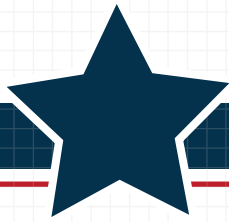


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FRIEND RESIDENT DREAMER
WORKER RESTAURANT OWNER MOM SCIENTIST BUILDER BOARD MEMBER
SISTER RESIDENT WORKER INVENTOR POLICE OFFICER
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A BLUEPRINT FOR IMMIGRANT INTEGRATION

PUBLIC LIBRARIES



A BLUEPRINT FOR IMMIGRANT INTEGRATION

QUEENS LIBRARY NEW AMERICANS PROGRAM

ISSUE AREAS: Libraries, Education, Adult and Continuing Education, Literacy, Parent Engagement, Skill-Building

SUMMARY:

Public libraries have long played a critical role in helping new immigrants integrate and settle into communities in the United States. They are easily accessible, provide a range of free services, house rich sources of information and function as cultural institutions and centers of community engagement. These characteristics are especially relevant to the Queens Library, which serves the most ethnically-diverse county in the nation. The foreign-born population in Queens has grown dramatically over the past few decades, from just under a quarter of the total population in 1970 to nearly half in 2010. Recognizing this increasing diversity and the important role of public libraries in providing information, educational resources, cultural enrichment and other services, the Queens Library established the New Americans Program to better attract and serve immigrants living throughout the borough.

OBJECTIVES:

- + Create marketing and outreach materials to reach a diverse audience and bring immigrants into their local public libraries to take advantage of resources
- + Curate collections of books and other materials and provide cultural programming to meet the needs and reflect the ethnic diversity of the local population
- + Provide relevant educational and skill-building workshops, programs and other services that make it easier for immigrants to survive and thrive in their new communities
- + Develop partnerships with public, private and non-profit institutions around shared objectives such as English language instruction, public safety, citizenship and other topics

BACKGROUND

When the steel baron Andrew Carnegie funneled more than \$55 million of his fortune into building 1,679 public libraries across the United States in the late 19th and early 20th centuries, he did so for two primary reasons. One was because he believed that libraries were key to enabling individuals of any background to educate themselves and achieve success. Second, as a Scottish immigrant, he knew how important libraries were for new Americans to understand the culture of their adopted country. While libraries have evolved since Carnegie's time, their basic purpose, and their importance in helping immigrants integrate into this country, remains. With rapid demographic changes in the United States over the last 20 years, the need for public libraries to play this role has only increased.

As traditional hubs of immigration like New York, Los Angeles and Chicago continue to attract newcomers from around the world, there are emerging gateways in the Midwest and Southeast that are also home to fast-growing immigrant communities. Despite these rapid changes, some long-standing institutions are slower to adapt and reflect the diversity in their communities, yet public libraries are ideally-positioned to serve immigrants, especially if they make changes that mirror these demographic shifts. As libraries adapt to serve increasingly diverse populations, they can become places where immigrants go not only to read a newspaper in their native language, but also to learn English, or how to start a business, open a bank account, access healthcare, become an American citizen, use a computer or help their children in school.

Thus, in conversations about immigrant integration, libraries are central. When city agencies or other organizations are trying to promote certain objectives—for example, raising awareness about the availability of universal pre-kindergarten for city residents—libraries can be excellent partners in spreading the word. Libraries can help engage immigrant audiences by hosting workshops, information sessions or other events because they are places many immigrants are already comfortable in and use regularly.

In Queens, New York, the most diverse county in the country, where almost 48 percent of the total population is foreign-born, the public library responded to these developments by creating the New Americans Program. First started in 1977, the program remains active today and helps keep the library relevant to this audience.

"Leveraging strategic partnerships with ethnic and cultural organizations in the community, Queens Library's New Americans Program helps new New Yorkers adapt while helping them maintain their own cultures and sharing them with others. Many newcomers are unfamiliar with the benefits a public library offers because they do not have that legacy from their home country. Introducing the riches of the public library is part of our mission."

- FRED GITNER, ASSISTANT DIRECTOR FOR NEW AMERICANS PROGRAM & INTERNATIONAL RELATIONS

QUEENS LIBRARY NEW AMERICANS PROGRAM

HISTORY AND DEVELOPMENT

Following the passage of the 1965 Immigration and Nationality Act, which lifted country-based quotas and allowed a more diverse population of immigrants to enter the United States, the Borough of Queens, like many other parts of the country, witnessed a significant shift in the types of immigrant communities settling in the area. Traditionally a hub for immigrants from Europe, Queens is now home to the largest share of New York City's Colombian, Ecuadorian, Guatemalan, Peruvian, Salvadoran, Indian, Bangladeshi, Chinese, Filipino, Korean and Nepalese populations. Recognizing that its clientele was changing, Queens Library took advantage of federal grants for libraries in the 1970s to apply for a three-year pilot grant to develop the New Americans Program. The grant focused on three growing immigrant communities: Hispanic, Chinese and Greek.

To develop the New Americans Program, which started in 1977, the library first set out to assess the relevance of its collections. Starting with the yellow pages, library staff identified community-based organizations that worked with new immigrants, some serving specific communities and others engaged in general advocacy. Using questionnaires they developed, library staff interviewed people from these organizations to determine the needs of immigrants in the borough and ascertain whether or not their collections were responsive to those needs. They found that some languages were not represented among the collections at all. Other collections included literary works but did not include popular authors in target languages, translations of American best-sellers, nor did they address educational or developmental topics of concern to new immigrants, like how to start a business or help their children manage an unfamiliar school system.

TAILORED CAMPAIGNS AND SERVICES

With this information in hand, the library began to develop cultural programs to attract different immigrant groups into branches throughout Queens and then inform them about library services. Programs included movies as well as traditional music and dance performances. The library worked with a public relations firm to target the Hispanic community with a campaign entitled "Diga Sí A Su Biblioteca" (Say Yes to Your Library). To appeal to immigrants from China, the library created its "Ni Hao" (Hello) collections. Similarly, the library named the Korean collections "Hannara," the South Asian collections "Namaste Adaab" (Welcome) and the Russian collections "Privyet" (Hello).

By the 1990s, the library was adding informational and educational workshops to the cultural offerings. It also created Adult Learning Centers where immigrants can still go for literacy instruction, to learn English or to practice their writing. Partnering with area organizations and City agencies, the library started stocking informational brochures in several languages and relevant to the borough's new immigrant populations.

CURRENT OFFERINGS

The aim of the current offerings at the Queens Library is to provide targeted and relevant programming for customers. Programming decisions focus on the highest-demand languages and are also often tied to current events and important news of particular concern to the Queens immigrant community. In such cases, for example with any changes to immigration law, the library tries to disseminate information in as many languages as possible.

- + **"Coping skills" workshops.** Workshops that center on legal services, business, parenting, citizenship and other subjects aimed at helping immigrants thrive in their new environments remain a key part of library offerings.
- + **The "New New Yorkers" program.** Offered by the Queens Museum of Art in partnership with the Queens Library, the "New New Yorkers" program teaches life skills through the arts to adult immigrants. Instructors teach these free courses in several languages and focus on arts, technology and the English language.
- + **Cross-cultural programs.** Cross-cultural programming is common throughout Queens library branches, including festivals to celebrate the Asian Lunar New Year, the Muslim Ramadan holiday, the Persian new year Nawrooz and Hispanic Heritage, among many others.
- + **Customized opportunities.** A grant from the FINRA Investor Education Foundation and the American Library Association allowed the library to provide financial literacy courses in five languages. Working with community-based organizations, the library was able to adapt the focus to best meet the specific needs of different borough residents. Among Chinese immigrants, there was more interest in how to start a business and save for college. The financial literacy needs of many Latino immigrants were focused on basic saving and banking skills.
- + **Special audiences.** Some programs are geared towards younger library customers. The BOOST program (Best Out Of School Time) for children aged 6-14, provides after-school homework help as well as other fun and educational activities. Available during the week at 62 local branches from 3:00 pm to 6:00 pm, BOOST serves about 2,000 children daily.
- + **Overseas libraries.** Queens Library maintains partnerships with several libraries abroad in China, France, Egypt and Korea, which helps the library to develop its international language collections.

Partnering with community-based organizations and other groups is a high priority for the library.

- + **U.S. Citizenship and Immigration Services (USCIS).** One such partnership with the USCIS brought workshops to Queens libraries in which participants experienced mock interviews and naturalization ceremonies. The library also teleconferenced a workshop conducted in San Francisco in Mandarin Chinese.
- + **New York Police Department.** Working with the NYPD New Immigrant Outreach Unit on a pilot project, the library hosted workshops led by the police department. These aimed to improve relations between new community members and the police, which is essential for public safety throughout the borough.
- + **Foreign Consulates.** The Queens Library held press events at two library branches with the Mexican and Colombian Consulates to promote the use of consular IDs as acceptable forms of identification to obtain a library card. The Mexican Consulate has also created a consulate on wheels that travels to library sites, schools and other venues to provide consular services.

PUBLIC LIBRARIES AS CENTERS OF COMMUNITY AND IMMIGRANT INTEGRATION

STEP ONE >

UNDERSTAND CHARACTERISTICS AND NEEDS OF LOCAL AUDIENCE

Immigrants are making their homes in cities across America. Understanding who they are, how they use libraries and what needs they have is necessary for libraries that wish to remain relevant to the community.



ANALYZE LIBRARY USAGE IN COMPARISON TO COMMUNITY DEMOGRAPHICS

- + **Conduct surveys.** Use polls and surveys to understand library usage, interest in the library and opinions and behaviors of various audiences.
- + **Interview experts.** The Queens Library identified community-based organizations working with immigrants and developed a questionnaire to interview staff from these groups. The results helped the library better understand the needs of different immigrant populations and their impressions of the library. One poll in Spanish revealed that the Hispanic population was largely unaware of what library services existed.
- + **Analyze available data.** The Queens Library hired a demographic analyst to review data on languages and communities. The demographic analyst helped the library understand what groups of newcomers it was not reaching and how library usage in Queens compared to surrounding communities.

Data analysis revealed that when 3,000 people in the community speak a certain language, that indicates a need for the library to consider including it in collections and seek partnerships with community-based organizations to discuss developing programs in this language and targeted to this immigrant group. The demographic analyst has helped the library better understand the newest immigrants in Queens, which include Nepalis, Brazilians, Afghanis, Bukharian Jews and Bangladeshis.



CONDUCT INTERNAL ASSESSMENT OF COLLECTIONS AND OFFERINGS

In order to learn more about your library system's patrons, it is important to conduct an internal assessment to help inform where to focus resources in order to attract target audiences. For example, the Queens Library found that some languages weren't represented in its collections at all, and other collections were not as relevant to recent arrivals as they could be because they did not include enough educational and developmental resources.

ALIGN LIBRARY OFFERINGS AND MARKETING CAMPAIGNS WITH TARGET AUDIENCE

Libraries are naturally attractive places for immigrants, but a community's most recent arrivals might not know everything a library has to offer without language-appropriate outreach efforts to inform them. Once newcomers visit a library, it's important to ensure they return. That rests, in part, on having a diverse staff trained to meet their needs.



DEVELOP OUTREACH EFFORTS AND PROVIDE MATERIALS AND PROGRAMS RELEVANT TO TARGET AUDIENCE

- + **Conduct marketing campaigns to attract recent immigrants into the library.** The Queens Library created a Spanish-language campaign called "Diga Sí A Su Biblioteca" (Say Yes to Your Library). They followed up after the campaign and learned they had achieved increased awareness about library services among the Hispanic population that was similar to the general population. The library then replicated this campaign for the Chinese-speaking population. The library also started to use popular names for certain collections including "Ni Hao" (Chinese), "Hannara" (Korean), "Namaste Adaab" (South Asian) and "Privyet" (Russian).
- + **Improve access to the library with materials and resources translated into languages commonly spoken in the community.** The Queens Library provides bilingual flyers as well as targeted mailings in various languages to schools, community-based organizations, religious organizations and the ethnic press. The library also has collections in about 50 languages, with popular collections in 30 languages represented in branches throughout the community and more in the Flushing Library and the Central Library in Jamaica. Languages include Spanish, Chinese, Korean, Russian, French, Albanian, Arabic, Malayalam, Nepali, Turkish and Haitian Creole. Staff participate annually in International Book Fairs in China and Mexico to obtain the latest and most relevant materials.
- + **Translate the website.** The Web site for the Queens Library is available in seven languages: English, Chinese (simplified), Chinese (traditional), French, Korean, Russian and Spanish. The library's Facebook page and Twitter feed are also available in Spanish and may soon also be in Chinese.

CULTURAL CELEBRATIONS AND PROGRAMMING

Queens Library hosts about 80 cultural programs every year that appeal to both immigrant and non-immigrant patrons and celebrate the diversity of the surrounding community.
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QUEENS LIBRARY *Enrich Your Life®*
New Americans Program
 presents



2013 Lunar New Year Festival

Join Us in Celebrating the Year of the Snake with Chinese and Korean Music, Dance, Arts and Food!

CULINARY ARTS AND CRAFTS
On a first-come, first-served basis; materials are limited.

Room A	10:00 a.m.-11:30 a.m.
<p>KOREAN FOOD PREPARATION* with Ms. Soh Young Lee-Segredo: Learn how to prepare Kal Guk Soo, a simple pasta made from white flour which is flattened and then cut with a knife in a manner similar to tagliatelle or fettuccine, thus the name, which literally means "knife noodles." The noodles are then cooked in a meat- or seafood-based broth. (The first 50 patrons, starting at 10:00 a.m., will receive entry tickets; half will participate in the first session and the other half in the second. Please note that anyone who loses his or her ticket will not be admitted. Materials are limited.)</p>	
Room B	11:30 a.m.-1:00 p.m.
<p>FLOWER ARRANGEMENTS by Anna Kao: Anna Kao will provide instruction on the fine art of floral arranging, from simple corsages to more complicated arrangements for home, parties and festivities. (The first 30 patrons, starting at 11:30 a.m., will receive entry tickets. Please note that anyone who loses his or her ticket will not be admitted. Materials are limited.)</p>	

PERFORMANCES

Auditorium	1:30 p.m.
<p>THE ORIENT WIND ENSEMBLE: Led by percussionist and keyboardist Yin Qiang, this talented group of musicians has performed internationally and in venerable New York City landmarks like Carnegie Hall and Lincoln Center. They will perform traditional Chinese music and other pieces, including "Radiant with Joy," "Learn to Lei Feng," "Moon Reflected in Er-Quan," "Wonderful Nights," "A Good View of Su Nan," "Blooming" and "Flowers and Full Moon."</p>	
Auditorium	3:00 p.m.
<p>KOREAN DANCE AND OPERA (PAN SORI): Be a part of this creative happening! Dancer Young Ok Hong and <i>pan sori</i> singer Ok Joo Moon will illuminate the beauty of Korea. The audience will enjoy Korean dances reflecting shamanism, Buddhism, Confucianism and modern dance. <i>Pan sori</i>, a popular form of opera in Korea during the 19th century, is commonly believed to have evolved during the mid-Joseon period and features satires and love stories.</p>	

Saturday, February 23
10:00 a.m. – 4:00 p.m.
Queens Library at Flushing
 41-17 Main Street
 718-661-1200
 Train: 7 to Main Street (last stop), LIRR: Port Washington Line to Flushing-Main Street
 Bus: Q12, Q13, Q17, Q19, Q20A, Q20B, Q25, Q26, Q27, Q34, Q44, Q58, Q65, Q66, Q8x1

Library Hours
 Mon-Wed/Fri 9-9
 Tues, 1-9
 Fri-Sat 9-7
 Sun closed

Admission is free. www.queenslibrary.org
For more information, call in Mandarin Chinese: 718-990-8539; in English: 718-990-0894

*Participants in this workshop are welcome to sample the food prepared. Queens Library is not responsible for any allergic reactions or illnesses as a result of their participation.
 These programs are made possible by a generous donation to the Queens Library Foundation.
 Queens Library is an independent, not-for-profit corporation and is not affiliated with any other library system.

QUEENS LIBRARY 豐富您的生活® 신의 삶을 풍요롭게®
New Americans Program



春節聯歡會

歡慶蛇年特別節目:
 中韓音樂、舞蹈、藝術與美食!



음력 설 잔치

행의 배를 축하하는 음력 설 잔치에 참여하여 중국과 한국의 음악, 무용, 미술과 음식을 즐기세요!

Room A	10:00-11:30
<p>樓下A室 10:00-11:30 韓國美食: 韓式切麵Kal Guk Soo 由Soh Young Lee-Segredo女士主持。(共演兩場, 限50人, 每次25人參加。十點鐘開始發入場券, 遺失入場券者不得入內。材料有限。)</p>	
Room B	11:30-1:00
<p>樓下B室 11:30-1:00 安鄉的插花藝術: 從簡單的胸花到家庭、宴會及節日慶典的鮮花擺設與裝飾等。 (限30人, 11:30開始發入場券, 遺失入場券者不得入內。材料有限。)</p>	

美食與手工藝術
 上午10:00至下午1:00

오리법 및 공예 - 오전10시 - 오후1시
 A 교실

오전10시 - 오전11시 30분
 *한국 음식 만들기: 오리법 강사: 왕국수는 간단한 국수로 된 밀가루 반죽을 얇게 펴서 칼로 이테리식 국수인 타글리아텔리나 페투치니와 비슷한 모양으로 자른다. "칼국수"라는 이름의 문자적 의미는 "칼 면이다. 소양 이 세그레도의 지도하에 이 국수를 국수나 레산용 국물에 넣어 요리한다. (10시부터 선착순 50명에게 입장권을 드립니다. 표를 받은 분의 반은 첫 수업에 참여하고 나머지 반은 두번째 수업에 참여 하게됩니다. 표를 잃어 버리신 분은 참여할 수 없습니다. 재료가 한정되어 있습니다.)

오전11시 30분 - 오후 1시
 예나 카오씨의 꽃꽂이 강습: 예나 카오씨가 예술적 꽃꽂이를 강습을 합니다. : 간단한 코세지부터 집, 파티, 각종 행사용의 전문적 꽃꽂이까지. (11시 30분부터 선착순 50명까지 입장권을 드립니다. 입장권을 잃어 버리신 분은 참여할 수 없습니다. 재료가 한정되어 있습니다.)

공연
강담
오후 1시 30분
 타이거와 키보드를 연주자인 쉐인웨이와 이끄는 오리엔트 윈드 앙상블. 재능있는 음악인으로 구성된 이 그룹은 국제무대에서 연주했고, 뉴욕의 유서깊은 명소인 카네기홀과 링컨 센터에서도 연주했습니다. 전통적 중국 음악뿐 아니라 다른 곡들도 연주할 것입니다. 기쁨으로 빛나는, 재미있는 춤과 노래, 열광적으로 퍼서, 이진호에 버린 달, 원더풀 나이트, 수난지왕의 아름다운 장면, 민제, 꽃피 봄날.

오후 3시
 한국의 미: 한국 무용과 한국 오페라(판소리)
 *판소리 형식의 일원으로 참여하세요:
 흥 열곡(한국무용 무용가씨와 문 주(판소리 소리꾼)씨가 한국의 미를 보여줄 것입니다) 사미인, 불교, 유교의 현대무용에서 유래된 각 다른 한국 무용을 즐길 수 있습니다. 판소리는 한국식 오페라인데, 전체 무대 무대에서는 지는 성취가 없지만, 조소호 경기에 생겼다고 여겨집니다. 19세기에 한국에서 유행한 판소리는 해학의 사명이기다

Flushing 圖書館
 41-17 Main Street
 718-661-1200
 地鐵: 七號車至Main Street終點站下車
 長島火車: 乘Port Washington線在Flushing-Main Street 站下車
 公車: Q12, Q13, Q17, Q19, Q20A, Q20B, Q25, Q26, Q27, Q34, Q44, Q58, Q65, Q66, Q8x11

免費入場. 聯絡電話: 718-990-8539 (中); 718-990-0894 (英)
www.queenslibrary.org
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PUBLIC LIBRARIES 



HOLD STAFF TRAININGS AND ACTIVELY SEEK TO DIVERSIFY LIBRARY WORKFORCE AND ATTRACT MULTILINGUAL VOLUNTEERS

- + **Conduct trainings.** The Queens Library conducts twice-annual trainings. Depending on the relevance of the topic, the Queens Library invites staff from the New York Public Library and Brooklyn Public Library systems to attend these trainings.
- + **Regularly assess collections.** The library also holds yearly meetings on collection development to ensure that library resources remain appropriate to a constantly fluctuating population.
- + **Diversify hiring.** An important focus is always on maintaining diversity in hiring, including among volunteer interpreters and translators. It is also important to have bilingual and multilingual staff and volunteers.

MULTILINGUAL BOOKS

The Queens Library maintains a robust collection of multilingual literature to serve a diverse audience.

Used with permission of Queens Library.



OFFER RELEVANT AND TARGETED WORKSHOPS AND EDUCATIONAL PROGRAMMING

For libraries to remain relevant to the communities they serve in the 21st century, when almost any question can be answered on the Internet, they need to be much more than places to check out a book. Hosting seminars, workshops and courses on subjects of importance to the community is an important way to accomplish this.



PROVIDE PROGRAMS, WORKSHOPS AND RESOURCES THAT ARE BASED ON THE NEEDS OF THE COMMUNITY

- + **Host tailored, expert-led workshops.** The Queens Library routinely holds workshops led by organizations with specific areas of expertise, as well as by attorneys, social workers, psychologists and business professionals. Topics have included saving money on electricity bills, obtaining food stamps and securing managed long-term care for older adult or ill relatives. Other “coping skills” courses, of which there are about 120 every year, include those related to starting a business, parenting and pathways to citizenship and immigration.

BENGALI COMPUTER WORKSHOP

Queens Library provides a variety of skill-building workshops in multiple languages for immigrant New Yorkers.

Used with permission of Queens Library.



CULTURAL PROGRAMMING

A recent Colombian Dance Performance held in the Queens Library.

Used with permission of Queens Library.

Queens residents "are the kind of people that have decided to pursue the American dream. We do a lot of work to help them acclimate."

- THOMAS GALANTE, PRESIDENT AND CEO, QUEENS LIBRARY



- + **Create a service and referral directory.** The Queens Library maintains an online database called the Queens Directory of Immigrant-Serving Agencies. With a Federal grant the library was able to create *Bienvenidos a Queens*, an online service and referral directory in Spanish to serve the largest immigrant community in Queens.
- + **Make getting help easy in any language.** Library staff working at reference and circulation desks have spiral bound copies of help brochures in 12 languages asking customers to point to their native language for interpretation assistance. Individual copies by language are available to library customers for pickup.
- + **Cater to older adult customers.** The library works with area senior centers to better serve its older adult customers.
- + **Offer cultural programming.** The library hosts about 80 cultural programs every year. Recent events included a Nepali love poetry festival and a celebration of Eastern European Christmas with Polish and Romanian singers performing traditional carols.

For libraries to be most successful in offering services that are relevant and useful to the immigrant communities they serve, partnering with other organizations and agencies that have expertise in these areas is essential.



FORGE PARTNERSHIPS WITH COMMUNITY-BASED ORGANIZATIONS AND OTHER LOCAL GROUPS

- + **Use local experts to keep collections relevant.** Community-based organizations can provide insight on what to purchase for new library collections that will appeal to the newcomers the library serves. In Queens, Women for Afghan Women helped the library pick new content for their collection that is well-suited to female Afghani customers.
- + **Capitalize on the knowledge of CBOs.** Community groups can also assist with translation and interpretation services, as well as developing culturally pertinent outreach and marketing campaigns.
- + **Recognize that partnerships are mutually beneficial.** Partnerships between the library and community groups benefit both parties. Libraries are able to provide extensive programming and opportunities for their customers by hosting seminars presented by local organizations and those local groups can reach a large audience already drawn to the library for other purposes.



FORGE PARTNERSHIPS WITH CITY AGENCIES AND OFFICES AROUND SHARED OBJECTIVES

- + **Let mutual objectives guide partnerships.** Identify possible partnerships through shared goals such as improving environmental quality, enhancing local business opportunities, increasing public safety, helping recent arrivals obtain proper identification and assisting immigrants with legal services.
- + **Educate the community.** Work with appropriate agencies to develop seminars and other events to educate the local immigrant community about these subjects.

To achieve these goals, the Queens Library has collaborated with the Greening Western Queens Fund, the Business Center for New Americans, the New York Police Department Immigrant Outreach Unit, the Mexican and Colombian Consulates, New York City government and the U.S. Citizenship and Immigration Services. Other partnerships between the library and citywide organizations have included working with ReServe to find retired professionals, usually from the for-profit sector, and training them to conduct community outreach and assist the library in its marketing campaigns, as well as participating in the Queens Borough President's Immigration Task Force.


MULTILINGUAL FLYERS AND WORKSHOPS


Queens Library hosts workshops in partnership with the U.S. Citizenship and Immigration Services to help immigrants learn how to become U.S. citizens.

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QUEENS LIBRARY *Enrich Your Life*[®]
New Americans Program

in collaboration with **United States Citizenship and Immigration Services (USCIS)**
 presents **PROGRAM IN MANDARIN CHINESE/免費國語講座**





U.S. Citizenship
and Immigration
Services

THE NATURALIZATION PROCESS: BECOMING A UNITED STATES CITIZEN

Join this live-streamed video presentation in Mandarin Chinese presented in collaboration with the United States Citizenship and Immigration Services (USCIS) office in San Francisco covering:

- Basics of how lawful permanent residents become U.S. citizens
- Eligibility, the filing process, the interview and citizenship test, fees and other related topics
- Free distribution of USCIS citizenship educational materials
- USCIS field office staff will be on hand to answer questions

Mandarin- and Cantonese-speaking interpreters will be available. USCIS will also conduct a "mock naturalization interview" so candidates have a better understanding of the citizenship process.

Thursday, February 16
1:00-3:00 p.m.
Queens Library at Flushing (Auditorium)

Library Hours
 Mon/Wed/Thu: 9-9
 Tues: 9-8
 Fri/Sat: 9-7
 Sun: closed

Train: 7 to Main Street (last stop). LIRR: Port Washington Line to Flushing-Main Street
 Bus: Q12, Q13, Q17, Q19, Q20A, Q20B, Q25, Q26, Q27, Q34, Q44, Q58, Q65, Q66, Q6x1

Admission is free. www.queenslibrary.org

For more information, call in English: 718-990-0883; in Chinese: 718-990-8539

Queens Library is an independent, not-for-profit corporation and is not affiliated with any other library system.

— PLEASE POST ON CHINESE SIDE —

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QUEENS LIBRARY 豐富您的生活[®]
New Americans Program

新移民計劃及美國公民與移民服務局 (USCIS)
 聯合舉辦 **PROGRAM IN MANDARIN CHINESE/免費國語講座**





U.S. Citizenship
and Immigration
Services

入籍程序：如何成爲美國公民

現場轉播美國公民與移民服務局在三藩市用國語舉辦的交流會，內容包括：

- 美國公民與移民服務局將分發免費公民入籍教育資料
- 合法永久居民如何成爲美國公民
- 申請資格、程序、面試、公民考試、費用及其它相關問題
- 美國公民與移民服務局的代表將現場解答疑問

有國粵語翻譯。爲了帮助大家了解入籍程序美國公民與移民服務局還將演示“模擬公民面試”。

二月十六日 星期四
下午一點至三點
Flushing 圖書館 (禮堂)

開放時間
 週一/週三/週四 9-9
 週二 9-8
 週五-週六 9-7
 週日 不開放

地鐵：七號車至Main Street終點站下車
 長島火車：乘Port Washington線至Flushing Main Street站下車
 公車：Q12, Q13, Q17, Q19, Q20A, Q20B, Q25, Q26, Q27, Q34, Q44, Q58, Q65, Q66, Q6x1

免費入場。聯絡電話：718-990-8539(中); 718-990-0883(英)

www.queenslibrary.org

皇后圖書館是一個獨立的、非營利的機構，也不附屬於其它圖書館系統。

CITIES FOR IMMIGRANT INTEGRATION aims to support the expansion of programs and policies that facilitate the economic, civic and cultural integration of immigrants across the United States. The NYC Mayor's Office of Immigrant Affairs (MOIA) has provided and will continue to provide technical assistance and guidance to other municipalities in their efforts to support immigrant communities and encourages local governments to network and share best practices in this important field.

Blueprints for Immigrant Integration, as well as additional tools and resources, are available on nyc.gov/integration and will continue to grow over the coming months. Please feel free to write us and share feedback by contacting integration@cityhall.nyc.gov.

ACKNOWLEDGEMENTS

The work highlighted in this document was made possible with the support and guidance of many talented colleagues in New York City and across the United States. The NYC Mayor's Office of Immigrant Affairs would like to thank Mayor Michael R. Bloomberg for his visionary leadership and voice on immigration, as well as our partner agencies, organizations, and funders, who share our commitment to supporting and investing in the well-being of immigrant New Yorkers.

MOIA is thankful to Queens Library and President and CEO Thomas W. Galante for the library system's leadership and commitment to supporting, educating and enriching the lives of immigrant New Yorkers and their families. A special thank you to Fred Gitner, Assistant Director for New Americans Program & International Relations, for his thoughtful and dedicated service to immigrant communities and his contributions to this report.

Writing/Editing: Danielle Shapiro, Daniel Wallace, Kraig Cook, Fred Gitner, Fatima Shama

Design: Aaron Kinnari **Printer:** (add)ventures

Cities for Immigrant Integration and the Blueprints for Immigrant Integration were made possible with support from the Rockefeller Brothers Fund. The opinions and views of the authors do not necessarily state or reflect those of the Fund.

Support for printing of the Blueprints for Immigrant Integration was generously provided by Citi Community Development.

The Mayor's Fund to Advance New York City, a nonprofit dedicated to innovative public-private partnerships, has provided support for the Blueprints for Immigrant Integration.

Community Development



Office of
Immigrant Affairs
Fatima Shama
Commissioner



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