

London Public Library 2006 Service Excellence

Choose. Connect. Discover. Learn. Relax. Simplify.

Vision

London Public Library is the Community Hub that strengthens individuals, families and neighbourhoods by connecting them to people and relevant information, collections, programs and resources

Mission

We are passionate about making a difference in our community, one person at a time, by enriching lives and empowering people through relevant, accessible and high quality services.

Definition of Library Service

“Library Service” is what the Library does for, or offers to, the public in an effort to meet a defined set of community needs.

Service is relevant, inclusive and responsive for all. Each member of the community has an equal right to public library and information services.

Service is accessible to all people regardless of age, race, gender, religion, nationality, language, ability, social status, economic status and educational attainment.

Specific services and materials are provided for those users who cannot use regular services and materials. Such users include people with disabilities and the home bound.

London Public Library 2006 Service Excellence

CORE Service Outcomes

Literacy services support people in gaining skills they require to be successful in a knowledge-based society and include: Basic Literacy; Economic Literacy, Technological Literacy; Media Literacy; Information Literacy; and Multicultural Literacy.

Learning services support people in all life stages to seek learning opportunities, build learning skills and successfully apply these skills. Learning services support both formal and lifelong learners.

Culture, Leisure and Recreation services fulfill public appetite for timely access to popular culture, new ideas, current issues and leisure and recreational experiences.

Information services support people in their quest for information and answers to questions on a broad array of topics.

Community Meeting Place provides welcoming, neutral, safe and accessible physical and virtual environments inviting people to meet and interact with others and participate in public discourse. Within the larger hub, physical and virtual environments are tailored to support the needs and expectations of specific groups of people.

London Public Library 2006 Service Excellence

Service Delivery Streams

Reference, Reader's Advisory, and Referral services connect people to information and/or relevant and appropriate information resources. Reader's Advisory Services connect individuals to books, CDs, DVDs and other formats that best match their reading, viewing, listening preferences and learning style. Referral Services link people with relevant services and resources available in the broader community.

Collections and Lending connect people to a range of ideas, creative thought, information and viewpoints. People can use and borrow items from a comprehensive collection of materials in a variety of formats.

Technology - People can access library resources and the broader world of information by using technology. Technology tools include hardware such as computers, printers, photocopiers, software such as adaptive technology, translation software and office applications. Technology allows people to access services in-library or remotely.

Programming - People can participate in relevant, timely and interactive programs and events that support literacy and learning; culture, leisure and recreation; and information in meeting spaces both in and outside the library.

Community Outreach - People need resources to navigate through each stage of life and may seek help from a variety of sources. The Library works collaboratively with community service partners and individuals to provide opportunities for people to access information, learn and interact. Community Outreach also supports people who are physically unable to use Library facilities and those who are unaware of the range of services and resources that the Library offers.

London Public Library 2006 Service Excellence

Service Area/Location: Lifelong Learning & Literacy Centre, 2nd Floor Central

<p>CUSTOMERS/ PATRONS/ USERS</p>	<p>The Centre will provide services that will meet the diverse Literacy needs* of all Londoners including:</p> <ul style="list-style-type: none"> • Children and their families • Youth • Adults • Seniors • Individuals with literacy and learning needs • Individuals who wish to upgrade their education levels • Unemployed and underemployed individuals • New Canadians • Aboriginal peoples • Students • Educators • Librarians <p>Literacy needs are defined as Basic Literacy, Media Literacy, Information Literacy, Career, Job Search, Business & Finance Literacy, Health & Wellness Literacy, Technological Literacy and Multicultural Literacy</p>
<p>SERVICE GOALS:</p> <ul style="list-style-type: none"> • Literacy • Learning • Culture, Leisure & Recreation • Information 	<p>The Literacy Centre will provide opportunities for:</p> <ul style="list-style-type: none"> • Preschool and family literacy • Media education and content access, analysis, evaluation and creation • Literacy and lifelong learning for all ages • ESL and newcomer support • Parenting skills to teach literacy • Curriculum support • Employment readiness programs • Technology access and learning; tutorials; • Internet awareness programming and displays; • Multicultural programs that maintain language and cultural traditions • Community forums, discussions, dialogues, events and celebrations • Special community events such as: Author readings, Canada Day celebrations, workshops, conversation circles, etc.

London Public Library 2006 Service Excellence

- The integrated centre will serve to position the library as significant leader and hub for literacy within the London community and will draw a greater number of users to the centre. Accordingly, the Media Literacy area will reach a broader and more diverse population of all ages.
- The centre will weave together all components of literacy. For example, someone who struggles with basic literacy skills may get much of their information from the media. It is critical for this individual to understand how to navigate and evaluate the information presented by the media. This individual will also be exposed to and benefit from the other literacy streams in our integrated service.
- Multicultural Literacy is one of the pillars in the Centre. Newcomers, from societies and cultures that may neither encourage full analysis of media products nor promote the development of media literacy skills may also benefit from exposure to other literacy streams.
- The centre will encompass a large programming area that will be utilized for workshops, teaching, programs, events, meetings, conversation circles, displays, clubs, etc.
- The centre will be a dynamic and bustling space within the library. It will offer integrated programming and workshops that will educate and benefit the users.
- Displays, bulletin boards and promotional posters and materials will highlight the benefits and key messages / concepts of the Media Literacy area and other literacy focuses.
- The Centre will attract more attention from media, government, business and the general public. Ideally, it will be viewed as the leader in connecting Londoners to "all things literacy."
- The Centre will be housed near the Computer Commons and the Employment Resource Centre which are a natural fit for users of the centre.

London Public Library 2006 Service Excellence

<p>ENVIRONMENT</p> <ul style="list-style-type: none"> • Community Meeting Place 	<p>The Centre will be located in the north-east wing of the second floor of the London Public Library central branch. It will include one large enclosed space and one small enclosed space. These enclosed spaces will be used to actively encourage and support a wide variety of learning and collaboration through programs, events, meetings, tours, class visits, workshops, displays and more. The remainder of the wing's space will house collections, tools & technology, learning resources, reference and reader's advisory services, meeting space and displays. Our staff will provide the public with support, reference, training, reader's advisory and referral services.</p> <p>The centre will be an inclusive, inviting and stimulating space within the London Public Library that will attract and engage individuals in the world of literacy. The space will provide opportunities for:</p> <ul style="list-style-type: none"> • Browsing, exploration, testing, research and individual or group study. • Meetings, both formal and informal. • Literacy Displays (i.e. pop culture, advertising, information influences, statistics, visual language, news, technology developments, etc.) that will stimulate discussion, learning, and introspection. Displays will be in various formats, such as posters, signage, internet, billboards, physical presentations, etc. • Use of technologies and various literacy tools and collections. • Use of listening and viewing stations. • Program and workshop delivery and facilitation. • Teaching and coaching. • Class or group visits and tours. • Quick access to other key 2nd floor service areas, including the Computer Commons and the Employment Resource Centre.
<p>SERVICE DELIVERY:</p> <ul style="list-style-type: none"> • Reference, Reader's Advisory & Referral 	<p>Employees with expertise in literacy and specific subject areas are available to provide:</p> <ul style="list-style-type: none"> • general orientation, • library skills training, • program delivery and development, and • in-depth assistance (reference, reader's advisory, referral) • informed referral to Library system resources, to other information providers in the community and to community service providers • selected websites to curriculum and other educational sites for users of the Literacy Centre or specific areas of literacy, such as media literacy. Our literacy team includes a Literacy Services Coordinator, Literacy Librarian, Multicultural Librarian and Media Literacy Librarian.

London Public Library 2006 Service Excellence

<p>SERVICE DELIVERY:</p> <ul style="list-style-type: none"> • Collections & Lending 	<p>The Centre for Lifelong Learning & Literacy is home to comprehensive collections on literacy for all related topics in various formats and languages, such as</p> <ul style="list-style-type: none"> • hardback / paperback, magazines, DVD / Video / CD and electronic materials to support all previously identified literacies. • a broad selection of teaching and learning materials and plans; • curriculum support and professional development materials; • literacy resources; • reference and research; • policy information, • fact sheets • web links; • electronic journals and magazines; and • a Library website section devoted to literacy and lifelong learning, specifically delineated by literacy focus (i.e. media literacy section). • multicultural materials in many languages
<p>SERVICE DELIVERY:</p> <ul style="list-style-type: none"> • Technology 	<p>Technologies are available to use in the Centre to educate, enable and strengthen one's growth and development. Various examples of technology resources include:</p> <ul style="list-style-type: none"> • Media listening and viewing stations (VCR/DVD); • Television; • Full Service Workstations with access to email and internet; • State-of-the-art computers and applications (may include: multimedia; publishing; advertising; apple computers; scanner) • CD ROMs; • Electronic Database Resources; • Software and hardware for learning disabilities, blind and low vision; • Modified keyboards for people with physical disabilities; • OCR scanners, voice input and text-to-speech software; • Hardware and skill-development software; • Software for early learning and for learning in the Primary to Grade 12 system; • Software for literacy; • Wide range of devices and software for teaching adults with various disabilities; • Self-service photocopiers and printers. • Multilingual computers for non-English speaking users

London Public Library 2006 Service Excellence

<p>SERVICE DELIVERY:</p> <ul style="list-style-type: none"> • Programming 	<p>The Centre offers extensive, innovative programming for all identified literacies, for all library users, both within the centre and externally in the London community through outreach initiatives. The multifunctional Literacy centre has several meeting spaces of various sizes to accommodate audiences ranging from 8-10 to 60 people.</p> <ul style="list-style-type: none"> • The small meeting space will be used for: book club meetings, language conversation exchanges, dialogue for sensitive issues, group planning sessions with community partners and more. • The large room will be used for bigger attractions such as the ongoing media literacy lecture series, public computer classes, presentations on how to job search, elementary and secondary school visits, professional development workshops for teachers and librarians, after school homework clubs and more. <p>To be developed further in early 2007</p>
<p>SERVICE DELIVERY:</p> <ul style="list-style-type: none"> • Outreach 	<p>Outreach to the community is also essential to the effective promotion and delivery of the Centre's services. Outreach activities may range from attending community meetings for information sharing and to assess community needs to the actual delivery of literacy service to the various communities of London. These communities include but are not limited to such places as:</p> <ul style="list-style-type: none"> • schools and other educational settings, • places of work and business, • shelters, • food banks and low-income housing developments, • malls, • community centres, and • any other locations having individuals or groups in need of literacy support. <p>To be developed further in early 2007</p>