

THE QUEENS BOROUGH PUBLIC LIBRARY

NEW AMERICANS PROGRAM: FORGING PARTNERSHIPS FOR DIVERSITY

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The New Americans Program of Queens Borough Public Library serves residents of Queens whose primary language is not English. The Program works closely with ethnic community organizations and branch libraries to assess local needs, link residents with existing neighborhood and systemwide library services, and create new services.

COMMUNITY PARTNERSHIPS BENEFITS QUEENS LIBRARY'S NEW AMERICANS PROGRAM

How do we find Community Partners?

- Personal contacts (networking)
- Arts groups, ethnic groups, community service agencies, religious groups, business development groups
- Attendance at community fairs
- Community press announcements of local events, new shops and restaurants, etc.
- Ethnic media

How Can the Library and Community Partners Benefit Each Other?

Collection Development

- Once the need is identified, the Library's mission is to provide materials, programs and services to the target population.
- Community groups want materials provided, too, and want exposure for their organization and culture.
- Native language collections give new immigrants "equity" in the library.
- PARTNER can help purchase materials in

Coping Skills Programs

- Help immigrants adjust to life in the U.S., and attract new immigrants to the Library.
- Present practical information on topics such as law, parenting, health, employment, etc.
- Are presented in the immigrant's native language and make them aware of existing community resources.
- LIBRARY provides book

Cultural Arts Programs

- Attract new immigrants to the Library.
- Encourages new immigrant groups to interact with established community.
- LIBRARY provides book display celebrating featured culture.
- LIBRARY and PARTNERS make available information on each other's activities.
- PARTNERS help Library

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| <ul style="list-style-type: none"> • Local information section of general press • Yellow Pages | <p>country of origin, according to Library guidelines.</p> <ul style="list-style-type: none"> • PARTNER may make donations/encourage funding to accomplish common goals. • PARTNER and LIBRARY both benefit from publicity. | <p>display on topic, introduces attendees to available library services.</p> <ul style="list-style-type: none"> • PARTNERS provide speakers (often free), publicity, audio/visual materials and printed hand-outs on topic. • PARTNERS refer attendees to other support groups and services. | <p>identify and book ethnic performers.</p> <ul style="list-style-type: none"> • PARTNERS help publicize programs. • PARTNERS provide partial funding, in some cases. |
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SIGNIFICANT RESULTS:

- Increased awareness of library service among ethnic communities.
- Increased library use by new immigrants.
- Library is seen as a community center open to all.
- Facilitates acculturation leading to greater participation in and contribution to the community.