



REPORT TO THE LIBRARY BOARD

MEETING DATE: APRIL 28, 2011

Session:	Public Session
Subject:	Employment Resource Centres: Service Agreement , 2011-2012
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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 a new service agreement has been signed for funding for the period April 2011 to March 2012. The funding supports the direct costs which include 10.5 FTE staff positions, capital purchases, collections, professional development, rent, utilities and office supplies.

Client Response to ERC Services

Between April 2010 and March 2011, the Centres received about 92,000 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 ERCs, 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. The funding has continued on a contract extension basis from 2009 to March 2011.

As of April 2011, funding for "stand alone" ERCs (such as those at LPL) is still under review. 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 new service agreement, the funding issue may need to be addressed in 2012, 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.