London Public Library

REPORT TO THE LIBRARY BOARD

MEETING DATE: May 26, 2009

Session:	Public Session
Subject:	Library Settlement Partnership (LSP) Update
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Presented By:	Arlene Thompson
Purpose of Report:	For Receipt and Information Only ☑

Recommendation:

It is recommended that the Library Board receive this report.

Opportunity /Issue

The London Library Settlement Partnership (LSP) service is offered by Citizenship and Immigration Canada (CIC), London Public Library, and the following settlement providers: South London Neighbourhood Resource Centre (SLNRC), London Cross Cultural Learner Centre, and LUSO Community Services, in partnership with Centre for Lifelong Learning. The LSP service is offered at Central Library, Beacock, Jalna and Sherwood Branch libraries by five full time Library Settlement Workers. The focus of the LSP program is to provide settlement services to newcomers by connecting them to the resources in the community that support their settlement needs and to facilitate the introduction of newcomers to library services.

This report is to provide an update on the success of the service since it was established in late January, 2009.

Background

Specific goals of the London LSP program include:

- Newcomers will have convenient access to community settlement resources at the library and successful referral to the full range of services in the wider community.
- Recent immigrants and their families will benefit from access to library resources and services meeting their literacy, learning, information, culture, leisure and recreation, technology, and community meeting needs and will become active library members.
- Settlement specialists will have an additional venue in the community to extend their services to newcomers.

- Library staff and settlement service providers will be more informed about each other's missions, roles, strengths and resources and the needs of the newcomer population.
- LSP settlement service providers and LPL will develop a coordinated approach to the planning, development and implementation of information and referral service delivery to facilitate access of newcomers to settlement, library and other services.
- London LSP Steering Committee has been formed and the Committee's *Terms of Reference* have been developed.
- Nancy Needham, Executive Director SLNRC, and Arlene Thompson, Manager Customer Services and Branch Operations, are members of the Provincial LSP Advisory Committee. The inaugural meeting was held in March.

Service Results

LSP Service Statistics February – April 30, 2009

Location	Number of People Using Service
Beacock	211
Jalna	405
Sherwood	87
Central	331

Services most requested by clients:

- Information on housing;
- Employment – job search related requests and general information;
- Language training – information regarding ESL classes, LINC classes, English Assessment test and ESL workshops;
- Education - how to continue post-secondary education, schools for children;
- Immigration related issues - such as applying for visitors visa for family members, sponsorships and reunification;
- Information about Library services;
- Access to family doctors and medical clinics; and
- Information about tax clinics and documents needed to file income tax.

Languages in which newcomers request service in order of preference: Spanish, Arabic, Korean, Farsi/Persian, Somali, French, and other languages including: Urdu, Mandarin, Hungarian, Amharic, Kurdish, Pilipino, Turkish, Vietnamese, Russian, Hindi, Bosnian, and Assyrian.

Next Steps

The London LSP Steering Committee will continue to work with the Provincial Coordinator and Advisory Committee on promotion of the service to the community. Some promotional materials will be developed in-house to inform the public of the availability of the service at the Library.

The London LSP Steering Committee is begun plans for a local launch of the service in either late June/early July.

London Public Library has made application for funding to purchase collections materials and we hope to know within the next month if the application was successful.