

Gateway Project Timeline

Month	Stage	Activities
Oct. – Nov. 2003	<p>Stage 1: Needs identification of new residents</p> <p><u>Responsible Parties</u> – Stage 1 will be performed by MHLS Project Coordinator. Insight from target libraries, area realtors, and groups such as Literacy Volunteers and BOCES will help to identify new residents in target communities.</p>	<ul style="list-style-type: none"> ▪ Identify new residents in target library communities. ▪ Distribute surveys to new residents in target communities. Make surveys available in English and Spanish. ▪ Compile survey results. ▪ Determine if there is a difference in needs identified by ethnic/non-ethnic newcomers.
<p>Evaluation Steps: MHLS will survey new residents to determine their needs/interests in order to directly support them. Results will be used to give focus and direction to project. The number of surveys distributed and received will be tallied during this phase.</p>		
Month	Stage	Activities
Dec. – March 2004	<p>Stage 2: Creation of new resident resource kit & library workshops</p> <p><u>Responsible Parties</u> – Stage 2 will be conducted by Project Coordinator, and will involve participation and collaboration with target libraries to arrange workshops and create new resident resource kit. Collaboration with realtors and town halls required for distribution of library information in their relocation/new resident packages, as well as with BOCES and Literacy Volunteers for delivery to ethnic minority students.</p>	<ul style="list-style-type: none"> ▪ Develop workshops for target libraries based on needs and desires identified by new residents in surveys. Workshops will target both ethnic minority and non-minority newcomers. Topics will likely be geared to individuals with children and individuals without children. Programs will involve participation from outside community groups and will offer cultural awareness and cross-training opportunities. ▪ Develop brochure promoting library use to new residents in English and Spanish. Distribute to Hudson Valley realtors for inclusion in their relocation packages, to town halls for new residents to take, and to BOCES and Literacy Volunteers to be given to speakers of other languages. ▪ Create new resident resource kit for member libraries. Kit will contain a new resident frequently asked questions guide for library staff, contact information for important community resources, recommendations for materials that should be accessible to new residents within the library, program ideas, and resources for addressing cultural competency issues.
<p>Evaluation Steps: MHLS will tally the number of library information brochures distributed through partnering realtors and town halls, and will use both the results from new resident surveys and feedback obtained from new resident visitors in libraries, to develop the workshop series and resource guide.</p>		

Month	Stage	Activities
April – July 2004	<p>Stage 3: Targeted Outreach</p> <p><u>Responsible Parties</u> – Stage 3 will require involvement of Project Coordinator in all activities. Participation from target libraries, and other groups to be identified, will be required for customer service trainings.</p>	<ul style="list-style-type: none"> ▪ Assist target libraries in offering workshops for new residents. Make Spanish translator available at selected workshops. ▪ Create and offer customer service training for target library staff. Trainings will assist librarians in addressing the unique needs of new residents and directing them to appropriate resources in the library and community. A cultural awareness/sensitivity component will be offered. ▪ Distribute new resident resource kit materials as part of customer service trainings.
<p>Evaluation Steps: Target libraries will tally the number of workshops and participants. Project Coordinator will evaluate attitude, behavior, and responses of target library staff undergoing new resident customer service trainings. Library staff will observe behavior and responses of new resident participants.</p>		

Month	Stage	Activities
Aug. – Sept. 2004	<p>Stage 4: Refinement for replication</p> <p><u>Responsible Parties</u> – Stage 4 will be initiated by Project Coordinator and will require participation and feedback from target libraries and new resident participants.</p>	<ul style="list-style-type: none"> ▪ Refine workshop outlines and ideas based on feedback and results from participants and target libraries. ▪ Identify additional action strategies for reaching new residents in library communities. ▪ Make new resident resource kit available on MHLS website for others to utilize.
<p>Evaluation Steps: Project Coordinator will request suggestions and feedback for refining workshop toolkit resources based on insights gathered throughout the year. Coordinator will develop strategies for serving new residents from project developments and conclusions. Overall success of project will be determined.</p>		

Note – This timeline is intended to be a guide for the project’s progress. Project timing and activities may change slightly.