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| Brooklyn Public Library | Brooklyn Public Library’s Services for Older Adults, a division of Outreach Services, offers comprehensive programs and services that meet the needs and interests of Brooklyn’s growing diverse older adult population. Currents programs and services include Books by Mail, Books To Go, Creative Aging Workshop Series, Words & Memories, musical performances, informational lectures, financial literacy programs, and much more. Brooklyn Public Library' Services for Older serves over 300 homebound patrons through its Books by Mail service while developing special connections through ongoing communications via various mediums to older adults of Brooklyn and beyond.  |
| Buffalo and Erie County Public LibraryBuffalo and Erie County Public Library(continued)Buffalo and Erie County Public Library(continued) | Buffalo & Erie County Public Library (B&ECPL) continued to provide a welcoming atmosphere at all its locations for persons with disabilities and continued to develop a staff trained to work with diverse populations. The B&ECPL System has established outreach services for the residents of Buffalo and the surrounding areas by providing programs and services at the 8 city branches. Staff members continued learning new disability technologies and trained additional staff throughout the System in 2019. The Central Library maintains an Assistive Technology Room (ATR), where patrons have access to various devises providing improved access including a Sorenson Video Phone which allows hearing impaired users to call Video Relay Services (VRS) connecting the callers who sign to an interpreter who then speaks to the hearing person being called.Bookmobile service continued in 2019 with the "Library on Wheels" mobile unit. In addition to providing a traditional materials collection, the bookmobile offers free WiFi and laptops for public use. The vehicle makes regular stops in underserved areas as well as at senior service facilities and youth group centers. It is also heavily used for Library promotion at community events throughout Erie County where materials are available for checkout and library cards are issued. B&ECPL's Adult Programming Team continued to reach out to and collaborate with community organizations and educational institutions as well as in-house partners Literacy New York, Project Flight and Young Audience of Western New York. These partnerships helped to provide greater public insight into the resources available at the Library, to improve literacy, to improve economic development and provide job placement assistance. The Central Library hosted four Job fairs in 2019. Two of these Job fairs are coordinated in partnership with the Erie County Office for People with Disabilities, matching employment opportunities to individuals with disabilities. B&ECPL has established a regular presence at Job Fairs throughout Erie County. Health and wellness initiatives continued to be an important outreach activities in 2019. Library staff participated in Health Fairs throughout the area and the Central Library continued to host a monthly "Wellness Wednesday" program.In addition, the B&ECPL Children's Programming Team continued to coordinate System-wide programs, including the New York State Summer Reading Program and B&ECPL's own "Battle of the Books" which celebrated its 21th anniversary in 2019, keeping children reading during the summer months. The Children's Programming Team continue to offer "Sensory Story Time" for children with autism or those on the autistic spectrum. Library staff have also presented history related programs, in conjunction with the Library's ongoing exhibits "Buffalo Never Fails: the Queen City and World War I" and “Telling the Story: Enslavement of African People in the United States” for Middle and High School students in line with NYS educational standards. Staff continued to develop programs to entertain and educate the diverse population of Buffalo and Erie County, while promoting the resources and services available for use at B&ECPL. |
| Chautauqua-Cattaraugus Library System | This year's annual outreach mini-grants were approved by the Library System Board in consultation with the Coordinated Outreach Services Advisory Council. Each library that applied and received funding, did so with avision to improve library services inside and outside library walls for workforce development populations, with an emphasis on the unemployed, underemployed, and educationally disadvantaged. In keeping with our strategic and five-year plan of service funds were also used to support the aged population within our service areas. The projects were innovative and reached broadly across myriad special populations to be inclusive and fulfill the mission of libraries as places of learning and community centers. |
| Clinton- Essex Franklin Library SystemClinton- Essex Franklin Library System(continued) | The Coordinated Outreach State Aid Funds were used to provide library services to eight target populations. These groups include those who have visual or physical disability, seniors, people with a developmental or learning disability, those living in institutionalized settings, members of ethnic or minority groups in need of special services, those who are educationally disadvantaged, people who are unemployed/underemployed, and those who are geographically isolated. The Coordinated Outreach Advisory Council met and reported on the activities and challenges experienced by these target groups. To meet the range of information concerns of the various target groups, large print books, spoken word materials (books on CD), and downloadable audiobooks were purchased throughout 2019 with a mixture of Coordinated Outreach state aid funds and non-state aid grants obtained from local organizations. All of these materials were made available to the public through member libraries, reading centers, senior residence centers, and online. CEFLS continued to use Coordinated Outreach aid to partially cover the cost of the Coordinated Outreach Librarian's salary and a portion of the Youth Services Specialist's salary, plus associated benefits. The funding helped these staff members acquire the necessary tools to create services, programs, and collections to better meet the needs of the target populations. Outreach staff participated in various training sessions which benefited families that are members of one or more target groups. The funding also enabled CEFLS to participate in a local senior event so that we could connect that target audience with library services. Since aid amounts are determined on a per capita basis, the CEFLS share of the funding remains one of the lowest in the state. Therefore, a portion of the staff time continued to be dedicated to seeking grants from state aid and non-state aid sources to help meet the needs of the target populations. For example, funds were obtained to create sensory kits for adults on the autism spectrum, a story book walk, more book club in a bag kits (which are very popular with the correctional facilities), and empowering girls kits. |
| Finger Lakes Library System | FLLS works with local nursing homes, to provide book discussion kits and other materials as needed by them. We continue to serve as a liaison to the Talking Book and Braille Library. We have held two meetings of the Coordinated Outreach Advisory Council; and administer a mini-grant program for members; funding 14 member libraries for various outreach programs. We also cover the travel expenses of the Outreach Coordinator when attending local and state outreach related meetings and conferences. System |
| Four County Library SystemFour County Library System (continued) | Through the use of the bookmobile, FCLS provided direct service by delivering books, audiovisual materials and other library services to patrons in rural communities, assisted living facilities, preschools and a youth detention facility. FCLS Outreach staff coordinated with community agencies to present programming for children and provide support for literacy and early childhood initiatives. FCLS also supported member libraries' outreach efforts by sharing information about outreach opportunities and connecting member libraries with community organizations. |
| Mid-Hudson Library SystemMid-Hudson Library System(continued) | The expenditures, as follows, help support activities to attain the goals and intended results described in the MHLS 2017-2021 POS for Coordinated Outreach Library Services Aid. MHLS will support improved library services for persons who are educationally disadvantaged, members of ethnic or minority groups in need of special library services, unemployed, blind, physically disabled, have developmental or learning disabilities, or who are aged or confined in institutions.PROFESSIONAL SALARIES/BENEFITS: .85 FTE of MHLS Outreach and Engagement Specialist who is designated Outreach Coordinator and works to integrate the mission of outreach into the system's offerings, provide mini-grant opportunities to incentive adoption of best practices to reach target audiences, provide training, and professional guidance for member libraries on outreach related issues.OTHER STAFF SALARIES/BENEFITS: .46 FTE to work with professional staff on outreach related projects.PURCHASED SERVICES: Refreshments for Outreach Council community meetings.SUPPLIES AND MATERIALS: Office supplies and materials.GRANTS TO MEMBER LIBRARIES: Provided a total of $24,784 in grants to 34 member libraries to develop programs and services to attract and connect to outreach target populations and form relevant community partnerships at the local level. Over 3,300 people attended a program funded or partially funded by the grants. Libraries partnered with at least 30 outside organizations to provide outreach services for their community.PROFESSIONAL SALARIES/BENEFITS: .28 FTE of MHLS Assistant Director who is designated Outreach Coordinator and works as part of the MHLS senior staff to integrate the mission of outreach into the system's offerings, provide mini-grant opportunities to incentive adoption of best practices to reach target audiences, provide training, and professional guidance for member libraries on outreach related issues.OTHER STAFF SALARIES/BENEFITS: .42 FTE to work with professional staff on outreach related projects.PURCHASED SERVICES: Refreshments for Outreach Council community meetings.SUPPLIES AND MATERIALS: Office supplies and materials.GRANTS TO MEMBER LIBRARIES: Provided a total of $55,372 in grants to member libraries (34 libraries up to $1,960 each to develop programs and services to attract and connect to outreach target populations and form relevant community partnerships at the local level. |
| Mid York Library SystemMid York Library System (continued) | Mid York used the Coordinated Outreach Library Services Aid to provide services to under-served populations, such as residents of senior apartments, senior care facilities, geographically isolated communities, and unemployed/underemployed individuals. Supplies and Materials Funds were used to replace damaged large type books and purchase new books to expand the collection. These large type books are available to the entire system as well as used for deposit collections to member libraries and senior apartments and care facilities. Professional salaries and employee benefit expenditures funded an Outreach Librarian whose duties include coordinating the large type deposit collections for libraries and senior facilities, providing library access to geographically isolated areas through the pop-up library, and providing guidance for member libraries on issues related to outreach populations, such as ADA compliance, Talking Book & Braille Library services, etc. The Outreach Librarian also supervises a staff member whose primary task is to create the deposit collections.A portion of these funds are also provided to member libraries as mini-grants. The programs they propose must be for at least one of the under-served populations. Projects included a fitness class for seniors through Geri-Fit, providing a summer reading program for a geographically isolated community which is not in a chartered to serve area, a “curiosity passport” to encourage individuals with intellectual/developmental disabilities to “travel” through different reading genres, outreach to a senior rehabilitation center, and outreach to young adults living in an institutional setting. |
| Mohawk Valley Library System | Outreach services, including adult literacy, integration with social service agencies, education and job services, and work with correctional services are provided by the Outreach Coordinator. |
| Monroe County Library SystemMonroe County Library System (continued)Monroe County Library System (continued)Monroe County Library System (continued) | The Outreach department maintained a rotating bi-monthly selection and delivery of bulk collections of library materials to agencies as stated in our Plan of Service. We circulated 11,568 materials to 34 stations during 2019. We continue to serve 3 “donation stations”. These stations receive permanently donated materials; this way there is less concern around loss and management. 360 items were donated to these stations. These materials are of the quantities, genres and formats requested by the target populations. The target populations consist primarily of elderly adults and physically and mentally disabled persons residing in nursing homes, assisted living facilities, hospitals, or subsidized housing. Station visits allow us to speak candidly with staff, volunteers, and residents about what’s working well for their location and what isn’t. It also gives us the opportunity to demonstrate other services we can provide. Many of our stations’ residents rely heavily on assistive technology and own tablets, smart phones and digital players from the New York State Talking Book and Braille Library. We offer support and digital training instruction sessions around these formats. We continue to purchase materials in a variety of formats appropriate for our target population groups. During the previous budget year 1,867 items were purchased. Our circulation total for the 2019 calendar year was 23,350. The item count at the end of 2019 was 20,830.We continue to provide library materials to homebound members of our community as stated in our Plan of Service. Outreach staff delivered 5,078 print, audio and visual materials to 85 clients. These individual patrons varied during the year due to some being inactive, relocated or deceased. In order to optimally manage and deliver highly individualized service, we attempt to keep the number of patrons at 50. The average patron count during 2019 was 65. This target population consists of elderly, visually impaired and blind, and physically disabled persons. We continued to offer 1:1 technology session with in-home patrons as many have shown interest in learning to navigate smartphones, tablets, and are curious about digital formats. We continued to encourage this exploration and provide instructional support.The Outreach Department circulates Kindles to our in-home patrons. We download audiobooks from the NYS Talking Book and Braille Library onto digital cassettes for our clients who are blind/visually impaired and provide instruction on how to navigate these multi-title cartridges. We have a circulating collection of 23 book discussion kits with large print/audio format alternatives, Experience Kits, and Musicals. The visually impaired were considered in creating these kits with inclusion of described DVDs, audiobooks and large print materials.In 2019 Outreach maintained connection with Pathstone’s Employment Focused Services Program. The Employment Focused Services Program serves individuals (18+) on probation and who are court-referred. All participants are unemployed and have been placed on probation within the last 6 months or have recently been released from the adult criminal justice system. We conducted 9 job information sessions with a total of 74 participants.We conducted an information session with the Volunteer of America’s Transitional Housing Program. Residents are in Federal Custody and are seeking employment.Materials: During the 2018 budget year 1,169 items were purchased. Our circulation total for the 2018 calendar year was 22,609; our item count for 2018 was 24,561.In Homes: The Outreach Department provided library materials to homebound members of our community as stated in our Plan of Service. Outreach staff delivered 5,679 print, audio and visual materials to 79 clients in 2018. This represents a 3% decrease in materials delivered in the previous year and a 16% decrease in the number of patrons. This is a highly individualized service; we found that in order to optimally manage and deliver the service, we needed to cap the number of patrons, hence the slight decrease in numbers. This target population consists of elderly, visually impaired and blind, and physically disabled persons. In 2018 we continued to offer 1:1 technology session with our in-home patrons as many have shown interest in learning to navigate smartphones, tablets, and are curious about digital formats.We will continue to meet this aspect of our Plan of Service in 2019.Alternative Formats: The Outreach Department circulates Kindles to our in-home patrons. We also download audiobooks from the New York State Talking Book and Braille Library onto digital cassettes for our clients who are blind/visually impaired and provide instruction on how to navigate these multi-title cartridges. We have a circulating collection of 23 book discussion kits with large print/audio format alternatives and, we circulate “Experience Kits”. Experience Kits contain themed materials in various formats. Sample themes included: Hitchcock films, Ken Burns collection, Wellness, Inspirational, and Musicals. The visually impaired were considered in creating these kits with inclusion of described DVDs, audiobooks and large print materials. Services to the Unemployed and Underemployed: In 2018 Outreach connected with Pathstone’s Employment Focused Services Program. The Employment Focused Services Program serves individuals (18+) on probation and who are court-referred. All participants are unemployed and have been placed on probation within the last 6 months or have recently been released from the adult criminal justice system. We conducted 10 job information sessions with a total of 90 participants. Through this partnership we increased the number of participants in this population served by 87%.Other Community Outreach: Outreach Librarians represented the Monroe County Library system in 10 community events attended by 1,054 people. Due to a continued targeted approach to events in 2018, the number of events decreased by 1, with a 25% increase in participants. |
| Nassau Library SystemNassau Library System (continued) | NLS staffs our Outreach Services Program with a full-time Outreach Specialist (an MLS librarian) and a half-time Administrative Assistant. They are responsible for all NLS services related to the state-defined target populations for Coordinated Outreach. Each month this year they responded to an average of over 130 calls/emails from member libraries; 58 calls/emails from community agencies and groups; and 15 calls/emails from the public. A primary role of the Outreach Specialist is to inform member libraries about the needs of the target populations and to encourage them to provide services that address these needs as well as to help libraries resolve any issues or problems they encounter in trying to do so. This is accomplished via providing information, consultation services, referrals, meetings and continuing education. The Outreach Specialist plans member library staff development opportunities related to the needs of the target populations and how libraries can best serve them. She presents some of these sessions herself at both our facility and in member libraries and arranges for outside presenters. This year our Outreach Services Specialist planned and provided or hosted staff development offerings on a diverse set of topics, including: community engagement, library advocacy, serving victims of domestic violence and trafficking, serving LGBTQIA+ communities, serving the recently incarcerated, Census 2020, materials acquisitions, strengthening readers advisory services, and customer service. Our Outreach Specialist is NLS’ liaison to NYPL’s Braille and Talking Book Library, which serves Nassau residents. She is also our liaison to county and regional agencies/groups that serve and/or advocate for the target populations. Our Outreach Specialist also manages our Workforce Development (NYS Adult Literacy) Grant. This year the Outreach Specialist provided the opportunity for individuals who work at member libraries to apply for intensive workforce development training from our partner agency, Hempstead Works, with the goal of increasing their acumen at serving the under and unemployed members of their communities. Three staff from three different libraries were selected and received training, with an eye to starting workforce programs at their facilities in early 2020. |
| The New York Public LibraryThe New York Public Library (continued) | The Coordinated Outreach Library Services grant supported salaried and hourly staff mainly in the Outreach Services department. A large portion of this grant also supported fees paid to instructors and performers for various programming events throughout the branch libraries. A smaller portion covered departmental operational expenses including office supplies, program materials, and printing services. |
| Nioga Library System | The Outreach Coordinator provides outreach services to member libraries and some disadvantaged populations. Other activities include but are not limited to: attending human services organizational meetings in each of the three counties; assisting member libraries with programs and projects related to outreach; overseeing the mobile computer training lab for unemployed and underemployed workshops; and organizing group loans of kits and large print books. |
| North Country Library SystemNorth Country Library System (continued) | The expenditures in this section allowed NCLS to attain the goals outlined in the Outreach Section of the Plan of Service for the funding year by: A) Covering of professional and System staff that are essential in meeting the following goals: 1) Providing vital direct services to over 600 residents with special needs within the system service area, are blind/visually impaired, deaf/hearing impaired, physically handicapped, elderly, learning disabled, residents of institutions, or who are unable to utilize their local public library. 2) Respond to requests for materials made by Outreach patrons. 3) Provide a collection of library materials of various media and genres and purchase materials (as funding allows) to fill requests made by Outreach patrons 4) Promote the New York State Talking Book & Braille Library Program by providing applications and referrals as well as placing a link to the New York Talking Book & Braille Library Web Page right on the NCLS Outreach Web Page. B) Covering the cost of purchased services, such as: 1) Printing of materials and publicity for the Outreach Department 2) Fees for the promotion of Outreach Services, collaborating programs with other organizations, and speaker fees C) Covering the cost of supplies and materials: 1) Printing of materials and publicity ("Inside Outreach" Newsletter, updated lists of materials, etc.) 2) Cost materials purchased to maintain a collection of various medias and genres and to fill requests made by Outreach Patrons. 3) Postage for Patron Mailings – Outreach Patrons are able to request, receive, and return titles by mail at no cost to them. |
| Onondaga County Public Library System | Salary, travel and benefits for Outreach Coordinator |
| Pioneer Library SystemPioneer Library System (continued) | Outreach staff (1 librarian and 1 PT outreach assistant):• Participated in agency meetings within each county served. • Awarded adult literacy / workforce development mini-grants to member libraries to provide workforce development services and resources to their communities. Outreach funds were used to supplement the grant.• PLS Outreach employees along with member library representatives staffed a library booth at community events including 4 county fairs, a job fair and Pride Fest. Purchased promotional materials. • Staff supplements our correctional and institutional initiatives by following the CORT track at NYLA.• Facilitated Coordinated Outreach Services Advisory Council meetings.• Provided 6 member libraries with an “ESL & Languages other than English Collection Development grant” to enhance their local collections so they are more inclusive and representative of their individual communities and the world at large.• Purchased How to be an AntiRacist book discussion kit to be lent out to member libraries & their community members.• Hosted SafeZone Training by the Out Alliance for member library staff.• Purchased 12-month subscription to online training, Librarians Guide to Homelessness for member library staff. • Purchased We Count childrens book for member libraries to add to collection and support building awareness of the 2020 Census. |
| Queens Borough Public Library | See you on the Outside continued its successful program to help prepare inmates at the Queensboro Correctional Facility for release and re-entry into the community. The library provides materials as well as resume writing workshops and case management services. When released, individuals continue to participate in additional programs and services. |
| Ramapo-Catskill Library SystemRamapo-Catskill Library System (continued) | The RCLS team has partnered with three counties in our service area to create Census Complete Count Committees for each County to promote the 2020 Census. We offered educational opportunities to library staff to train them about the 2020 Census, its importance, and the role libraries will play in 2020. We had an increase of 500 consulting contacts with member libraries as they prepare to reach out to their communities and work with their nonprofit partners to educate and encourage participation among community members in the 2020 Census. This year we partnered with the Orange County Youth Bureau to offer career development training to high schools students throughout the Orange-Ulster BOCES area. We had five high schools participate; we reached more than 300 students with this program. RCLS continue to offer Spanish translation service to member libraries and collection development service via eBook content through the OverDrive platform. This year, RCLS partnered with a Chinese School to purchased Chinese eBooks for member libraries. We aligned with nonprofits in our service area and the Westchester Library System (WLS) to bring the Resilience Project to Rockland, Orange, and Sullivan counties. The Resilience Project helps community members and nonprofit colleagues understand trauma and work with community members who have suffered from trauma. |
| Southern Adirondack Library SystemSouthern Adirondack Library System(continued)Southern Adirondack Library System(continued) | SALS’s Outreach Services focused on the following services in 2019:1. Libraries Mean BusinessUnder the auspices of the NYS Adult Literacy Library Service Program, SALS continues its Libraries Mean Business initiative, offering funding so library staff may prepare for and complete the NYS Notary Public Licensing Exam successfully. SALS paid for 28 staff from 18 member libraries to complete the non-degree, online or in-person Notary Public Licensing Exam Preparation courses available through the Office of Continuing Education at SUNY Adirondack between 2017 and 2019 - increasing the number of libraries and staff who are able to offer patrons notary services in the surrounding communities. To provide ongoing, timely support for local businesses and entrepreneurs, SALS continues to build a digital collection through Overdrive. In the past three years, the collection has grown to 170 titles, which circulated 1,574 times from July 1, 2018, to June 30, 2019, reflecting a need for this service. By creating a collection that is accessible remotely 24/7, small businesses and entrepreneurs can find the help they need when they need it.Recognizing that member libraries were struggling with creating successful adult programs, SALS organized Adultprogrampalooza, a full-day mini-conference, in collaboration with the Mohawk Valley and Upper Hudson Library systems. Building on the strength and interest in the quarterly Adult Program Swaps, the mini-conference included educational sessions with experts in the field as well as an afternoon unconference.2. Farm-2-Library SALS partners with Comfort Food Community, a food pantry in Greenwich, to launch the Farm-2-Library, locally gleaned produce to four rural libraries with high incidents of food insecurity. In 2019, 3,068 pounds of fruits and vegetables were shared with 827 people in the Schuylerville, Granville, Argyle, and Whitehall communities.3. Professional Development:In collaboration with SUNY Adirondack, SALS responded to it’s annual satisfaction survey by securing a SUNY Workforce Development grant to create the 21st Century Communication & Engagement Skills series of five workshops. The series included: Customer Service & Culture, Conflict Resolution & Mediation, Embracing Diversity, Preventing Harassment, and Mindful Engagement. Altogether, 116 library staff representing 19 of our 34 member libraries attended training.4. Adult Literacy Roundtable:SALS convened multiple community stakeholders (Regional Adult Education Network, Saratoga Economic Opportunity Council, WSHWE BOCES, Literacy NY etc.) and member libraries with adult literacy programs for a roundtable discussion and landscape review of services in our region. * Outreach staff participated in agency meetings across the five-county service area.
* Worked with Executive Director to administer Adult Literacy grant funds to procure workforce development print resources for member library collections and funded a county-wide job fair.
* Outreach personnel, along with member libraries, created and staffed booths at county fairs, maker fairs, and agency fairs throughout the year across the service area.

In addition, the Coordinated Outreach Services Advisory Committee met four times in 2019. The quarterly meetings provide opportunity to build relationships and deepen collaborations, resulting in initiatives like the 21st Century Communication & Engagement Skills series of workshops, made possible through a SUNY Workforce Development Grant in partnership with SUNY Adirondack. The annual Infomingle, a professional networking event for information professionals in the Capital Region organized by SALS, Skidmore College, and the Capital District Library Council, continued in 2019.SALS provides ongoing support by identifying potential funding opportunities, convening and facilitating networking opportunities, and consulting services.* Facilitated Coordinated Outreach Services Advisory Committee meetings and administered and awarded Mini-Grant funds to member libraries.
* Worked with five county jails to procure library materials.
* Worked with two state correctional facility libraries to assist in provision of library services.
* Coordinated and promoted services locally among member libraries of the NY State Talking Book and Braille Library.
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| Suffolk Library System | Outreach Aid was used to pay staff in our Outreach department. Staff coordinated Talking Book services, operated the Music and Memory program, worked with various County and regional agencies to promote library services, provided continuing education opportunities for local library staff on a variety of services related to Outreach, and provide consultations on ADA, access, accessibility and other issues. |
| Southern Tier Library System | STLS developed outreach kits for community members of special client population groups, provided rotating collections (audio books & large print books) to member libraries, and provided $7,000 in grant funds for outreach purposes to member libraries |
| Suffolk Library System Suffolk Library System (continued)  | The Suffolk Cooperative Library System Outreach Services department works with community organizations, state and county agencies and of course member libraries, in an effort to bring programs and services to each community. Working through community partnerships and programming, the Outreach Services department provides continuing education and training opportunities to member library administration and staff. The Administrator of Outreach Services serves on various community service committees, including the Mental Health Awareness Month Planning committee, chairs the FEMA Core Advisory Group for People with Access and Functional Needs, the Transportation and Technology Sub-Committee of the Suffolk County Disability Advisory Board, and creates training materials to ensure access to all public library programs and services, including people with disabilities. The SCLS Outreach Services department is a member of the Long Island VOAD (Volunteers Active in Disasters) and serves to provide daily living and community information to Suffolk County residents. The Outreach Services department’s holds regular outreach committee meetings, community service programs and two outreach advisory council meetings each year. Outreach Services works closely with organizations serving the needs of people living with low income, people with physical, developmental, sensory and mental health disabilities, people living with memory loss and people who speak English as a second language. The Outreach Services department works with the public libraries in Suffolk County to meet the needs of patrons of all ages.Continuing education programs (and ongoing resources and training) include topics such as, how to serve patrons living with mental health disabilities, accessible library customer service, Narcan training, services to Veterans and their families, bleeding control training (in which we also established a coordinated order for bleeding control kits for each member library), hunger solutions programs and services and an Outreach Expo that hosted 38 community service organizations. The Outreach Administrator serves as Practicum Supervisor to the Internship program (that is now in its fourth year). The program began with a social work intern in three Suffolk County public libraries, and in its third year included 17 public libraries. The program has evolved, and now includes interns from not only the Stony Brook School of Social Welfare, but now provides libraries with interns from the School of Nursing and the Master’s program in Public Health. The name of the project has been dubbed, the Stony Brook Medicine Healthy Libraries Project – SBMHeLP!!! The project with the three areas of healthcare has been piloted in four member libraries and is expected to grow in the coming academic semester. The Outreach Services department provides educational and leisure reading materials to the two county jail facilities. In addition to the materials ordered based upon reader advisor selections and input from the county jails’ coordinator, ongoing donations of paperback books from the public libraries, are delivered to both locations on a regular basis. The Outreach Administrator also participates in two “Re-entry Task Force” committees, one focusing on general re-entry resources and programs, and the other on services to Veterans re-entering the community. |
| Upper Hudson Library System | Using the state funds, UHLS provides a full time Manager of Adult and Outreach Services, who facilitates the provision of library services to persons most in need. This includes but is not limited to, the purchase of large print books that circulate among our member libraries for the visually impaired; consultant services on adaptive technology, providing mini grants for member libraries who work with local partners to offer programming for populations identified as under-served. |
| Westchester Library SystemWestchester Library System (continued)Westchester Library System (continued) | Coordinated Outreach Services, 2019 Program Year  [Total: $157,387] Consultant and staff services comprise the largest portion of the outreach budget. WLS personnel create and execute numerous outreach projects and activities in member libraries. Programming for older adults and ethnic minorities of all ages is a vital part of the library services offered in Westchester County. Key programming partnerships took place with the Medicare Rights Center, SUNY Purchase College (Great Potentials, JobStar), Family Services of Westchester, Senior Law Day Collaborative, Ossining Open Door/Communities that Care, Westchester County Reentry Task Force, the Westchester County Department of Community Mental Health and the Department of Senior Programs and Services, and WestCOP (Westchester Community Opportunity Program).  Personnel expenses included salary and benefits for library and other staff totaling $124,426 ($94,985 – Question 13.4.2-Professional Salaries; $2,624 – Question 13.4.4-Other Salaries; $26,817 – Question 13.4.5-Benefits).WLS worked with library professionals to provide innovative training opportunities for member library administrators and staff to help them incorporate outreach policies and practices in their regular service delivery plans--such as empathy-driven approach to problem-solving and development of a new pilot program for low-vision services ($2,038 – Question 13.4.7-Purchased Services; $585 – Question 13.4.9-Supplies & Materials).WLS produced flyers, notices, announcements and other materials to alert member libraries and the public to the availability of programs and services. Expenses included printing & publicity and related office expenses ($3,845 – Question 13.4.7-Purchased Services) and office supplies ($3,248 – Question 13.4.9-Supplies & Materials).Other expenses included reimbursement of system staff travel to various conferences and meetings ($4,377 – Question 13.4.11-Travel) and organizational membership dues ($267 – Question 13.4.7-Purchased Services). |

**Source:** 2019 Annual Report, New York State Library