

WPL Main Library improves its services with additional spaces

The NEW New Americans Corner, including a Reference Support Office

The New Americans Corner on the 1st Floor of the Main Library is intended to be a welcoming area that immigrants, refugees, and English learners can feel ownership of as a broader part of feeling at home in the library. It brings together our ESL and citizenship collections and our 13 world language collections for adults, as well as resources to connect patrons to services and opportunities at other organizations throughout the city that are relevant to new Americans and English learners. It is also a first stop in ESL-related tours, and reference librarians frequently walk patrons over from the Welcome Desk to introduce them to the citizenship, ESL and/or world language materials. While the New Americans Corner will be the same size post-renovation, the new layout will make the space more useful.

In addition to the collections, the New Americans Corner will contain:

- A bulletin board and shelving space dedicated to distributing materials of interest, such as flyers/brochures for English classes, immigration legal assistance, and cultural events, managed by one of the reference librarians
- An interactive map where patrons can mark where they are from
- Tables where patrons can enjoy World Languages periodicals
- A Reference Support Office

The Reference Support Office will be nestled within the New Americans Corner and will provide a semi-private space for both reference librarians and staff from partnering agencies to assist patrons one-on-one with a wide variety of needs that require some degree of confidentiality, privacy, and extended conversation. For example, the office will afford the opportunity to address potentially sensitive topics such as citizenship, immigration status, or housing issues with patrons. The physical layout of the office will consist of a PC workstation, a phone, seating, a whiteboard, and cabinets for storage. Having an office centrally located will allow reference staff to oversee a schedule of “office hours” for visiting agencies, and to sit down with patrons themselves to provide services such as resume-building or market research without disturbing other patrons engaged in more solitary pursuits. The schedule for this office will be managed internally by a reference supervisor and will not be open to the public as a room to reserve. The sole purpose of this office is to support the work of the professional reference librarians who are embedded in the community and have created working partnerships with the following agencies, among others:

ESL, Citizenship and Immigration Support

RIAC

Catholic Charities

Ascentria Services for New Americans

Ansaar of Worcester

African Community Education

QCC Adult Community Learning Center

QCC Community Bridges

Worcester Public Schools Adult Learning Center

Training Resources of America

Literacy Volunteers of Greater Worcester

Worcester Refugee Assistance Project

USCIS

Social Services

Dept of Health and Human Services

Community Legal Aid, CORI and Re-entry Project
Eliot Community Health Services
LUK, Inc.
Pathways For Change
Dept of Children and Families
Worcester Program for Addiction Recovery
New Start Brain Injury Community
Office of District Attorney, Community Outreach
Worcester Program for Addiction Recovery
SMOC
Dept of Public Health
Central MA Workforce Investment Board
AIDS Project Worcester

Veterans, Inc.
MOAR
YWCA

Small Business Support

SCORE
Center for Women & Enterprise
Worcester Business Resource Alliance
Central MA Workforce Investment Board
New England Better Business Bureau
Social Security Administration
SHINE Program

Note: Most of the programs relating to our services for new Americans and English learners, such as the weekly English Conversation Circle, Citizenship Class, and Language Exchange programs, will continue to be held in other larger areas of the library such as the Banx Room.

The Innovation Center will provide access to resources, tools, and technology in a collaborative space where the Worcester community can explore, design, and create in pursuit of personal and professional growth and enrichment.

Initial adult services and programs will include:

- Jewelry Making 101
- Introduction to Sewing
- Intro to 3D Printing
- Digital Recording Studio Open Lab

The Digital Studio will provide patrons with the means to digitally organize and preserve family history through the use of our scanner, computer and software, as well as provide patrons or small business owners the opportunity to learn Adobe Design software to market themselves or their companies.

Initial adult services and programs will include:

Creating and Digitizing Family Archives

- Scan Your Family Photos
- Convert VHS or Audio Cassette to Digital

Learn Digital Design

- Photoshop Basics
- InDesign Basics
- Photo Editing

Signage for the directories

3/19/21

First Floor Audio Visual Banx Room Friends of the WPL Bookstore Computers Computer Lab Copier/Printer/Scanner ESL & World Languages Fiction & Biographies & Large Type	 Innovation Center & Digital Studio Newspapers & Magazines Restrooms Saxe Room Study Rooms Talking Books Teen Space Welcome Desk
Second Floor Business Career & Health Computers Copier/Printer/Scanner Federal Depository Library (FDLP) Grants Resource Information Desk Nonfiction & Reference 000 – 699	Third Floor Children's Center Computers Copier/Printer/Scanner Genealogy & Local History Information Desk Literacy Volunteers Nonfiction & Reference 700 - 999 Worcester Room

First Floor

Audio Visual

Banx Room

World Languages & Biographies

Friends of the Library Bookstore

Innovation Center

Fiction & Large Print

Magazines & Newspapers

Saxe Room

Talking Books

Teen Room

Second Floor

Public Computers

Copy.Print.Scan

Non-fiction 000's – 600's

Reference Books 000's – 600's

Third Floor

Public Computers

Genealogy & Local History

Copy.Print.Scan

Non-fiction 700's – 900's

Reference Books 700's – 900's

Worcester Room

Do not look at the order these are in, just the names

Signage for the elevators and directories

First Floor

Audio Visual

Banx Room

World Languages & Biographies

Friends of the Library Bookstore

Innovation Center

Fiction & Large Print

Magazines & Newspapers

Saxe Room

Talking Books

Teen Room

Second Floor

Public Computers

Copy.Print.Scan

Non-fiction 000's – 600's

Reference Books 000's – 600's

Third Floor

Public Computers

Genealogy & Local History

Copy.Print.Scan

Non-fiction 700's – 900's

Reference Books 700's – 900's

Worcester Room

Do not look at the order these are in, just the names

First Floor

Collections

Audio Visual

Biographies

ESL & World Languages

Fiction & Large Print

New Books

Newspapers & Magazines

Young Adult

Services

Circulation Desk

Express Computers

Newspaper & Magazines

Teen Room

Talking Book Library

Welcome Desk

Bookstore

Innovation Center

Digital Studio

Computer Lab

	Saxe Room Banx Room Study Room Restrooms/Telephones
Second Floor Reference Desk Copier/Printer/Scanner Public Computers Nonfiction 000 – 699 Reference 000 – 699 Business, Career & Health Government Documents	Third Floor Reference Desk Copier/Printer/Scanner Public Computers Nonfiction 700 - 999 Reference 700 - 999 Genealogy & Local History Worcester Room Children's Center