



REPORT TO THE LIBRARY BOARD

MEETING DATE: AUGUST 11, 2009

Session:	Public Session
Subject:	Employment Resource Centres: Service Agreement Extension
Prepared By:	Margaret Mitchell, Susanna Hubbard Krimmer
Presented By:	Margaret Mitchell
Purpose of Report:	For Receipt and Information Only <input checked="" type="checkbox"/>

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 September 2009 to March 2010. 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

In the first six months of 2009, there has been an increase of 13 % in ERC client visits over the same period in 2008. Client satisfaction with our services is 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. In the next 6 months, it is expected that the ERC's will receive over 30,000 client visits.

Background

The Library has had service agreements, first with the federal government and now the provincial government, since 1994.

Since 2006, 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.

See full Board report at

<http://www.londonpubliclibrary.ca/files/u3/aboutmylibrary/boardreports2008/Employment%20Resource%20Centres.pdf>

Despite the extension of the service agreement, the funding issue may need to be addressed in 2010. We continue to monitor the progress of this service change in the province and in London and maintain contact with Employment Ontario and local service providers regarding the implementation of the new service model.