

Lake County Library System Adult Literacy Program Tutor Handbook

June 2010



***Never doubt that a small group of thoughtful, committed citizens
can change the world. Indeed, it is the only thing that ever has.***

~ Author Margaret Mead

Mission Statement

The Lake County Library System Adult Literacy Program is designed to serve Limited English Proficient adults and adult English language learners who are interested in improving their English skills - listening, speaking, conversation, reading, writing, comprehension and basic math.

This handbook is dedicated to the amazing Lake County Library System volunteer tutor team. We hope that this will make your tutoring experience much more successful.

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[Welcome]

Becoming an adult literacy tutor is a wonderful experience. Many times a tutor will tell me that they feel guilty as they feel they are getting more than they are giving in the tutor/learner relationship!

But taking the first steps can be challenging. There is so much to do before you greet your first adult learner...

LCLS adult literacy program realizes that tutors need to be trained and supported to be successful and find the tutoring experience rewarding. Therefore, we are continually reviewing, refining, and updating the training, transition, and ongoing support to ensure that we are offering a dynamic, effective literacy program.

Your initial tutor training introduced you to the techniques used in tutoring an adult and covered topics ranging from core materials used in tutoring to designing a lesson plan. The training also offered you the opportunity to meet fellow tutors and program staff and understand how you fit into the county-wide program and what will be expected of you. But training doesn't stop there because we never stop learning!

The LCLS Adult Literacy Program, recognizing that volunteers have a wide range of interests, skills, and time constraints, offers many opportunities for professional growth that reflects these various needs. In addition to professional development we are also excited to be able to offer you support from your peers—in the form of Tutor Mentors, Literacy Contacts, and the Literacy Coordinator. As you transition to your tutor location of choice don't be afraid to ask for help. There is still much to learn and you are not alone!

We hope that your experience as an Adult Literacy Tutor will be everything that you had hoped for!

Erika L. Greene
Lake County Library System
Literacy Coordinator

Contact Information

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Tutor Role- job description

Purpose

To help English-speaking and non-English-speaking adults, 18 years of age or older, learn to speak, understand, read, and write English to meet self-identified goals.

Volunteer Qualifications

To be eligible to be a volunteer tutor you must...

- Be at least 18 years old;
- Agree to background screening policy, which is required of all literacy tutors & volunteers;
- Be dependable and prompt;
- Be able to relate well to a variety of people;
- Be willing to maintain the confidentiality of the lessons;
- Have good listening, speaking, reading, and writing skills;
- Be flexible;
- Be friendly;
- Be patient;
- Be optimistic; *and*
- Have a good sense of humor

Responsibilities

- Encourage and support the adult learners by:
 - Helping them develop confidence and a positive attitude about learning;
 - Respecting them and involving them in decisions about the learning process;
 - Selecting materials and approaches that are suitable for the adult learners' ability and needs;
 - Supporting them and praising them for their efforts rather than criticizing them;
 - Guiding them in adopting behaviors appropriate to this culture; *and*
 - Meeting regularly and punctually.
- Notify the learner or tutor location in advance if you cannot attend a tutor session or class.
- Be well prepared and design lessons based on the needs and interests of the learners.
- Review with learners any work they have done independently.
- Keep records of each learner's progress.
- Complete monthly/daily reports & submit them to the Literacy Coordinator by the 10th of each month.
- Notify the literacy contact or coordinator of any change in schedule, tutoring location, learner information & status, and/or concerns or requests.

Required Training

- Successful completion of 9 – 18 hours of initial training, to include: pre-work; tutor training; and orientation (*Required for all new Lake County Library System tutors regardless of past experience. Training requirement adjusted for returning tutors who have successfully completed a Lake County Library System tutor training within the past year.*)
- A minimum of one professional development training or meeting per calendar year

Time Commitment

Tutors are expected to commit at least 1 year to the Literacy Program, and to be available for tutoring in blocks of time no less than 3 consecutive months. Tutors should meet with learners for a minimum of 2 hours each week (*this does not include preparation & travel time*).

Tutoring Location

One-to-one or small-group tutoring occurs in a LCLS library or approved satellite location. Home tutoring is not permitted.

Fringe Benefits

- Increased understanding and appreciation of different values, cultures, and lifestyles;
- Increased skill in creative problem solving;
- Sense of belonging to a group focused on a common goal; *and*
- Sense of accomplishment.

I agree to abide by the policies of Lake County Library System Adult Literacy Program and VolunteerLAKE, and will fulfill my volunteer tutor responsibilities to the best of my ability. I understand that I am becoming part of a team that will support me, answer my questions, and provide assistance with my tutoring experience. I also understand that my responsibility to the team is to ask questions and maintain open communication. If for any reason I find I am unable to maintain my responsibilities, I will notify the literacy coordinator of Lake County Library System Adult Literacy Program.

APPROVAL SECTION

Volunteer: _____ Date: _____

Printed Name

Supervisor: _____ Date: _____

Director, VolunteerLAKE: _____ Date: _____

Tutor Role- tutor policy

- Maintain confidentiality. Any discussion pertaining to a learner should be held in private and only with the Literacy staff.
- Home tutoring is not permitted.
- All tutors must have a Lake County Library System library card. Most of the supportive resources and materials are located in the Adult New Reader collection and you will not have access to them if you do not have a library card. All collection materials must be checked out if you want to take them off site. Literacy Staff can override the 'reference' code on these items for tutors only.
- Tutors will be provided with an identification badge. This badge must be worn while you are tutoring.
- Monthly reports are due the 10th of each month for the previous month. Submission of reports is required for all tutor-learner pairings and includes a monthly report form, attendance sheet (for classes or groups), and learner information forms (for new learners not already enrolled in the program). The process may be completed via a paper version or through the online management system.
- Participation in professional development opportunities is required. They can be in the form of training workshops; roundtable meetings; tutor mentor meetings; support meetings; online learning communities; conferences; and/or telephone support.
- For the success of the program open communication is mandatory. It is essential that you notify Literacy Staff (*Literacy Coordinator and Literacy Contacts*) of late arrivals; breaks from tutoring; relocation of meeting space, day and/or time; as well as sharing concerns, needs, and program feedback. In addition, Literacy Staff will do all that is possible to follow-up with your questions and concerns but on the occasion that they do not get back to you, please contact them again!
- Completion of ongoing assessments is required and should be shared with the learner and Literacy Staff on a regular basis. Learners should be engaged in the process and prepared to transition to new learning experiences if necessary and as appropriate. Transition options could include: another tutor specializing in targeted goal-related skills; special groups or classes—i.e. citizenship, conversation; GED preparation classes; community college; online learning; or self-paced learning opportunities.

**tutor policy
continued**

- If your learner has personal issues or needs a referral for other services, please work with the Literacy Staff to assist the learner. You are not responsible for issues other than English skills development.
- Do not bring children or other guests (unless otherwise agreed to by learner and Literacy Staff) to tutoring sessions. Learners are also informed that tutoring is for adults only.
- LCLS Adult Literacy Program does not endorse any religion or political group. Therefore, proselytizing or endorsing a political candidate or issue is prohibited.

**Tutor Role-
dismissal policy**

Please refer to the VolunteerLAKE Letter of Understanding, *specifically*:

“All of the services and assistance, which I may render, are strictly and entirely on a volunteer basis. I understand that I have the right to terminate my volunteer service at any time with or without cause, and that the County has the same right.”

Program Policy

Calendar

As the Adult Literacy Program provides tutoring in branch, member, and satellite locations, each location will have their own schedule for general operation, holiday, and other closures. Please connect with the literacy contact at your location for their calendar.

Non-Discrimination

Lake County Library System Adult Literacy Program does not discriminate on the basis of sex, religion, race, color, national origin, disability, age, political beliefs, marital or familial status. Individuals with disabilities will be accommodated to the fullest extent as outlined in the ADA guidelines.

Due to limitations of the volunteer-based program, Lake County Library System Adult Literacy Program may be unable to serve some individuals who are cognitively or developmentally disabled. Recognizing this policy, there may be individuals who, however willing, are not able to benefit from LCLS tutoring. If in the opinion of the tutor or Literacy Staff such a situation exists, the learner will be advised that tutoring or further tutoring is not recommended. If possible, the individual will be referred to another appropriate agency better able to meet his or her needs.

Photocopying

Please remember that the materials used in the Adult Literacy Program are copyrighted and should not be photocopied except as noted:

- Permissible use according to Fair Use Guidelines includes photocopies of the following:
 1. One chapter of a book
 2. One article from a periodical or newspaper
 3. One short story, short essay, or short poem whether or not from a collective work
 4. One chart, graph, diagram, cartoon, or picture from a book, periodical, or newspaper
 5. Materials that Lake County Library System owns that includes a license or subscription with replication authorization (check with Literacy staff)

- Generally does NOT constitute Fair Use, i.e. Permission needed:
 1. More than one chapter or article from a book or more than one selection from a collection of essays or poems
 2. "Consumable" works, such as standardized tests, exercises, or internet resources
 3. Anthologies created by photocopying copyrighted materials

Procedures

Tutor-Learner Guidelines

- After the successful completion of tutor training and background clearance, new tutors will be assigned to their location(s) of choice. The Literacy Contact at that location will schedule an orientation meeting that will include a tour of the facility– meeting space, location of the ANR collection & consumable materials, communication center, special areas that they will have access to (offices, copy machines, tutoring supplies), and expectations/procedures specific to that location. You will also have the opportunity to meet with a Tutor Mentor who can provide you with additional support as you transition to your new role as ‘volunteer tutor!’
- Literacy Staff, in collaboration with the tutor, will assign a learner or group of learners to the tutor and arrange the first meeting.
- All new learners must be enrolled in the program, using the Learner Information Form, before they can be paired with a tutor or class. The Adult Literacy Program is not a ‘walk-in’ program with the exception of conversation groups and some special classes.
- Where available, new learners will meet with a Learner Orientation team member for their initial assessment. This may not be available at all locations, therefore the tutor will be responsible to complete the learner orientation with their new learner(s).
- Assist adult learners obtain a library card.
- Encourage your learner to borrow ANR materials as well as participate in special groups, workshops, online learning, and other adult literacy programming.
- Conduct assessments no less than once every 2 months or 6 face-to-face meetings and develop lesson plans that reflect the learners short and long-term goals. Don't forget to revisit goals as they may have changed! And, make sure you share this information with both the learner and Literacy Staff. Learners want and need to see their progress. Need a certificate of completion? Ask the Literacy Staff.
- Share successes, challenges, struggles, conflicts, concerns, and program-related needs with the Literacy Staff. Materials, resources, support, information, and conflict resolution are always available!

Recognition (budget permitting)

- On a bi-annual basis a countywide celebration will be held to recognize all tutors enrolled in the Adult Literacy Program;
- At least once per year smaller, location-specific celebrations will be held; *and/or*
- Tutor volunteer hours are submitted to VolunteerLAKE on a monthly basis. VolunteerLAKE hosts an annual recognition for all county volunteers

Resources & Support

Materials

As part of the new tutor training, each tutor will receive a LitStart—Strategies for Adult Literacy and ESL Tutors, which includes a “Where to LitStart” reading assessment tool. Tutors will also be provided with teacher manuals for their student’s core texts. Tutors are asked to return teacher manuals for series that they are no longer using.

Tutoring is free. Learners do not pay for the materials used to assist them with their literacy goals, unless the item is specifically targeted for their use only and then they may bring in their own books or other realia.

Due to budget constraints the Adult Literacy Program may not be able to provide every learner with a personal copy of a workbook, student book, or supplemental resource. We ask that tutors be aware of their learner’s goals, compliance with homework assignments, and personal desire to have their own book. Limited copies can be made for most materials and when this is not an option, whiteboards, chalkboards, transparencies, and scrap paper can be provided.

In our continued effort to provide the tutor teams with a variety of materials and resources, the Adult New Reader (ANR) collection has been created which offers circulating and reference items. The teacher guides, learner books, cd-roms, dvds, supplemental tools, and multi-media kits are located throughout the county. If you do not see a title at your location, connect with Literacy Staff and they can assist you in requesting what you need.

Professional Development

We are pleased to offer an assortment of training options on a variety of topics:

- One-day In-Service meetings
- Tutor round table meetings
- Adult New Reader (ANR) collection containing training materials/resources/guides
- On-line training links (located in online management system)
- On-line Materials and Resources (located in online management system)
- On-line Chat Room (located in online management system)
- Webinars
- New tutor training – *sometimes it is good to refresh your skills!*

Miscellaneous Resources

- Tutor Talk publication
 - Quarterly 'newsletter' mailed to all active tutors containing general information, lesson planning ideas, professional development information, and more.
- "Did you know? Featured Materials and Trainings"
 - This is a bi-monthly email message highlighting ANR collection materials/resources/games/kits and training information.
- Online management system—materials & resources area
 - Provides links to websites and downloadable forms. Topics include lesson planning; learning activities; online learning; vocabulary, spelling, grammar, pronunciation; and much more.
- Email messaging and mailings
 - Random information relating to special events, trainings, resources, and general points of interest.

Tutor Support & Supervision

- Literacy Staff
 - Literacy Coordinator
 - Literacy Contacts located at each library
- Special program components
 - Tutor Mentor program—see 'welcome' letter and procedures
 - Learner Mentor program
 - Designed to develop learner leadership skills and enhance our ability to more effectively communicate with our English Language Learners. The learner mentors will be available to answer questions, offer support, make changes, and anything else that will help the adult learners achieve their literacy goals.
 - Learner Orientation—see procedures
- Monthly reports—see job description and tutor policy
- Just-In-Time (JIT) Meeting
 - No longer than 4—6 weeks after pairing a new tutor with their first learner(s) Literacy Staff will schedule a meeting to review learner progress, materials, challenges, struggles, additional training needs, and other concerns.
 - Tutors may request JIT meetings at any time during their tutoring
 - Tutors may be asked to complete a self-assessment to assist in identifying strengths & weaknesses of the tutor, learner, and Adult Literacy Program
- Program surveys for both learners and tutors

Attachments

Literacy Levels

Adult Learner Agreement

Assessment Tools

Goal Setting & the First Meeting

Lesson Planning (*information obtained from Practitioner Toolkit: Working with Adult English Language Learners, Lesson Planning, Center for Adult English Language Acquisition, CAELA, www.cal.org/caela*)