



**REPORT TO THE LIBRARY BOARD**

**MEETING DATE: MAY 27, 2010**

Session:	Public Session
Subject:	Employment Resource Centres: Service Agreement Extension
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Purpose of Report:	For Receipt and Information Only <input checked="" type="checkbox"/>

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**Recommendation**

It is recommended that this report be received.

**Issue / Opportunity**

The London Public Library receives funding from the Ministry of Training, Colleges and Universities, through Employment Ontario, for the provision of employment services through six Employment Resources Centres located at Central, Beacock, Pond Mills, Crouch, Jalna and Westmount branches.

We are pleased to advise the Board that an amendment has been issued to extend the current service agreement (which began in June 2006) from March 2010 to March 2011. The funding supports direct costs such as 10.5 FTE staff positions, capital purchases, collections, professional development, and supplies as well as LPL infrastructure costs.

**Client Response to ERC Services**

Between April 2009 and March 2010, the Centres received about 65,000 client visits. Client satisfaction with our services remains very high. The Library works closely with other employment service agencies in the City to ensure that clients are directed to the services they require and are supported through their employment searches.

## Background

The Library has had service agreements to support the ERC's, first with the federal government and now the provincial government, since 1994.

As reported to the Board in August, 2009, the provincial government has been working to re-align employment services under the program, ***Employment Ontario Transformation 2009***. Over the course of the transformation process we became increasingly concerned that there will be no place for public libraries in the new EO network and corresponding Employment Services (ES) model. In order to bring awareness of this issue, the LPL met with City of London officials and provincial members of parliament as well as the Employment Ontario regional director. In February 2009, the Library presented a Business Impact Statement to City Council to highlight the value of the ERC services to the City and to make Council aware that, should the funding for ERC's be eliminated in 2009 through the ***Employment Ontario Transformation*** model, the Library would be unable to continue the current scope and level of employment information and referral services within the LPL Operating Budget.

As of May 2010, funding for "stand alone" ERCs (such as those at LPL) is still under review. Other employment agencies in London have received notification in the past few months as to their "go forward" status and they are currently working on business plans for implementation on August 1, 2010. The new service model of Employment Ontario is "one stop shopping". Under this model, each approved centre is required to provide all five areas of employment support services: job search; job matching placement and incentives; job retention; client service planning and coordination; resource and information for individuals, employers and communities.

Despite the extension of the service agreement, the funding issue may be addressed in 2011, either during the life of the current contract or beyond. Administration will continue to keep the Library Board and the City of London apprised of the situation.