Development Services
900 N Street Sacramento, CA 95814-4813
Attn: LSTA Grants – Statewide Grant

To Whom It May Concern:

The Butte County Historical Society supports the Butte County Library and the State of California Department of Education project, Libraries Helping Immigrants. Many of our goals are complimentary, and we believe that we can work effectively together toward the goals of the grant. We are prepared to commit an in-kind contribution of $1000.

Sincerely,

Nancy Brower
BCHS Board
Dear Ms. Brooks:

I write on behalf of the EdTech Center @ World Education in support of Butte County Library’s “Pitch an Idea” proposal, which will train and support library staff to utilize available resources to increase immigrants’ awareness of available assistance for them to improve English skills, initiate the naturalization process and study for their citizenship test.

We strongly support this grant application and look forward to being a part of this important project.

The EdTech Center @ World Education supports educators in integrating technology into instruction and program delivery to accelerate learning, digital literacy, and college and career readiness. We are the leading national organization in providing technical support and professional development for blended and online learning with adult learners.

Through this letter, we acknowledge specific roles and responsibilities that we will fulfill in this partnership. In the event this proposal is funded, we would expect our role in the project to include:

- Provide $2,500 of in-kind services to advise on promising digital learning and inclusion tools, approaches, and models, which could be leveraged to train library staff and deliver educational services to immigrant patrons
- Additionally, share lessons learned from the new IMLS grant (https://tinyurl.com/y8mouspg) obtained by Providence Public Library, in partnership with Chicago Public Library, Los Angeles Public Library, and World Education, Inc.
- Disseminate best practices developed or learned by Butte Library nationally.

We look forward to working with project staff to increase immigrants’ access to quality resources that will help them improve their lives and increase their civic engagement.

Sincerely,

Alison Ascher Webber
Director of Strategic Initiatives
EdTech Center @ World Education

260 California Street, 5th Floor
San Francisco, CA 94111
510-816-1585
alison_webber@worlded.org

World Education
44 Farnsworth Street
Boston, MA 02210
May 15, 2018

Dear Ms. Brooks:

The Sacramento Educational Cable Consortium (SECC) supports the efforts of the Sacramento County Office of Education in its partnership with Butte County Library’s “Pitch an Idea” proposal, which will train and support library staff to utilize available resources to increase immigrants’ awareness of available assistance for them to improve English skills, initiate the naturalization process and study for their citizenship test.

We support this grant application and look forward to being a part of this important project.

SECC’s mission is to provide quality educational resources to learners of all ages in the greater Sacramento community primarily through video and other information and communication technologies via cable systems and networks. SECC is a collaborative effort of the K-20 education community all working together toward this mission.

Through this letter, we acknowledge specific roles and responsibilities that we will fulfill in this partnership. In the event this proposal is funded, we would expect our role in the project to include:

- Provide up to $5,000 of in-kind services to develop and air a public service announcement in collaboration with SCOE about educational services available to immigrants in libraries

We look forward to working with project staff to increase immigrants' access to quality resources that will help them improve their lives and increase their civic engagement.

Sincerely,

Elizabeth Rhodes
Executive Director
May 17, 2018

Dear Ms. Brooks:

I write on behalf of the Immigrant Legal Resource Center in support of Butte County Library’s “Pitch an idea” proposal, which will train and support library staff to utilize available resources to increase immigrants’ awareness of available assistance for them to improve English skills, initiate the naturalization process and study for their citizenship test.

We strongly support this grant application and look forward to being a part of this important project.

The mission of the Immigrant Legal Resource Center (ILRC) is to work with and educate immigrants, community organizations, and the legal sector to continue to build a democratic society that values diversity and the rights of all people.

Through this letter, we acknowledge specific roles and responsibilities that we will fulfill in this partnership. In the event this proposal is funded, we would expect our role in the project to include:

- Provide $2,500 of in-kind consultation services to help plan professional learning opportunities for library staff.
- Deliver two 1-hour webinars for library staff on topics related to key immigration issues and how to make referrals to community organizations that can help immigrants. The cost for the webinars is $10,000 (2 x $5,000), and they will be available to library staff as archived videos.

We look forward to working with project staff to increase immigrants’ access to quality resources that will help them improve their lives and increase their civic engagement.

Sincerely,

Melissa Rodgers
Director of Programs
Memorandum of Understanding
Between
The Institute of Museum and Library Services
and
The U.S. Department of Homeland Security
U.S. Citizenship and Immigration Services

MEMORANDUM OF UNDERSTANDING BETWEEN THE DEPARTMENT OF HOMELAND SECURITY AND THE INSTITUTE OF MUSEUM AND LIBRARY SERVICES REGARDING THE DISTRIBUTION OF IMMIGRATION AND CITIZENSHIP INFORMATION AND RESOURCES.

1. PARTIES. The parties to this Memorandum of Understanding (hereafter “MOU”) are the Department of Homeland Security (hereafter “DHS”), U.S. Citizenship and Immigration Services (hereafter “USCIS”), and the Institute of Museum and Library Services (hereafter “IMLS”).

2. AUTHORITY. This MOU is authorized under the provisions of Section 451(f) of the Homeland Security Act of 2002 and Section 204(g) of the Museum and Library Services Act, as amended. This MOU supports USCIS’ mission to promote instruction and training on citizenship rights and responsibilities and to raise awareness of the importance of citizenship while also supporting IMLS in its effort to foster an atmosphere of cross-cultural understanding and learning opportunities in a trusted environment.

3. PURPOSE. The purpose of this MOU is to set forth terms by which USCIS and IMLS will support libraries and museums, where appropriate, through public information and engagement opportunities and through the distribution of educational materials and training resources on immigration and citizenship.

4. RESPONSIBILITIES.

   a. USCIS.

      i. USCIS will continue to maintain and update the section of the Citizenship Resource Center website dedicated to the information needs of libraries, and, if applicable, of museums.

      ii. In coordination with IMLS, USCIS will design tailored training opportunities for librarians – and museum staff where appropriate – on topics related to citizenship and immigration. USCIS will identify specific content areas, which may include, but are not limited to, citizenship education programming, electronic filing of immigration benefits, USCIS customer service tools, the unauthorized practice of immigration law and how to recognize potential immigration service scams, and the employment eligibility verification process, among other topics.
iii. USCIS will identify specific content areas where it can assist IMLS and its partners in the organization and development of selected content for library-focused websites, and, where appropriate, museum-focused websites. IMLS partners may include IMLS awardees and members of the broader library and museum community who interact with immigrants through programs and exhibits. It may also include other Federal agencies to review and assist with the development of content for engagement.

iv. USCIS field offices will coordinate with local libraries and museums to conduct free, public information sessions on the naturalization process and on other relevant immigration topics.

v. USCIS field offices will coordinate with local libraries and museums in an effort to hold, on occasion, when USCIS deems appropriate, administrative naturalization ceremonies at selected libraries and museums.

vi. USCIS and its field offices will facilitate meaningful interactions between local Community Relations Officers and libraries and museums in their respective jurisdictions.

vii. USCIS will facilitate a teleconference or webinar for libraries and any interested museums approximately every 6 months to provide information and opportunities to engage on current USCIS programs. This information will be presented and accessible, when possible, on the IMLS website.

viii. USCIS will participate in relevant national and state library and/or museum-related conferences to provide citizenship and immigration information to libraries and/or museums across the country.

ix. USCIS will work with IMLS program staff to identify specific ways to support museums and will provide training opportunities and available resources for museums interested in citizenship and immigration topics.

b. IMLS.

i. Through its network of state library administrative agencies, museum associations, and other partners, IMLS will identify USCIS resources most appropriate for distribution in libraries and museums.

ii. IMLS will raise libraries' and museums' awareness about the services available from USCIS and will expand the distribution of USCIS educational materials to designated libraries.

iii. IMLS will cooperate in the development and deployment of training opportunities through its network of state library administrative agencies, museum associations, and other partners.

iv. IMLS will host webinars and teleconferences at IMLS offices and will provide their webinar platform for use.

v. IMLS will identify current strategies utilized by libraries in their work with immigrants and coordinate with USCIS to make these strategies publicly available.

vi. IMLS will support USCIS efforts to identify ways to support museums and to provide training opportunities for museums interested in citizenship and
immigration topics, including but not limited to institutions that provide oral history services and community archiving.

vii. IMLS will identify promising practices in citizenship education within the library and museum communities that may be shared and/or developed into replicable models.

5. POINTS OF CONTACT.

**USCIS**
Laura Patching  
Chief, Office of Citizenship  
20 Massachusetts Avenue, NW, Suite 5200  
Washington, DC 20529  
202-272-1310 (telephone)  
202-272-1356 (fax)  
Laura.Patching@uscis.dhs.gov

**IMLS**
Kathryn Matthew  
Director  
955 L'Enfant Plaza North, SW, Suite 4000  
Washington, DC 20024  
202-653-4646 (telephone)  
kmatthew@imls.gov

6. OTHER PROVISIONS. Nothing in this MOU is intended to conflict with current law or regulation or with the directives of DHS/USCIS or of IMLS. If a term of this MOU is inconsistent with such authority, then that term shall be invalid, but the remaining terms and conditions of this MOU shall remain in full force and effect.

7. EFFECTIVE DATE. The terms of this MOU will become effective on the date of final signature by both parties.

8. MODIFICATION. This MOU may be modified upon the mutual written consent of both parties.

9. TERMINATION. The terms of this MOU, as modified with the consent of both parties, will remain in effect for a period of 3 years from the date of final signature. Likewise, the MOU may be extended by mutual written consent of both parties. Either party may terminate the MOU at any time without cause and without recourse by the other party. Whenever feasible, a reasonable attempt will first be made by the terminating party to offer the other party an opportunity to resolve any disagreement, performance issue, or other matter that is the basis for the termination. Either party, upon 5 working days written notice, may terminate this MOU.
10. STANDARD CLAUSES.
   a. PUBLIC LAWS: Nothing herein contained shall be deemed to be inconsistent with
      or contrary to the purpose of or intent of any Act of Congress or the laws of the
      District of Columbia establishing, affecting, or relating to the MOU.
   b. NO FUNDS: Nothing in this MOU commits or obligates any DHS/USCIS or IMLS
      funds or entitles any third party to DHS/USCIS or IMLS funds or actions. Any
      DHS/USCIS or IMLS funding must be obligated through an appropriate vehicle; is
      subject to the availability of funds, DHS/USCIS and IMLS discretion; and must be
      executed by an individual with appropriate authority.
   c. DIRECT BENEFIT CLAUSE: No Member of, Delegate to, or Resident
      Commissioner in Congress shall be admitted to any share or part of the MOU or to
      any benefit to arise therefrom, unless the share or part or benefit is for the general
      benefit of a corporation or company.
   d. ADVERTISING AND PUBLIC RELEASE OF INFORMATION: Neither party will
      publicize or otherwise circulate promotional materials (such as advertisements, press
      releases, speeches, photos, articles, or manuscripts) or publications that refer to the
      other party without the other party’s prior concurrence.

11. COUNTERPARTS. This MOU may be signed in one or more identical counterparts,
    whether transmitted by telecopies or otherwise. Each such counterpart shall be deemed
    an original for purpose of this MOU.

APPROVED BY:

IN WITNESS WHEREOF, the parties hereto have executed this MOU on the date(s) set
forth below.

By: Kathryn Matthew
    Director, Institute of Museum and Library Services
    Date: 9/22/16

By: León Rodríguez
    Director, U.S. Citizenship and Immigration Services
    Date: 9/22/16
Budget Detail - Services

A: Translation company provides text and voice files (2 languages x $2,500 each = $5,000). B. Design of print materials (4 items x $478.25 each = $1,913); SCOE in-kind: 25% of annual salary and benefits for project mgmt services related to USA Learns activities (SCOE’s Director of Internet and Media Services / USA Learns) (12 months x $3,995.58/month = $47,947). C: Printing of 2,000 brochures, 50 24"x36" posters and 1,000 bookmarks ($2,000 total). D. Develop 2 multilingual animations (2 animations x $1,500 each = $3,000). Butte County Historical Society in-kind: Distribute materials to museum visitors ($1,000). E. Infopeople: 6 webinars (6 qty x $1,200 ea = $7,200). F: SCOE in-kind: Content delivery of 2 webinars ($2,500 x 2 = $5,000), tech support ($80/hr x 62.5 hrs = $5,000), administrative support by Executive Assistant ($50/hr x 50 hrs = $2,500), 2 annual Zoom licensed (2 qty x $200 = $400), and postage (25 packages x $8 each = $200). G. Programmer to modify USA Learns' teacher registration feature to collect library data ($80/hr x 25 hrs = $2,000). H: Sub-contract with ILRC: Content delivery of 2 webinars delivered by expert immigration attorneys ($5,000 ea x 2 = $10,000) and in-kind consultation services to help plan project activities related to immigration resources ($2,500 set amount). I: Annual service fee for hotspots paid by LSTA (30 qty x $463 each = $13,890) and in-kind paid by BCL (30 qty x $46.66 = $1,400). Total cost of annual service fee for hotspots is $15,290.
## Contacts

<table>
<thead>
<tr>
<th>Name</th>
<th>Organization</th>
<th>Title</th>
<th>Contact</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dan Torres</td>
<td>Office of Governor</td>
<td>California's Chief of the Immigration Branch</td>
<td><a href="mailto:Dan.Torres@GOV.CA.GOV">Dan.Torres@GOV.CA.GOV</a></td>
</tr>
<tr>
<td></td>
<td>Edmund G. Brown, Jr.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Eliana Kaimowitz</td>
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</tr>
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<td></td>
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<tr>
<td>Marcela Ruiz</td>
<td>California Department of Social Services</td>
<td>Immigration Branch Chief</td>
<td><a href="mailto:Marcela.Ruiz@dss.ca.gov">Marcela.Ruiz@dss.ca.gov</a></td>
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<tr>
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</tr>
<tr>
<td>Jennifer Hernandez</td>
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<td>Associate Secretary for Farmworker and Immigrant Services</td>
<td><a href="mailto:Jennifer.Hernandez@labor.ca.gov">Jennifer.Hernandez@labor.ca.gov</a></td>
</tr>
<tr>
<td>Michael Jones</td>
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<td>Division Chief of the Citizenship Education and Training Division</td>
<td><a href="mailto:Michael.R.Jones@uscis.dhs.gov">Michael.R.Jones@uscis.dhs.gov</a></td>
</tr>
<tr>
<td>Name</td>
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<tr>
<td>Domminick McPatrick</td>
<td>United States Citizenship and Immigration Services, Office of Citizenship, Washington D.C.</td>
<td>Citizenship Education and Training Division</td>
<td><a href="mailto:domminick.mcparland@uscis.dhs.gov">domminick.mcparland@uscis.dhs.gov</a></td>
</tr>
<tr>
<td>Sai Chang</td>
<td>United States Citizenship and Immigration Services, Sacramento</td>
<td>Community Relations Officer</td>
<td><a href="mailto:Vilaysay.P.Chang@uscis.dhs.gov">Vilaysay.P.Chang@uscis.dhs.gov</a></td>
</tr>
<tr>
<td>Susan Hanks</td>
<td>California State Library</td>
<td>Library Programs Consultant</td>
<td><a href="mailto:Susan.Hanks@library.ca.gov">Susan.Hanks@library.ca.gov</a></td>
</tr>
</tbody>
</table>
Butte County Library Advisory Board Strategic Plan Operational Recommendations, 2010

https://www.dhs.gov/immigration-statistics Immigration Data & Statistics
Published date April 24, 2018

http://creandoenlaces.org/ Free Conference that brings together librarians from the US and Mexico to further professional knowledge and exchange ideas, March 2018


https://usalearns.org “Website Stats” Press Kit 2018
Job Description: Project Coordinator

Libraries Helping Immigrants

The Project Coordinator will plan, organize, and manage the effort to successfully administer the Libraries Helping Immigrants project. This position includes developing a project plan, which includes defining and confirming the project goals and objectives, how they will be achieved, identify tasks and quantify the resources needed, and oversee budget and timelines for completion.

Key responsibilities:

- Act as resource person for daily operations,
- Represent Butte County Library at community meetings and online forums as necessary,
- Act as point of contact and communicate project status to all participants,
- Serve as mentor to participating library staff,
- Facilitate professional learning activities for library staff,
- Recommend technology-related procedures to participating staff,
- Oversee and coordinate materials for project,
- Create and maintain comprehensive project documentation, plans, reports,
- Gather statistics for reports as needed,
- Participate in long-range planning process,
- Stay up-to-date on professional and related developments,
- Maintain project documents,
- Create presentations, maintain social media and prepare marketing materials,
- Resolve problems, identify work process improvements,
- Help prepare budget,
- Meet cost standards by monitoring expenses,
- Update job knowledge by participating in educational opportunities; read professional publications related to project,
- Coordinate project management activities with other library participants,
- Ensure standards are met through conducting direct communication channels with participants.
Library Assistant, Senior

Class Title
Library Assistant, Senior [current job title]

Class Code
2814

Salary
$2,541.07 - $3,406.00 Monthly

• DEFINITION
• BENEFITS

Summary
Under general supervision, provides a variety of library services to patrons; assists public with acquiring the knowledge and skills to utilize available resources of the library; promotes library and its services to accommodate and fulfill the needs of the community.

FLSA: Non-Exempt

Distinguishing Characteristic
This is an advanced journey level position; reports to Branch Librarian.

Essential Job Functions
Essential Job Functions: Essential functions, as defined under the Americans with Disabilities Act, may include any of the following tasks, knowledge, skills and other characteristics. The list that follows is not intended as a comprehensive list; it is intended to provide a representative summary of the major duties and responsibilities. Incumbent(s) may not be required to perform all duties listed, and may be required to perform additional, position-specific tasks.

• Assists patrons with reference questions, the use of materials and equipment such as book selection catalogues and available services covering periodicals, indexes, Public Access Catalog and the Internet.
• Participates in book collection development activities; examines resource and collection materials; makes program acquisitions through multiple sources such as news agencies, bookstores, catalogues retailers and markets; reads and evaluates book reviews from professional journals; recommends new book purchases.
• Prepares and implements schedule of Family Storytime; greets children and parents attending reading; facilitates activities consisting of reading and discussing selected books, craft activities and educational field trips; interacts with audience and establishes comfortable and relaxed environment; responds to questions and needs of audience.
• Conducts outreach functions; attends and participates in meetings with literacy and other community service agencies; advertises and promotes services of children's department through newspapers and schools, distributes flyers and attending community events; assists with fund raising events; provides tour of facilities.
• Represents Butte County library at regional library system committees; professional and program development conferences and workshops; participates in discussions; takes notes; shares information with library staff; contacts local officials for assistance with programs.
• Works with children of different ages and development abilities, siblings, parents, teachers, school officials, community members and organizations; acts as liaison between participants, Library Literacy Program and participating libraries and schools.
• Gathers, compiles and analyzes computerized statistical data for ongoing library records; develops and prepares forms and related documents; maintains and files paperwork; maintains records of donations and writes acknowledgement and appreciation letters;
searches and utilizes on-line resources sites for programs, reports, activities collection materials and other functions.

- Performs other related duties as assigned.

**Required Knowledge and Skills**

- Knowledge of the principles of library organization methods and techniques.
- Knowledge of children's literature.
- Knowledge of research methodology.
- Knowledge of applicable statutes, rules, ordinances, codes and regulations.
- Knowledge of the city's and the department's policies and procedures.
- Knowledge of the principles of filing and records management.
- Skill in the use of library computer systems.
- Skill in standard library practices and techniques.
- Skill in referencing materials and information.
- Skill in storytelling.
- Skill in following and effectively communicating verbal and written instructions.
- Skill in working independently or as a team member.
- Skill in assessing and prioritizing multiple tasks, projects and demands.
- Skill in working within deadlines to complete projects and assignments.
- Skill in assessing, analyzing, identifying and recommending solutions to problems.
- Skill in establishing and maintaining effective working relations with co-workers, other County employees, and the public.

**Minimum Requirements-Education, Certifications and Licenses**

- A high school diploma or GED; some college preferred.
- Four (4) years’ experience working in libraries, teaching or bookstores.
- A State of California driver’s license may be required.

**Environmental Factors and Conditions/Physical Requirements**

- Work is performed in an office environment.
- May be required to lift and carry items weighing up to 50 pounds.
- May be exposed to potential physical harm, hazardous chemicals and infectious diseases.

**Equipment and Tools Utilized**

- Standard Equipment includes motor vehicle, personal computer and standard office equipment.

**Benefits:** These benefits do not apply to Extra Help.
USA Learns in Libraries & Library Partners

USA Learns (usalearns.org) is a free website that helps immigrants learn English and prepare for US citizenship. Please help the site's developers, at the Sacramento County Office of Education, learn more about how we can help libraries and partnering organizations address the educational needs of immigrants. THANKS! If you have questions, feel free to contact Andrea Willis (awillis@scoe.net).

DEADLINE: Wednesday, 2/21/2018

1. What's your name?

2. Your email address?

3. Your job title?

4. Name of your library or organization?

5. Do you work with adult literacy, but not at a library?
   Mark only one oval.
   ○ No
   ○ Yes. Please describe your organization type in the 'other' field below.

6. City and state of your library or organization?

https://docs.google.com/forms/d/1RvNX8l_6U96edu3kZBxvStCCwN9nz9GsJSNQjdmWr68/edit
7. How familiar are you with USA Learns? 
   Check all that apply.
   - I'd never heard of it until today.
   - I’ve looked at it briefly.
   - I created a student account and tried it myself.
   - I’ve used it a few times with adult learners.
   - I’ve used it a lot with adult learners.

8. How have you used USA Learns with adult learners? Check all that apply.
   Check all that apply.
   - Group class(es) taught at my library or organization
   - Individual tutoring
   - Classes taught in other locations. Please describe in the 'other' field below. We love to hear about creative uses!
   - Blended model: some face-to-face instruction plus some at-home learning
   - Only at-home learning
   - Workplace instruction
   - I haven’t used it.
   - Other: ____________________________

9. How do you like USA Learns? 
   Mark only one oval.
   - Love it!
   - Like it
   - Lukewarm on it
   - Don’t like it
10. If you have used USA Learns with adult learners, what do you like about it?

________________________________________________________________________________________________________________________________________
________________________________________________________________________________________________________________________________________
________________________________________________________________________________________________________________________________________

11. Is there anything you don’t especially like about USA Learns? Have any concerns?

________________________________________________________________________________________________________________________________________
________________________________________________________________________________________________________________________________________
________________________________________________________________________________________________________________________________________

12. Who teaches your USA Learns classes?
   Check all that apply.
   □ Staff
   □ Volunteers
   □ N/A
   □ Other: __________________________________________

13. What training or support could we provide for "instructors" to help them use USA Learns with adult learners?
   Check all that apply.
   □ Webinars that show how to use the courses from the learner’s perspective
   □ Webinars that show how the ‘teacher side’ enables staff and volunteers to create free online classes and monitor learners’ progress
   □ The basics of how to teach ESL
   □ The basics of how to teach US citizenship
   □ Printed how-to instructions
14. Who should we target in our trainings?
   Check all that apply.
   - [ ] Staff
   - [ ] Volunteers
   - [ ] Other: ____________________________

15. What type of promotional materials would be helpful to you?
   Check all that apply.
   - [ ] Electronic, printable flyers
   - [ ] Paper flyers
   - [ ] Posters
   - [ ] Bookmarks
   - [ ] Other: ____________________________

16. Do you have any questions we can help you answer? (We will send you a response.)

   __________________________________________
   __________________________________________
   __________________________________________
   __________________________________________
   __________________________________________