



**ROLES & GOALS SERIES**

**PART 1:**

**Why Roles & Goals?**



© California Library Literacy Services

2007

Made possible by LSTA funding from the U.S. Institute of Museum & Library Services, administered in California by the State Librarian.

# California Library Literacy Services

## Statewide Values:

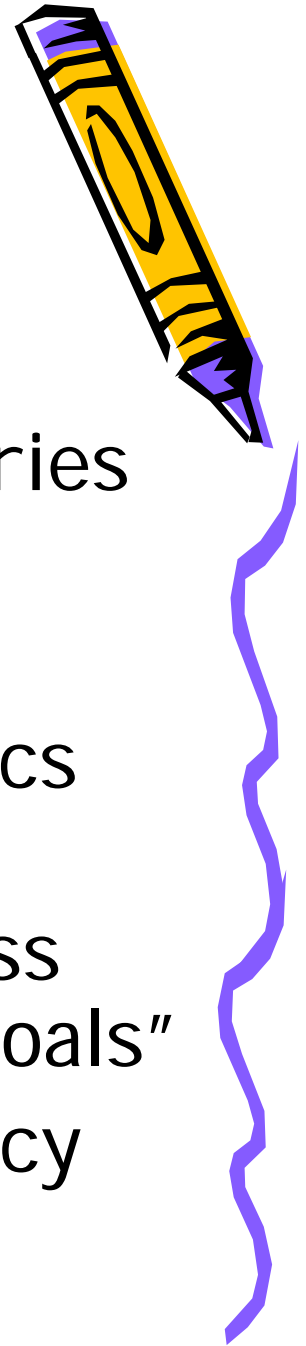


### ■ Learner Goal Oriented

Our interest is in helping learners meet their goals for improving their basic skills, not solely in helping them achieve increased test scores or grade levels. Learner-centered literacy instruction supports adult learners and their families in their major life roles as community members, workers, family members and life-long learners.



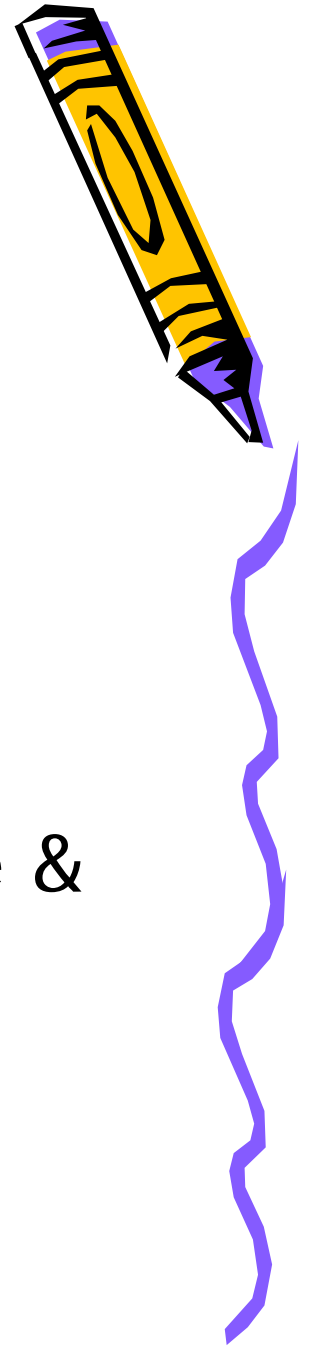
# We've come a long way, baby!



- **1984** - CLLS gets its start in 27 libraries
- **1984 - 1988** - No statewide data collected
- **1988 - 2002** - Statewide demographics and other statistics collected
- **2003/04** - Outcomes collection process initiated for adult literacy: "Roles & Goals"
- **2004/05** - Outcomes for family literacy programs initiated: "Family Survey"

# Outputs vs. Outcomes

- Outputs – how much, how many; library-centric
- Outcomes – how lives have been changed including skills, knowledge & behavior; student-centered; tells your story!

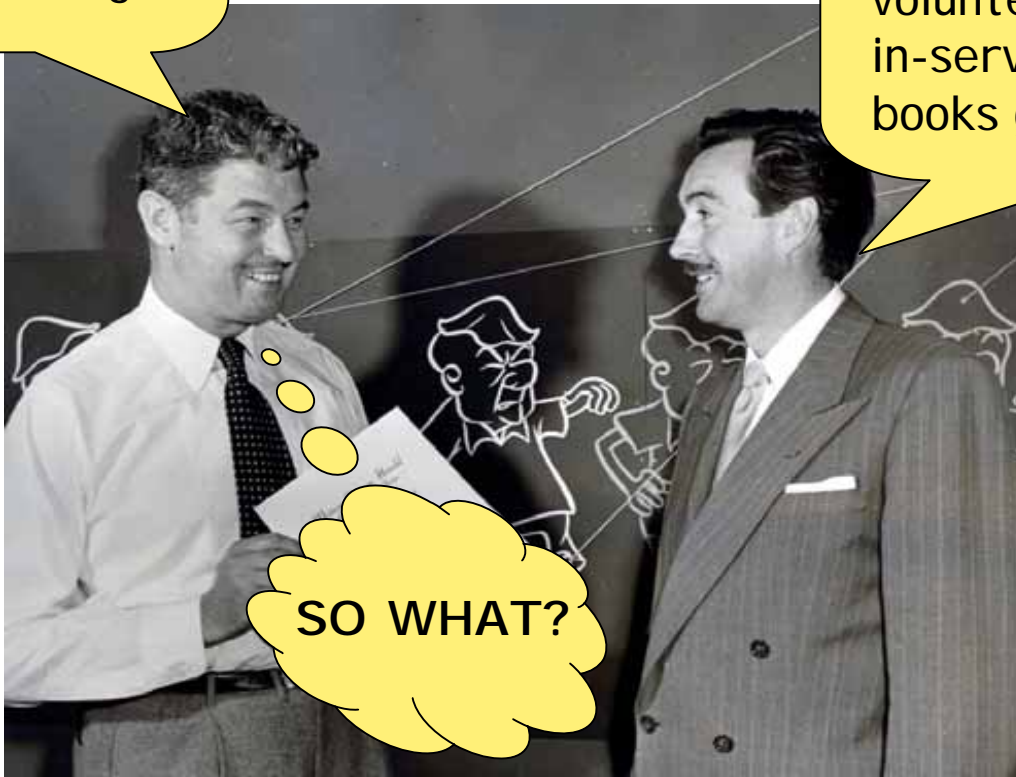


# The Old-Fashioned Way: Sharing the Numbers



Good to see you Bob! How is that literacy program of yours doing?

211 adults served, 4,293 hours of instruction, 154 volunteers, 12 educational in-service meetings, 938 books given away...



SO WHAT?

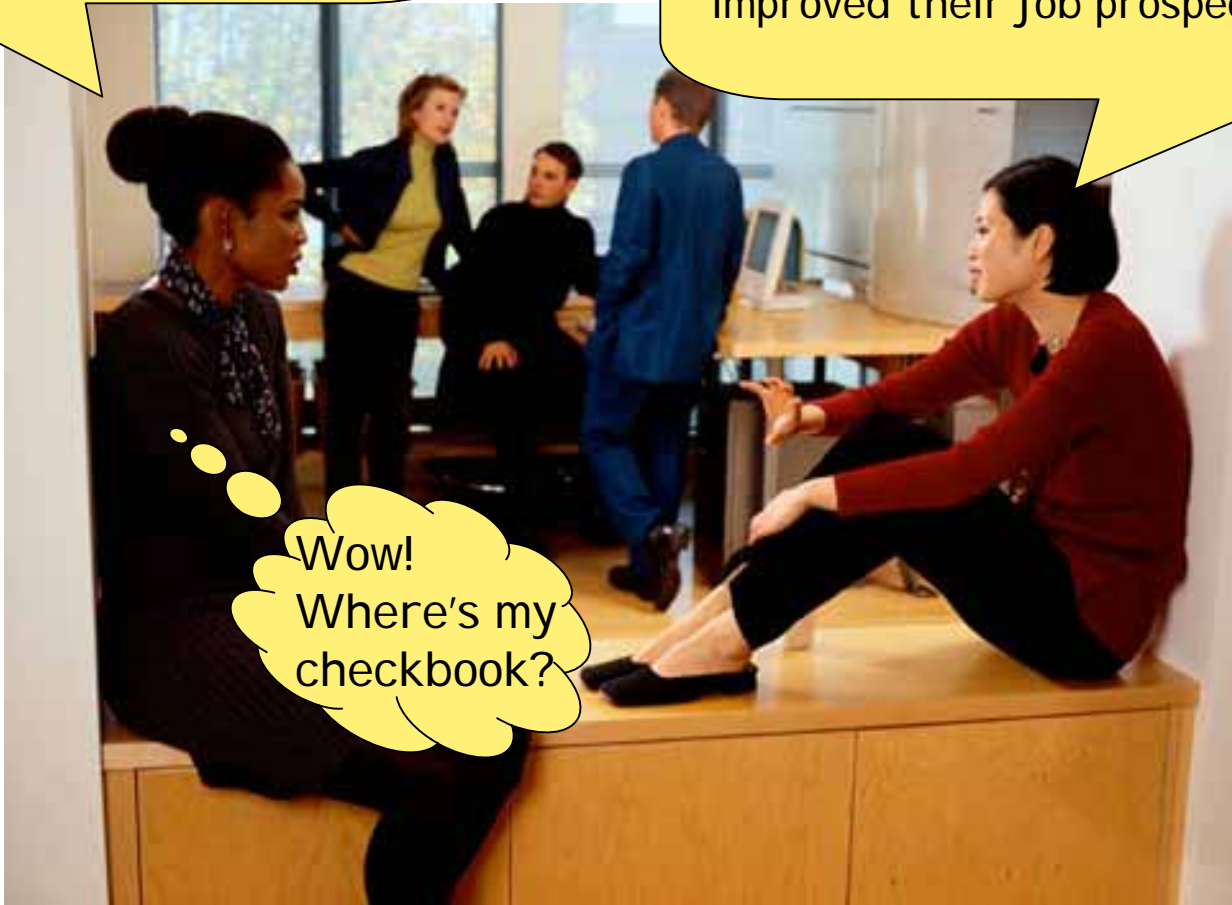


# Today: Telling the Story



So tell me a little bit about what you do here in your literacy center, Jan...

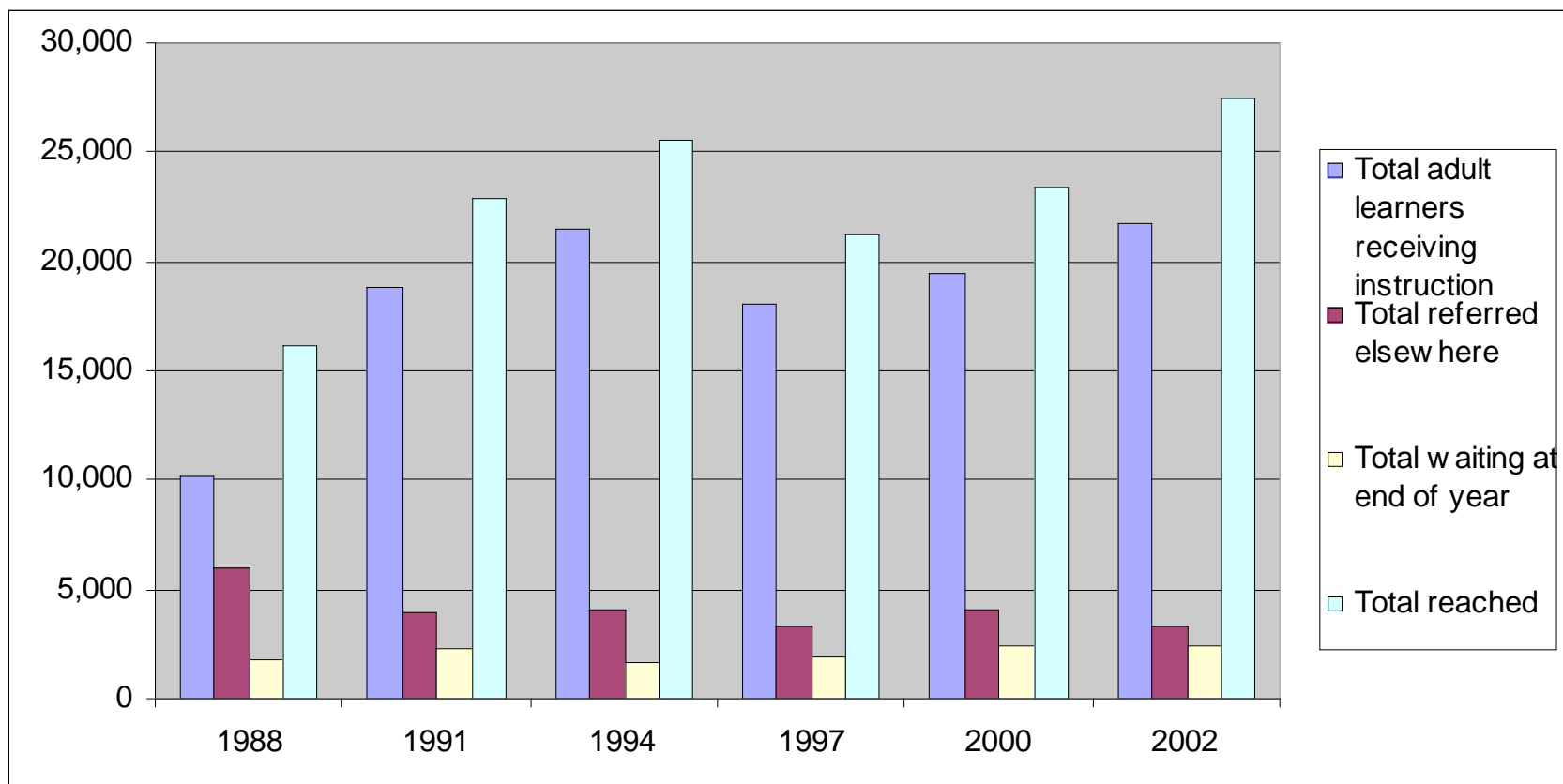
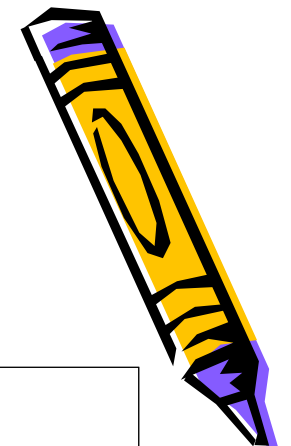
We help adults reach their goals. Last year 64% of our participants read-aloud to their children for the first time; 51% voted; 29% improved their job prospects...



Wow!  
Where's my checkbook?

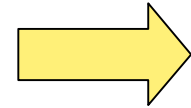
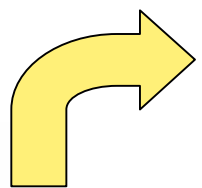


# 1988-2002 - "Outputs" Only



California Library Literacy Services:  
Adult Learners Served Over Time





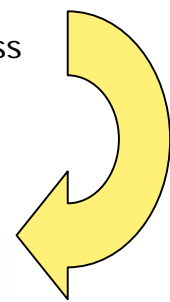
**Initially:** Learner Enters Program

- Intake Interview
- Initial Goal-Setting
- Tutors are trained to meet learners' goals

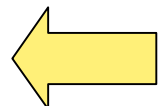


**Periodically:** Staff Meet with Tutor/Learner Pair

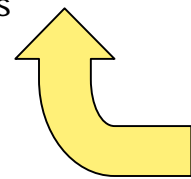
- Check goal progress
- Update goals



**Biannually:** Staff report program-wide "goals set" and "goals met" for all active learners to the California State Library

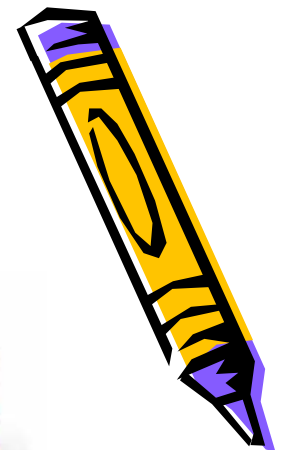


**Biannually:** State Library aggregates goal data from all library literacy services and provides local library with outcomes



**Continually:** Local program uses outcomes to promote the program to stakeholders and to recruit new learners and volunteers

# Roles & Goals Process





# 2006-07 – Outcomes

Results from Mid-Year Report:  
11,255 adult learners reporting...

## LIFE-LONG LEARNERS

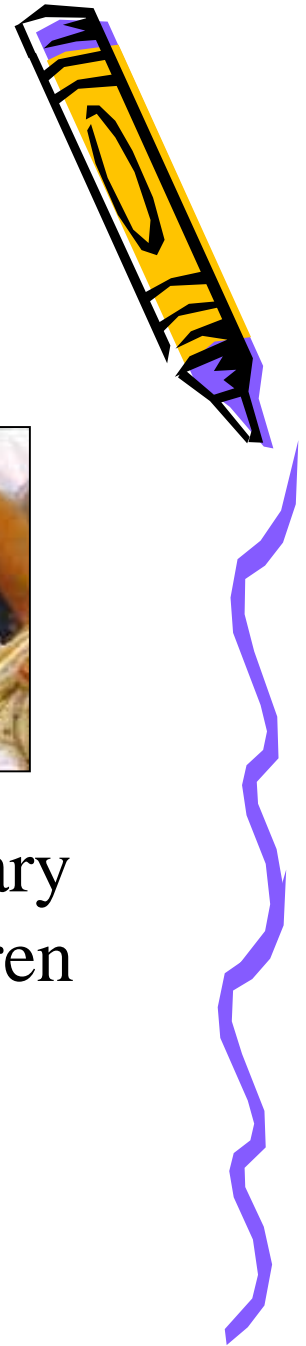
Of those who set the goal...

- **81%** got their own library card
- **53%** were able to search the Internet
- **49%** could read for pleasure



# 2006-07 - Outcomes

## Results from the Mid-Year Report



### FAMILY MEMBERS

Of those who set the goal...



- **66%** took their children to storytime at the library
- **64%** were able to share a book with their children and/or other family members
- **54%** were able to help their children with homework

# 2006-07 – Outcomes

## Results from the Mid-Year Report



### WORKER

Of those who set the goal...

- **46%** completed a job application
- **39%** interviewed for a job
- **26%** got a new job or a promotion



# 2006-07 - Outcomes

Results from the Mid-Year Report



## COMMUNITY MEMBER

Of those who set the goal...

- **50%** were able to vote
- **45%** passed the drivers' test
- **33%** were able to volunteer

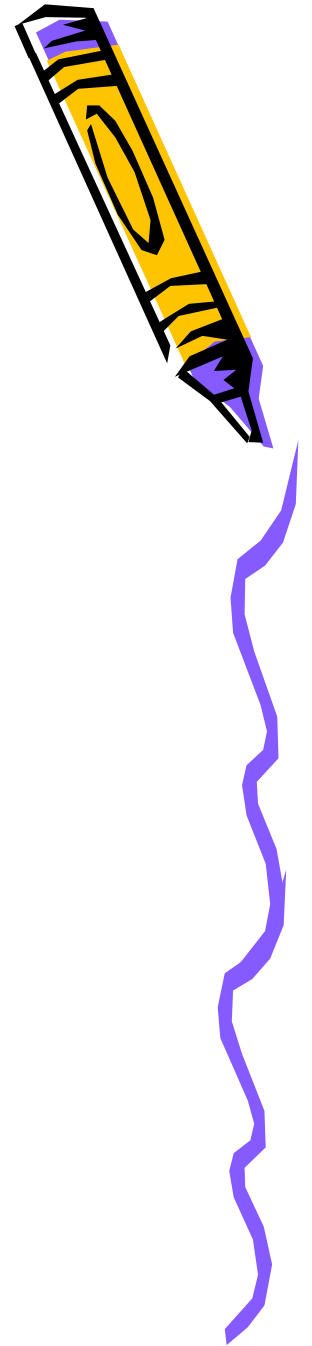




# Benefits of the Roles & Goals Process

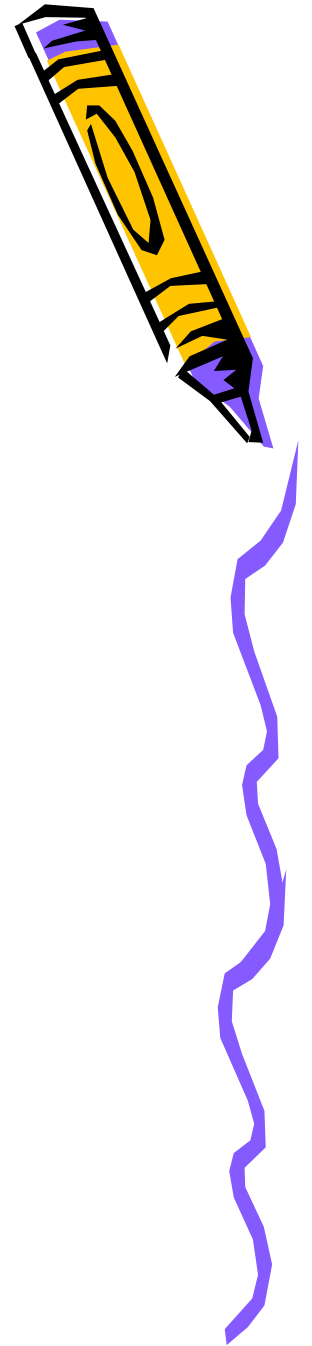
How do your literacy services benefit?

The Roles & Goals Process helps you support your learner/tutor team - your most precious resource!



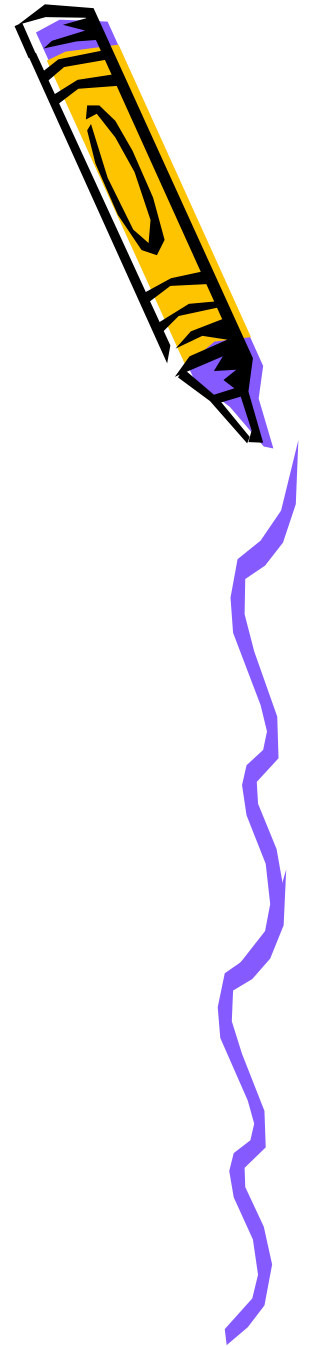
How do your literacy services benefit?

The Roles & Goals Process helps you better manage your literacy services...



# How do your literacy services benefit?

Roles & Goals Outcomes help you make the case for more funds, more staff, and more attention...



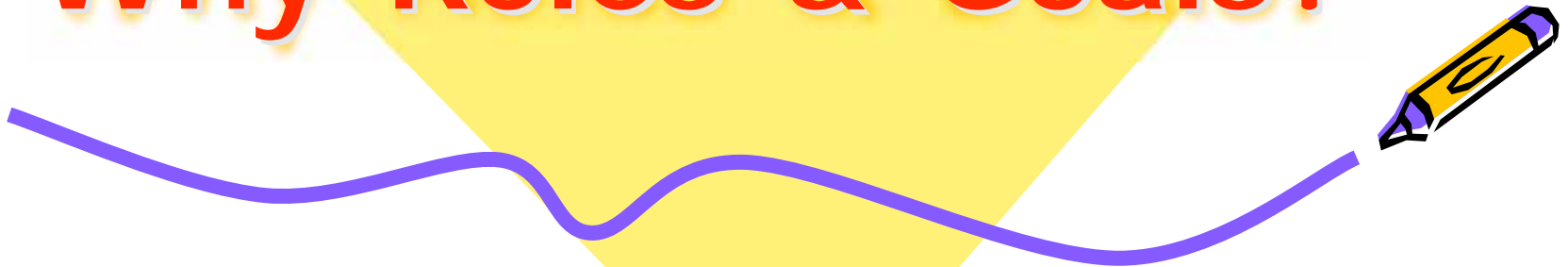




**ROLES & GOALS SERIES**

**PART 1:**

**Why Roles & Goals?**



© California Library Literacy Services

2007

Made possible by LSTA funding from the U.S. Institute of Museum & Library Services, administered in California by the State Librarian.