

LISN @ your Library Project (Literacy Information Services Network)



The importance of the role of public libraries in delivering support with the provision of literacy resources and services within our communities

## Story time at Mildura



Access to and availability of resources is important to the progress of those that need help with literacy...fortunately we have come a long way from John & Betty



## SIFE La Trobe

LIFE (Literacy is for everyone)  
information day Jan 07



SIFE La Trobe team

Result of discussions:

- Literacy resources were in short supply or non existent
- Access to specialists difficult – Melb 6.5 hrs
- No professional literacy network for local support



## MRCC municipality – Social distress



Professor Tony Vinson  
(University of Sydney - social indicators, wellbeing of communities)

- Mildura Social Indicators 2006, Mildura Social Indicators 2008
- A combination of drivers such as: low income levels, low educational levels attained and limited skills, have lead to a situation where our community is suffering social distress.





## ABS – Literacy survey



### Adult Literacy and Life Skills Survey 2006 (15-74)

- Level 3 the minimum required to meet the demands of everyday life and work.
- 46% Prose literacy – narrative text, newspapers etc.
- 47% document literacy – applications, maps, tables
- 53% numeric literacy
- 70% problem solving – goals and solutions



## Project development





## Collections – for students



- Readers
- Audio disks
- Software
- 1725 items in the collection
- 742 items loaned in the first two months



## Collections for all ages and needs



Teenagers



Boys



Early years



ESL



Indigenous





## Melissa enjoys bringing her family in to borrow



Melissa brings her young family with her every week to select readers when she is borrowing from the tutor collection. Melissa is also a local teacher.



## Collections for teachers and tutors



Kim is from a small rural school. They have five teachers who will all be joining as organisation members, to be able to access the tutor collection to help their students. They cannot afford the resources they need in their school.



- Teacher Resources
- 443 items in the collection
- 168 items loaned in the first two months





## PC's and software



Wordshark, Numbershark, Nesity, Catchup, Textease, Read & Write Gold, Measuring up, Alphabet, Interactive Picture Dictionary, Connected Speech, Spelling Fusion, Issues in English

- 6 PC's
- 19" screens
- Large print keyboards
- Headsets x 2 (mic)
- All branches have a PC, Mildura two
- 14 pieces of software
- Training SPELD (Pat & Yvonne)  
Protea (Virginia)
- 104 uses, 57 hours in two months



## Literacy software is helping Feliz



Feliz

- Feliz has been in Australia for ten years.
- She has a good background knowledge of and understands spoken English well.
- Using the literacy software she can learn the names and spelling of everyday items and hear them used in context.
- This is helping Feliz to use complete sentences rather than broken English.
- She enjoys using the computers because she can work at her own pace.





## Azhar can't wait to get to the library to book her PC! 😊



- Azhar has very little formal education in her own language and finds ESL classes more difficult than others because of this.
- She likes going at her own pace and learning what interests her.
- She is keen to speak with Australians and finds the literacy software very helpful.
- Azhar has learned to use a computer in the past six weeks, and is now learning the alphabet.



## Challenges



Sharyn & Renee end processing games

- Sourcing indigenous materials
- IT – delays in supply, loading and reloading of software
- Collection setup and handling procedures
- Collection location, and shelving inadequate (box space requirement)
- Membership for tutors





## Challenges



Rose cataloguing tutor resources

- An extra 2168 items, accessioned, catalogued, end processed, housed and made accessible.
- Staff time contribution in excess of 1000 hours an equivalent of approx. \$30,000.
- Many more hours will be required as we continue to move out into the community to spread the word of these amazing resources.



## Spreading the word



# Brochures



[www.mildura.vic.gov.au/library](http://www.mildura.vic.gov.au/library)

## Learning for Life: Literacy Resources

MILDURA RURAL CITY COUNCIL LIBRARY SERVICE



**Contact Us:**

<p><b>IRYMPLE LIBRARY</b> Phone 5018 8340 2128 Fifteenth Street Irymple 3498</p> <p><b>MERBEIN LIBRARY</b> Phone 5018 8361 Main Avenue North Merbein 3505</p> <p><b>MILDURA LIBRARY</b> Phone 5018 8350 180-190 Deakin Avenue Mildura 3500</p> <p><b>RED CLIFFS LIBRARY</b> Phone 5018 8366 Jamieson Avenue Red Cliffs 3496</p>	<p><b>MOBILE LIBRARY</b> Phone 0427 211 303 For more information about this service phone 5018 8350</p> <p><b>MOBILE LIBRARY STOPS</b></p> <p>Cowangie Lewis Street Park Lake Cullulleraine Johansen Memorial Reserve, opposite tennis courts Murrayville Pioneer Park, corner Gray &amp; Reed Street Nangiloc Kullyne Way opposite Nangiloc Store Ouyen Cooper Street Underbool Cotter Park, Cotter Street Walpeup Corner Patchewollock Road &amp; Grogan Street Werrimull Tower Street, opposite Werrimull Primary School</p>
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For a large text version of  
this brochure please email:  
[library@mildura.vic.gov.au](mailto:library@mildura.vic.gov.au)  
or phone 5018 8350

**PRIVACY NOTIFICATION**  
Mildura Rural City Council collects personal information for the purpose of providing library services to its customers. This information is collected from you when you use our services. Your information will be used to provide you with the services you request. We will not disclose your information to any other person or organisation without your consent. If you have any questions about our privacy policy, please contact our Privacy Officer on 5018 8350.

## Help with literacy and numeracy...

**Is reading, writing, listening to, or speaking English a challenge for someone you know?**  
Visit the Mildura Rural City Council Library Service to access the 'Learning for Life' literacy collection.

**LITERACY RESOURCES TO BORROW**  
The Learning for Life collection includes a wide range of resources including readers, audio discs, teacher resources and software. The collection is suitable to use for all ages and abilities such as:

- Children
- Teenagers
- Adults
- English as a Second Language
- Indigenous
- Teachers and tutors of literacy

Items in the Learning for Life collection can be identified by 'LL' on the spine of the book. These items can be borrowed by anyone with a library card. The teachers' resources can be identified by 'TL' on the spine of the item. These resources may be borrowed by customers with an organisational or tutor membership.

**SOFTWARE RESOURCES IN THE LIBRARY**  
There are dedicated computers in each library branch providing access to literacy programs. These programs are designed to assist with learning literacy and numeracy skills. The software provided includes development of reading, spelling, writing, phonics, sequencing and comprehension, vocabulary, alphabet, dictionary, singular and plural forms, matching words and pictures, pronunciation and communication. Also included is meaning and understanding of numeracy including decimals, fractions, scales and the metric system.

**DO YOU NEED HELP LEARNING TO USE THE LITERACY SOFTWARE?**  
To help you access this software you can book time with a volunteer tutor.

**LISN (LITERACY INFORMATION SERVICES NETWORK) PROJECT**  
The Learning for Life collection of resources aims to support literacy through providers within the community. For further information visit our website.

**COMMUNITY LITERACY PROVIDERS**

**MADEC**  
Adult literacy and basic education  
337 Deakin Avenue, Mildura  
Sandra Curr 5023 7233

**Mallee Family Care**  
Early Years Services Reading Discovery Project  
Rhonda Smith 5023 5966  
122 Ninth Street, Mildura  
Mildura Early Intervention  
Sherin Ford 5021 7400  
109 Lemon Avenue, Mildura

**Mildura English Language Centre**  
English as Second Language for students  
Mildura Senior College,  
Fourteenth Street, Mildura  
Merrilyn Gaulke 5051 4700

**Sunraysia Institute of TAFE**  
Adult language, literacy and numeracy  
Benetook Avenue, Mildura  
Annette Whittaker 5022 3666

**Sunraysia Mallee Ethnic Communities Council!**  
English as Second Language programs for adults  
255 Eleventh Street, Mildura  
5022 1006

**Department of Education and Early Childhood Development**  
Sunraysia and Mallee Schools Network  
Literacy Consultant  
Yvonne Macdon 0427 848 298  
Speech Pathologist  
Loretta Ghidirelli 0408 231 026

**USEFUL CONTACTS**  
Reading, Writing Hotline (adult literacy)  
[www.literacyline.edu.au](http://www.literacyline.edu.au)  
1300 655 506

**SPELD Victoria (dyslexia and learning disabilities)**  
[www.speldvic.org.au](http://www.speldvic.org.au)  
9489 4344



For more information please contact the staff at the Mildura Rural City Council Library Service on 5018 8350 or access further information on [www.mildura.vic.gov.au/library](http://www.mildura.vic.gov.au/library) and click on the Literacy: Learning for Life link.

Produced with support by:





## Web page link - Literacy: Learning for Life

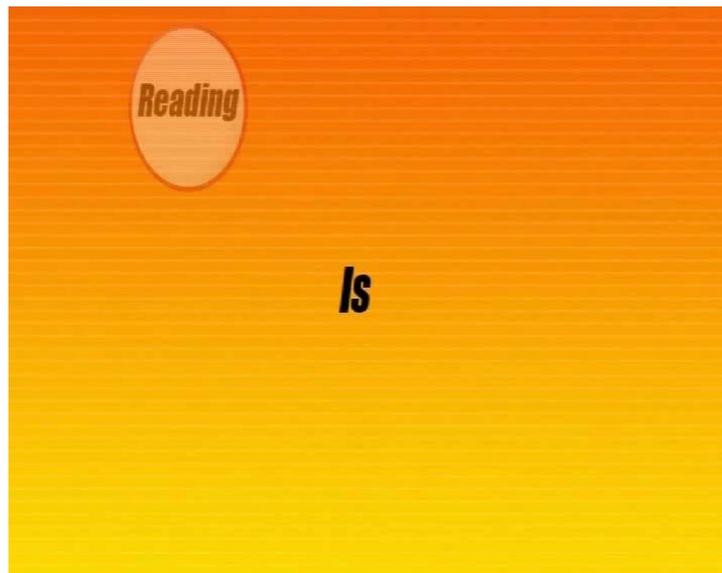
[http://www.mildura.vic.gov.au/Page/page.asp?Page\\_Id=2698&h=0](http://www.mildura.vic.gov.au/Page/page.asp?Page_Id=2698&h=0)  
274 hits in just 2 months



- Resources – collections, computers and software
- Lists of resources available
- Project information and funding
- Local literacy support contacts
- Volunteering opportunities
- Related useful websites



## TV AD





## LISN @ your library Project Launch – 19<sup>th</sup> March 2009



Guests:

- Hon. John Cain President Library Board of Victoria
- Glen Milne Mayor of Mildura
- Claire Jennings Literacy educator

- Principals, literacy and English coordinators, librarians, teachers aides and tutors – 48 schools
- Specials needs, speech pathologists, and literacy specialists in education, medical and welfare organisations, and in private practice.
- Politicians, local government and SLV representatives and other partners



## Positive Partnerships

The LISN @ your library project has brought together the resources of the MRCC library service, the expertise, passion and support of our city's literacy and language professionals, and the caring commitment of its community of volunteers, and in doing so it has strengthened our position within the community.

- Sunraysia Mallee Ethnic Communities Council - ESL
- Mildura English Language Centre – ESL
- Mallee Family Care – Reading Discovery, speech pathology
- MRCC - early years/best start
- Sunraysia Mallee Schools Network (DEECD) – Literacy and speech pathology
- MADEC – Adult Ed
- TAFE – Adult Ed
- La Trobe – SIFE team

**Support with promotion, referral and building awareness in the community**

**Professional assessment and advice in relation to resources acquired**





## Partnerships engaging the community



Tutor Heather helping Barham's daughter choose some readers.

### SMECC ESL classes now run three times a week from the library.

- Heather is integrating use of the literacy collections and software into her lessons.
- Barham had only 117 hours of English and limited speaking ability when he arrived in Mildura.
- Barham's wife Fatma and her two daughters attend the ESL classes.
- Barham discovered the collections, joined his family and started borrowing.
- The family borrow software and use it together at home to improve their English.
- They are now regular borrowers of the service.
- Barham can now communicate quite freely.

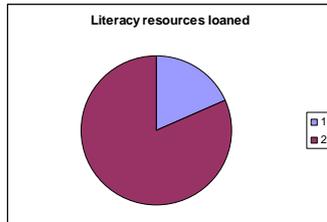


## Moving forward





## Opportunities



- Measures (literacy and usage stats) and outcomes (survey)
- Reaching out into the community – group presentations
- TV ad and DVD – local screens at TAFE, La Trobe, VIC, Libraries, Community events eg: Little Day out
- Reading Writing Hotline
- Expanding support network
- Community inclusion – Sunraysia Read
- Preliminary discussions with local CPA – financial literacy addition
- La Trobe Education students



*For years to come MRCC libraries will be in a position of strength in supporting the building of community skills and wellbeing*



## Questions ?





# “Literacy is for everyone”

SIFE La Trobe team

In 2009 all Australians should have the right to the support needed to develop literacy skills to at least the level 3 ABS minimum

*We cannot assume that everyone has access to a well resourced educational institution*

Public libraries are accessible to everyone, *and with the relevant support*, can provide literacy resources and services within our communities for all

*Through the provision of literacy resources and services the MRCC Library Service and partners are already demonstrating the provision of support to individuals in our community in building skills, and increasing and enhancing capacity and well-being*

How can we as a library community achieve this for all Victorians?

