

# USCIS Customer Service Tools and Resources

## *An Overview for Libraries*

*Webinar will begin at 2:00 p.m. EST*

### Technical tips for participants:

- For the best audio connect by phone:
- **Call 1-866-299-7945, enter 9910420# when prompted, turn down your computer speakers**
- All participants will be muted
- Type your questions in the chat box during the Q & A portion



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# U.S. Citizenship and Immigration Services

**USCIS Customer Service Tools and Resources**

*An Overview for Libraries*

**December 17, 2014**

# What is USCIS?

## Strategic Goals

U.S. Citizenship and Immigration Services (USCIS) is the government agency that oversees lawful immigration to the United States.

- Strengthening the security and integrity of the immigration system
- Providing effective customer-oriented immigration benefit and information services
- Supporting immigrants' integration and participation in American civic culture
- Promoting flexible and sound immigration policies and programs
- Strengthening the infrastructure supporting the USCIS mission
- Operating as a high-performance organization that promotes a highly talented workforce and a dynamic work culture



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# USCIS Local Offices

## Overview

USCIS has a total of 84 local field offices in the United States. Local offices administer provisions of the Immigration and Nationality Act and all other laws relating to immigration and naturalization. On an average day:

- We grant permanent residence to 2,400 people and issue 6,100 Permanent Resident Cards
- We welcome 3,200 new citizens
- We serve 9,500 customers at our 84 local offices
- We complete 23,000 applications for various immigration benefits
- We ensure the employment eligibility of more than 58,000 new hires in the United States



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# Community Relations

## Overview

Community Relations Officers (CROs) build collaborative relationships with local stakeholders in many ways, including:

- Regular meetings;
- Special sessions with specific and targeted agendas;
- Educational presentations;
- Email dissemination of communications materials; and
- Phone conversations

USCIS has CROs in 26 locations. To locate a USCIS office, visit [www.uscis.gov](http://www.uscis.gov) and click “Find a USCIS Office.”



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# USCIS-IMLS Partnership

## Why partner with public libraries?

- Welcoming spaces
- Convenient locations
- Public Internet access
- Support for lifelong learning
- Information navigators (both inside and outside the library)
- More than 55 percent of people who immigrated to the United States within the last 15 years use the public library at least once per week



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# USCIS-IMLS Partnership

## Memorandum of Understanding

- On June 29, 2013, former USCIS Director Alejandro Mayorkas and IMLS Director Susan Hildreth signed a formal agreement to provide immigration and citizenship information at public libraries



*Courtesy of the American Library Association*



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# USCIS-IMLS Partnership

## Objective

Support libraries through public information and engagement opportunities and the distribution of educational materials and training resources on immigration and citizenship.

## Key Focus Areas

- Tailored training opportunities for librarians
- Dedicated information on the Citizenship Resource Center
- Joint events at local libraries
- Dissemination of public education materials



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# USCIS-IMLS Partnership

## Key Activities

- Provide library personnel with information on USCIS processes and educational resources
- Distribute immigration and citizenship materials to designated libraries
- Partner to combat the unauthorized practice of immigration law
- Highlight promising citizenship education practices that can be replicated
- Hold citizenship information sessions and naturalization ceremonies in local libraries
- Support outreach efforts related to USCIS's transition from a paper-based model to a secure, online environment and the E-Verify program



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# USCIS-IMLS Accomplishments in Fiscal Year 2014

- 5 webinars provided for library audiences
- 73 naturalization ceremonies held in public libraries
- 212 naturalization information sessions held in public libraries with 4,023 individuals in attendance
- Creation of information registry called *Updates on the IMLS Initiative*. Currently there are 1770 individuals registered to receive these email updates
- USCIS staff attended 8 library related conferences, leading sessions and distributing materials
- Creation of a dedicated web page for the library community as well as a page on Citizenship Corners <http://www.uscis.gov/citizenship/organizations/libraries>



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# City of Los Angeles

## USCIS Engagement with Public Libraries

- Objective: Provide the city's 73 public libraries with citizenship resources and training for library personnel. Efforts include:
  - ✓ Training for library personnel on the naturalization process and available USCIS resources
  - ✓ Designating space in each library as 'citizenship corners,' which will contain citizenship material and resources
  - ✓ Offering a list of non-profit groups providing naturalization assistance in the local community
  - ✓ Providing access to library community rooms for citizenship and English language classes



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# City of Los Angeles

## USCIS-City of Los Angeles Accomplishments

- Established 'citizenship corners' in each of the 73 Los Angeles public libraries
- Distributed over 162,000 citizenship publications and resources to Los Angeles public libraries
- Provided two training opportunities to more than 100 Los Angeles public librarians at each session on the naturalization process and USCIS citizenship preparation materials and resources
- Held citizenship-related programs (including classes and information sessions) for nearly 14,600 attendees at Los Angeles public library locations



*Echo Park Library, Los Angeles, California  
Courtesy of the Los Angeles Public Library*



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# City of Chicago

## USCIS Engagement with Public Libraries

- Objective: Provide the city's 79 public libraries with citizenship resources and training for library personnel. Efforts include:
  - ✓ Training for library personnel on the naturalization process and available USCIS resources
  - ✓ Designating space in each library as 'citizenship corners,' which will contain citizenship material and resources
  - ✓ Partnering with non-profit groups to offer naturalization assistance and English language and citizenship instruction in libraries



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# City of Chicago

## USCIS-City of Chicago Accomplishments

- Distributed one copy of the USCIS Civics and Citizenship Toolkit to all 79 library branches
- Established 'citizenship corners' in 12 Chicago public libraries and 'citizenship hubs' in 17 locations
- Trained more than 50 Chicago public librarians on the naturalization process and USCIS citizenship preparation materials and resources



Brighton Park Library, Chicago, Illinois  
Courtesy of the Chicago Public Library



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# Metropolitan Government of Nashville and Davidson County

## USCIS Engagement with Public Libraries

- Objective: Provide the Nashville Public Library with citizenship resources and training for library personnel. Efforts include:
  - ✓ Training for library personnel on the naturalization process and available USCIS resources
  - ✓ Designating space in each library as 'New Americans Corners,' which will contain citizenship material and resources
  - ✓ Providing access to library community rooms for citizenship and English language classes
  - ✓ Holding special ceremonies to raise awareness about U.S. citizenship
  - ✓ Holding Naturalization Information Sessions at library branches for the public

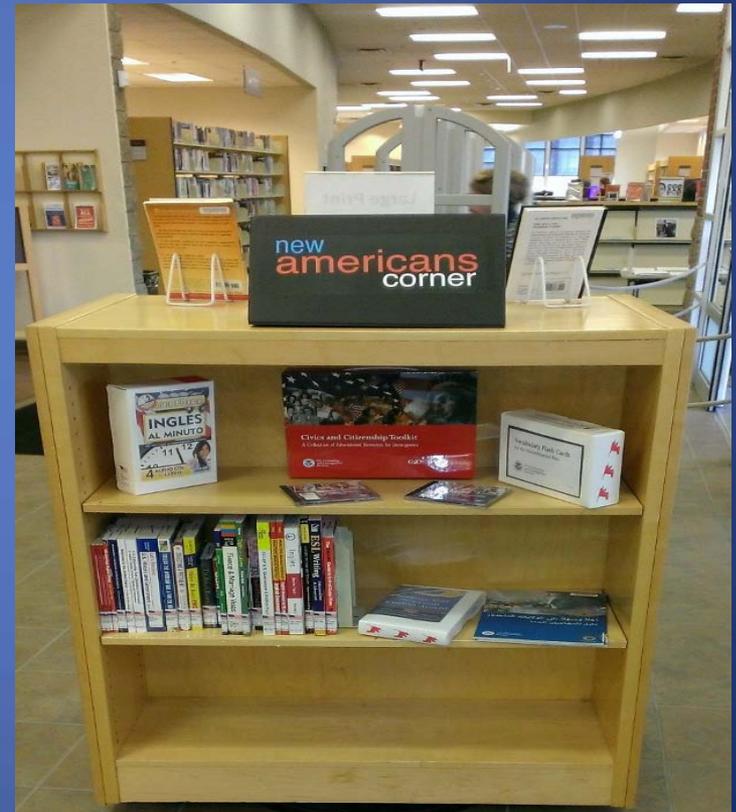


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# Metropolitan Government of Nashville and Davidson County

## USCIS-Metro Government Accomplishments

- Established 'New Americans Corners' in five priority Nashville Public Library branches and five community centers located in highly populated immigrant communities
- Expanded the 'New Americans Corners' to Metro Public Schools to serve immigrant students and their families
- Provided two training opportunities to Metro Government staff including members of the Nashville Public Library, Parks and Recreation, and Metro Public Schools, as well as immigrant-serving organizations on the naturalization process and USCIS citizenship preparation materials and resources



*Madison Branch Library, Nashville, Tennessee  
Courtesy of the Nashville Public Library*



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# Common Questions Heard in Public Libraries

- Where can I find immigration forms?
- How can I check my case status?
- Where can I find English and/or citizenship classes?
- How do I apply for a green card?
- How do I apply for U.S. citizenship?
- What study tools are available for the naturalization test?
- How can I find legal assistance?



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# USCIS Online Tools

## Free Resources for Individuals ([www.uscis.gov](http://www.uscis.gov))

- The USCIS website includes helpful customer service tools such as:
  - ✓ A case status tracker
  - ✓ An appointment scheduler (InfoPass)
  - ✓ Downloadable forms (All USCIS forms are free)
  - ✓ Filing tips
  - ✓ How Do I? customer guides
  - ✓ Information on our Toll-Free Customer Service Line
  - ✓ Educational materials
  - ✓ e-Request (Submit a Case Inquiry)
  - ✓ Change of Address



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Please note: Online tools and 800 number are available  
in Spanish, as well.

# Where can I find immigration forms?

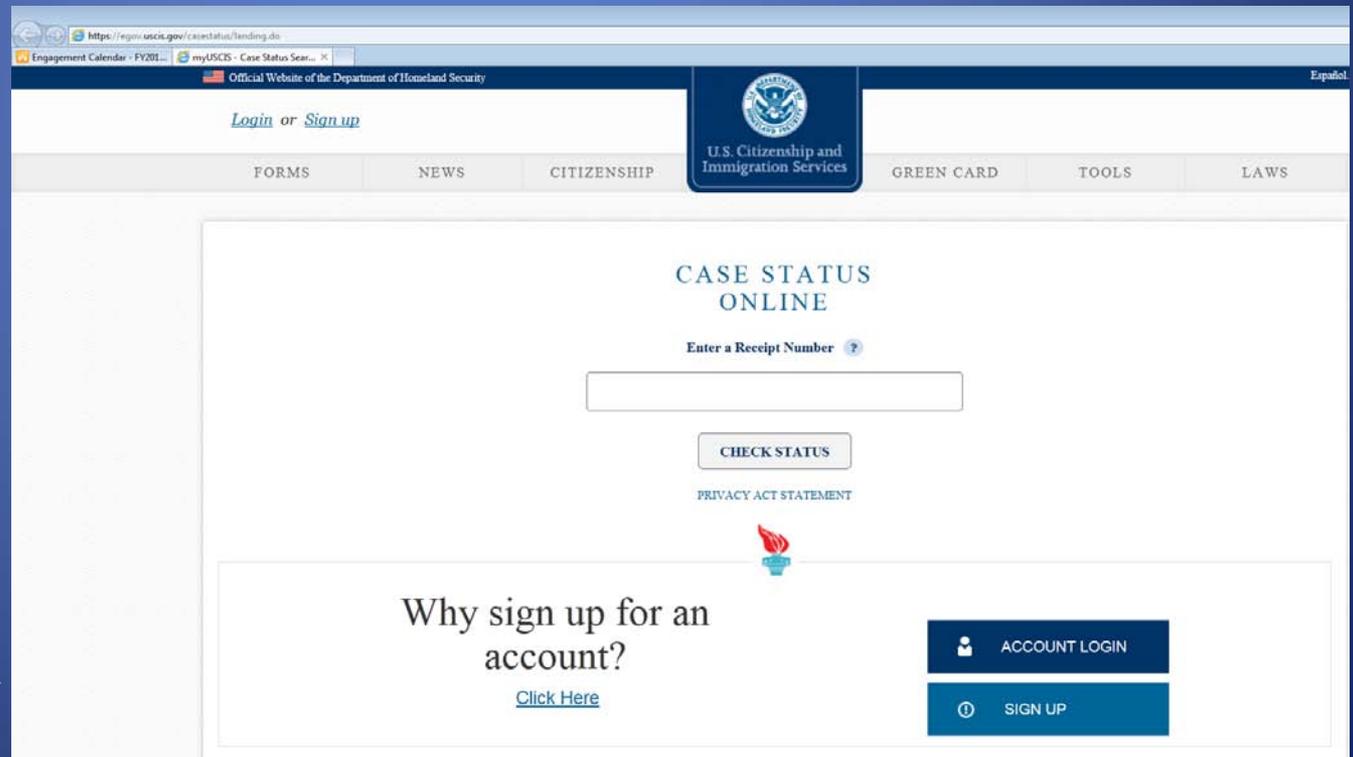
- Download forms for free online at [www.uscis.gov/forms](http://www.uscis.gov/forms)
- Online forms can be completed using the latest version of Adobe Reader
- Order free forms by mail at 1-800-870-3676
- No payment is ever required for copies of our forms



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# Where can I check my case status?

Immigrants who have a pending application with USCIS can log in using their application receipt number to check the status of their case at <https://egov.uscis.gov/casestatus/landing.do>



The screenshot shows the USCIS Case Status Online landing page. At the top, there is a navigation bar with the text "Official Website of the Department of Homeland Security" and "Español". Below this is a "Login or Sign up" link. The main navigation menu includes "FORMS", "NEWS", "CITIZENSHIP", "GREEN CARD", "TOOLS", and "LAWS". The central content area features the heading "CASE STATUS ONLINE" and a prompt "Enter a Receipt Number" with a question mark icon. Below this is a text input field, a "CHECK STATUS" button, and a link to the "PRIVACY ACT STATEMENT". At the bottom, there is a section titled "Why sign up for an account?" with a "Click Here" link and two buttons: "ACCOUNT LOGIN" and "SIGN UP".



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# How do I apply for a green card?

Individuals may be eligible to apply for a green card (permanent residence) through family members, a job offer or employment, refugee or asylum status, or a number of other special provisions. Information on permanent residence can be found at [www.uscis.gov/greencard](http://www.uscis.gov/greencard)



The screenshot shows the U.S. Citizenship and Immigration Services (USCIS) website. At the top left is the USCIS logo. To its right is the text "U.S. Citizenship and Immigration Services". Further right are navigation links: "Home | Español | Blog | About Us | Archive | Index". Below these are social media icons for Facebook, Twitter, YouTube, and RSS. A search bar contains the text "What are you looking for?". A green navigation bar below the search bar has tabs for "FORMS", "NEWS", "CITIZENSHIP", "GREEN CARD", "TOOLS", and "LAWS". The "GREEN CARD" tab is selected. Below the navigation bar, the breadcrumb "Home > Green Card" is visible. The main content area features a large blue header with the text "Green Card" and a background image of a green card. To the left of this header is a sidebar with a "Green Card" section containing several expandable menu items: "Green Card Through Family", "Green Card Through a Job", "Green Card Through Refugee or Asylee Status", "Other Ways to Get a Green Card", "After a Green Card is Granted", and "Green Card Processes and Procedures". To the right of the header is a "More Information" section with a list of links: "How Do I Renew or Replace my Green Card? (1.18 MB PDF)", "'How Do I' Guides for Permanent Residents", and "Green Card Resources". Below this is a "Forms" section with a list of links: "I-130, Petition for Alien Relative", "I-90, Application to Replace Permanent Resident Card", "I-864, Affidavit of Support Under Section 213A of the Act", and "I-485, Application to Register Permanent Residence or Adjust Status". A "Español" link is also present near the "More Information" section. At the bottom right of the main content area, there are links for "Share This Page" and "Print".



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# How do I apply for U.S. citizenship?

To apply for naturalization, individuals will need to file Form N-400, Application for Naturalization and meet all eligibility requirements. Information on the application process can be found at [www.uscis.gov/citizenship/learners/apply-citizenship](http://www.uscis.gov/citizenship/learners/apply-citizenship)



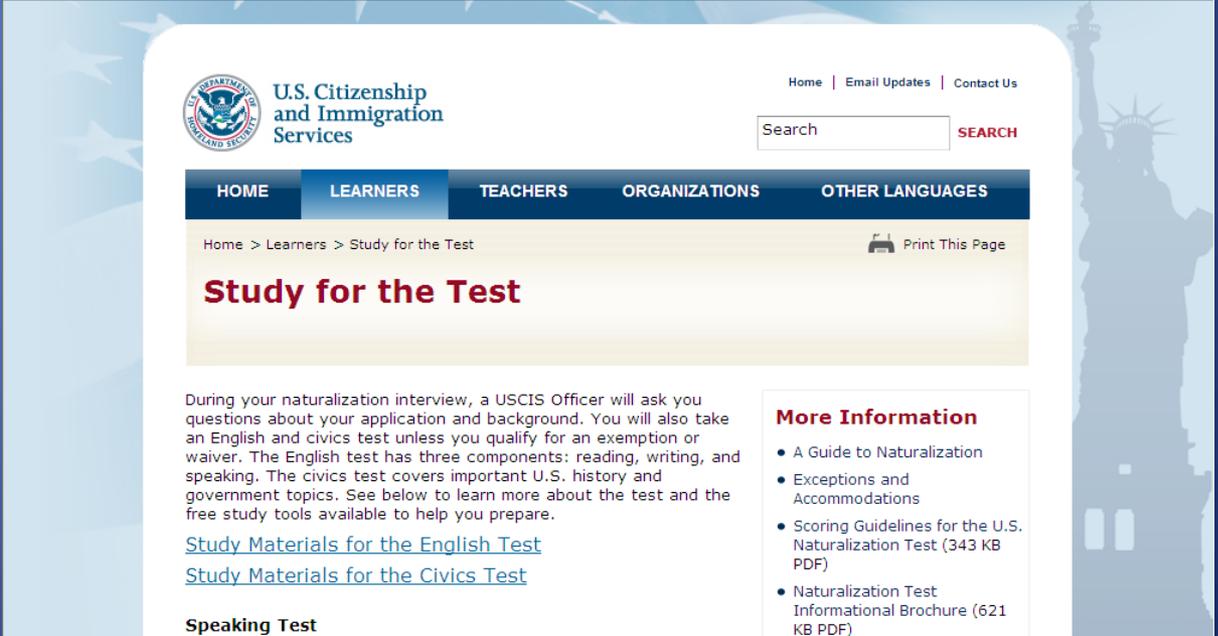
The screenshot shows the U.S. Citizenship and Immigration Services (USCIS) website. At the top left is the USCIS logo. To its right is the text "U.S. Citizenship and Immigration Services". In the top right corner, there are links for "Home", "Email Updates", and "Contact Us". Below this is a search bar with the word "SEARCH" in red. A navigation menu below the search bar includes "HOME", "LEARNERS", "TEACHERS", "ORGANIZATIONS", and "OTHER LANGUAGES". The "LEARNERS" tab is selected. Below the navigation menu, the breadcrumb trail reads "Home > Learners > Apply for Citizenship". To the right of the breadcrumb trail is a "Print This Page" icon. The main heading is "Apply for Citizenship" in red. Below the heading, the text reads: "To apply for naturalization, you will need to file [Form N-400, Application for Naturalization](#). Be sure that you meet all eligibility requirements before you apply. Certain [exceptions and modifications](#) are available to those who qualify. Below you will find a general description of the application process. Items such as a naturalization eligibility worksheet and document checklist are available to help you prepare." Below this text is a section titled "General Steps in the Process" with a bullet point: "Read [A Guide to Naturalization](#) for information on the naturalization process." To the right of this section is a "More Information" section with three bullet points: "A Guide to Naturalization", "Forms and Fees", and "How Do I Apply for U.S. Citizenship? (M-565) (630 KB PDF)". The bottom bullet point is "Naturalization Eligibility Worksheet (301 KB PDF)".



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# What study tools are available for the naturalization test?

USCIS has developed a number of free resources (both in English and several other languages) to help immigrants prepare for the naturalization test. All materials are free and available at <http://www.uscis.gov/citizenship/learners/study-test>



The screenshot shows the USCIS website page for 'Study for the Test'. The page features the USCIS logo and navigation links (Home, Email Updates, Contact Us) at the top. A search bar is located in the upper right. Below the navigation menu, the page title 'Study for the Test' is prominently displayed. The main content area includes a paragraph explaining the naturalization interview process and a 'More Information' section with links to study materials and a speaking test. A 'Print This Page' button is also visible.

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Home | Email Updates | Contact Us

Search **SEARCH**

HOME LEARNERS TEACHERS ORGANIZATIONS OTHER LANGUAGES

Home > Learners > Study for the Test  Print This Page

## Study for the Test

During your naturalization interview, a USCIS Officer will ask you questions about your application and background. You will also take an English and civics test unless you qualify for an exemption or waiver. The English test has three components: reading, writing, and speaking. The civics test covers important U.S. history and government topics. See below to learn more about the test and the free study tools available to help you prepare.

[Study Materials for the English Test](#)  
[Study Materials for the Civics Test](#)

### Speaking Test

### More Information

- A Guide to Naturalization
- Exceptions and Accommodations
- Scoring Guidelines for the U.S. Naturalization Test (343 KB PDF)
- Naturalization Test Informational Brochure (621 KB PDF)



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# Where can I find English and/or citizenship classes?

Many community organizations and social service providers offer English and citizenship classes. Immigrants can locate class finders, service providers, and information on USCIS-funded programs at [www.uscis.gov/citizenship/learners/find-help-your-community](http://www.uscis.gov/citizenship/learners/find-help-your-community)



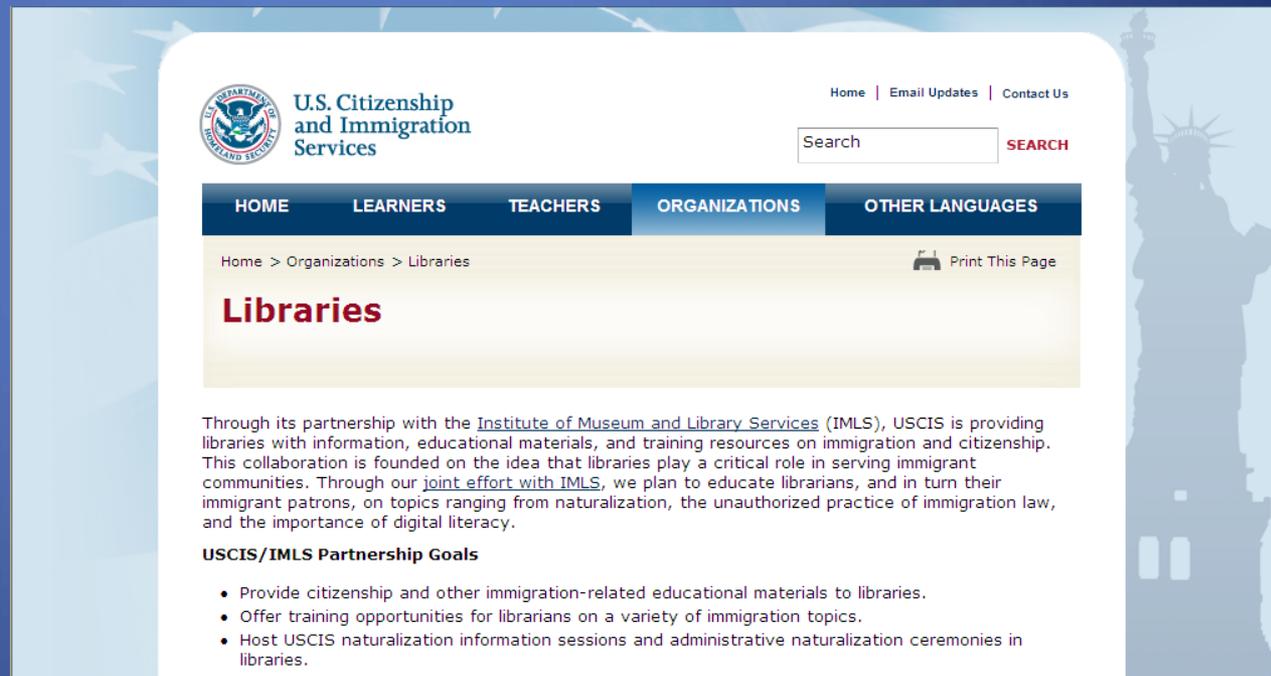
The screenshot shows the U.S. Citizenship and Immigration Services (USCIS) website. At the top left is the USCIS logo and the text "U.S. Citizenship and Immigration Services". To the right are links for "Home", "Email Updates", and "Contact Us". Below this is a search bar with the text "Search" and a "SEARCH" button. A navigation menu below the search bar includes "HOME", "LEARNERS" (which is highlighted), "TEACHERS", "ORGANIZATIONS", and "OTHER LANGUAGES". Below the navigation menu is a breadcrumb trail: "Home > Learners > Find Help in Your Community" and a "Print This Page" button. The main heading is "Find Help in Your Community". The main text reads: "Many community organizations and social service providers offer citizenship classes and assistance with the naturalization process. Classes are often held in the evenings and on weekends. In many cases, these programs provide additional support and referral services as well." Below this is a section titled "More Information" with a bulleted list: "Free Naturalization Information Sessions", "Find an English and/or citizenship class in your area", "Search NALEO's Citizenship Centers directory", and "CitizenshipWorks". At the bottom, it says: "Other resources may be available in your community. See the [NALEO Educational Fund's directory of Citizenship Centers](#) or [CitizenshipWorks](#) for a selection of service providers in each state."



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# USCIS Resources for Libraries

USCIS has developed an information page for libraries. This page includes helpful resources, upcoming webinars, contact details for local USCIS CROs, and much more. The page is available at [www.uscis.gov/citizenship/organizations/libraries](http://www.uscis.gov/citizenship/organizations/libraries)



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Search **SEARCH**

HOME LEARNERS TEACHERS **ORGANIZATIONS** OTHER LANGUAGES

Home > Organizations > Libraries  Print This Page

## Libraries

Through its partnership with the [Institute of Museum and Library Services \(IMLS\)](#), USCIS is providing libraries with information, educational materials, and training resources on immigration and citizenship. This collaboration is founded on the idea that libraries play a critical role in serving immigrant communities. Through our [joint effort with IMLS](#), we plan to educate librarians, and in turn their immigrant patrons, on topics ranging from naturalization, the unauthorized practice of immigration law, and the importance of digital literacy.

**USCIS/IMLS Partnership Goals**

- Provide citizenship and other immigration-related educational materials to libraries.
- Offer training opportunities for librarians on a variety of immigration topics.
- Host USCIS naturalization information sessions and administrative naturalization ceremonies in libraries.



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# USCIS Email Updates

To receive emails about USCIS webinars and other messages relating to the USCIS and IMLS partnership, you may sign up for the USCIS-IMLS email list by accessing the main [www.uscis.gov](http://www.uscis.gov) webpage and selecting 'Get Email Updates' in the upper left hand corner.



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# USCIS Email Updates

Then under the Outreach category, select 'Updates from USCIS-IMLS'.

- [Genealogy](#)
- [USCIS History Library](#)

## Citizenship

- [Citizenship](#)
- [Citizenship Resource Center](#)

## Outreach

- [Updates from the USCIS Public Engagement Division](#)  
Invitations for all upcoming national stakeholder engagements and notification of all documents available for public comment.
- [Updates from USCIS Intergovernmental Affairs](#)  
Invitations for upcoming IGA stakeholder engagements and messages for our intergovernmental partners (federal, state, local, and tribal).
- [Updates from USCIS-IMLS](#)  
USCIS and the Institute for Museum and Library Services (IMLS) are working to strengthen the relationships between local libraries and USCIS in an effort to provide immigration information and educational tools to assist librarians serving immigrant communities. Register with this topic to receive invitations and updates on USCIS-IMLS.



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# Citizenship Corner Page

<http://www.uscis.gov/citizenship/organizations/libraries/citizenship-corners>



The screenshot shows a web browser window displaying the USCIS Citizenship and Immigration Services website. The page is titled "Citizenship Corners" and is part of the "Organizations" section. The header includes the USCIS logo, navigation links (Home, Email Updates, Contact Us), and a search bar. The main content area features a navigation menu with options: HOME, LEARNERS, TEACHERS, ORGANIZATIONS, and OTHER LANGUAGES. Below the menu, the breadcrumb trail reads "Home > Organizations > Libraries". The main heading is "Citizenship Corners". The text explains that libraries play an important role in raising awareness about the naturalization process and the rights and responsibilities of U.S. citizenship. It encourages libraries to create a dedicated space for immigrants to find information about becoming a U.S. citizen. A photograph shows a library display titled "United States Citizenship Resource Center" with various educational materials. The text further describes a typical Citizenship Corner, including citizenship test preparation materials, information about community resources, English teaching materials, and other relevant books and videos. It also provides instructions on how to set up a Citizenship Corner at a library, including ordering a free copy of the USCIS Civics and Citizenship Toolkit and building a collection by purchasing other USCIS materials.

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Search  **SEARCH**

HOME LEARNERS TEACHERS ORGANIZATIONS OTHER LANGUAGES

Home > Organizations > Libraries [Print This Page](#)

## Citizenship Corners

Libraries play an important role in raising awareness about the naturalization process and the rights and responsibilities of U.S. citizenship.

**Create a dedicated space in your library where immigrants can find information about becoming a U.S. citizen.** USCIS has developed educational materials to help prepare individuals for naturalization. These materials are ideal for setting up a Citizenship Corner in your library. Here immigrants can find the information and resources they need to start the path toward becoming a U.S. citizen.



A typical Citizenship Corner includes citizenship test preparation materials along with information about the naturalization process. Libraries can also add information about community resources, English teaching materials, and other relevant books and videos from their collections. While there are a number of immigration topics that may be of interest to libraries and their customers, USCIS recommends displaying only citizenship and naturalization related resources in the Citizenship Corner.

**How to Set Up a Citizenship Corner at Your Library**

1. Order one free copy of the USCIS Civics and Citizenship Toolkit. The Toolkit contains Immigration and civics publications, handbooks, and multimedia tools. Additional copies are available for purchase through the [U.S. Government Printing Office](#).
2. Build your collection by [purchasing other USCIS materials](#). Most of the following publications are also included in the Civics and Citizenship Toolkit:

U.S. DEPARTMENT OF HOMELAND SECURITY

U.S. Citizenship and Immigration Services

1:38 PM 11/19/2014

# Executive Action

On November 20, 2014, the President announced a series of executive actions. These actions will:

- ✓ Address illegal immigration at the border;
- ✓ Ensure that our enforcement and removal policies continue to prioritize threats to our national security, public safety and border security; Take actions to broaden opportunities for high-skilled businesses and workers; and
- ✓ Expand the use of deferred action (which lets individuals temporarily stay in the U.S. without fear of deportation) for certain individuals who came to the U.S. as children and certain individuals who are parents of U.S. citizens or green card holders.



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# Executive Action

- Immigrants interested in learning more about the various initiatives and expanded programs announced by the President should visit <http://www.uscis.gov/immigrationaction>



The screenshot shows the USCIS website page for 'Executive Actions on Immigration'. The browser address bar displays 'http://www.uscis.gov/immigrationaction'. The page header includes 'Official Website of the Department of Homeland Security' and 'U.S. Citizenship and Immigration Services'. Navigation links include 'Español', 'Blog', 'About USCIS', 'Archive', and 'Site Map'. A search bar contains the text 'What are you searching for?'. The main content area features the title 'Executive Actions on Immigration' and a sub-header 'Executive Actions on Immigration'. The text states: 'On November 20, 2014, the President announced a series of executive actions to crack down on illegal immigration at the border, prioritize deporting felons not families, and require certain undocumented immigrants to pass a criminal background check and pay taxes in order to temporarily stay in the U.S. without fear of deportation. These initiatives include:'. A list of initiatives follows, including 'Expanding the population eligible for the Deferred Action for Childhood Arrivals (DACA) program to young people who came to this country before turning 16 years old and have been present since January 1, 2010, and extending the period of DACA'. A sidebar on the right contains links: 'Avoid Scams', 'Immigration Accountability Executive Actions', and 'Fixing Our Broken Immigration System Through Executive Action - Key Facts'. The page also includes social media sharing options: 'Share This Page', 'Get Email', and 'Print'.



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# Avoid Scams

**These initiatives are NOT in EFFECT yet.**

- USCIS will NOT accept applications for initiatives related to the President's announcement until early to mid-2015.
- Until then, we strongly urge customers who may want to apply under these programs to be careful of immigration scams.
- Dishonest people may try to trick potential applicants and take their money by saying they will help them apply.
- Visit [www.uscis.gov/avoidscams](http://www.uscis.gov/avoidscams) to learn more about how to detect, deter, and report immigration scams and to find authorized legal service providers.



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# How can I find legal assistance?

- Individuals can file USCIS forms on their own, but many people need additional assistance.
- Many people offer help with immigration services. Unfortunately, not all are authorized to do so. To learn more, visit [www.uscis.gov/avoidscams](http://www.uscis.gov/avoidscams)
- Only attorneys or accredited representatives can:
  - Provide legal advice about which forms to submit
  - Explain immigration options
  - Communicate with USCIS about a specific case
- If the individual does not have enough money to hire a lawyer, the Board of Immigration Appeals (BIA) provides a listing of attorneys in each state who provide immigration services either for free or for little cost
- For more information, see [www.uscis.gov/avoid-scams/find-legal-services](http://www.uscis.gov/avoid-scams/find-legal-services)



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# Next Steps – How to get involved

## Finding More Information

- To find ways that your library can participate, visit the USCIS Citizenship Resource Center's library page under the Organizations tab at [www.uscis.gov/citizenship](http://www.uscis.gov/citizenship)
- Subscribe to the IMLS newsletter (*Primary Source*) at [www.imls.gov/signup.aspx](http://www.imls.gov/signup.aspx)
- Visit the USCIS-IMLS partnership page at [www.imls.gov/about/serving\\_new\\_americans.aspx](http://www.imls.gov/about/serving_new_americans.aspx)
- Register for the USCIS free email alert service at [www.uscis.gov/citizenship](http://www.uscis.gov/citizenship) and click on “Email Updates”
- Contact your local USCIS Community Relations Officer for further information and guidance on the support and opportunities available for libraries
- Participate in the next USCIS-IMLS webinar on citizenship resources and ways libraries can get involved along with information on the unauthorized practice of immigration law – date TBD



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# About this Presentation

- Authors: USCIS Office of Citizenship/Customer Service and Public Engagement Directorate
- Date of last revision: November 21, 2014
- This presentation is valid as of the date of the last revision.
- This presentation contains no sensitive Personally Identifiable Information (PII).
- All photographic images in this presentation are used with permission of the source noted below the photo.



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