



REPORT TO THE LIBRARY BOARD

MEETING DATE: DECEMBER 15, 2011

Session:	Public Session
Subject:	Service Report: Services to Newcomers and Library Settlement Partnership
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Purpose of Report:	For Receipt <input checked="" type="checkbox"/>

RECOMMENDATION:

It is recommended that the Library Board receive this report.

ISSUE/OPPORTUNITY

London Public Library continues to play a vital role in providing much needed information and referral services to newcomers in the London community.

BACKGROUND & REVIEW

Services to Newcomers

The Library provides a broad range of services to newcomers through its core delivery streams: Collections, Lending, Reference, Reader's Advisory and Referral, Technology, Programming and Outreach.

Staff are actively engaged with the community agencies. Heather Heathcote and Arlene Thompson participate on subcouncils of the London Middlesex Local Immigration Partnership (LMLIP). Heather is a member of the Integration and Community Engagement Subcouncil; Arlene participates on the Settlement Subcouncil.

Staff have developed and will deliver in-service training on several electronic databases useful to newcomers to the LMLIP Education Subcouncil in 2012. These databases include *Mango Languages* (language learning), *Rosetta Stone* (language learning) and *Learning Express* (practice tests for citizenship, employment, language). These are excellent tools for newcomers who are already in ESL classes or for those who are waiting for classes to begin.

During LPL's annual staff training conference (Practicalities), a workshop titled, "Journeys to Canada" was offered to staff. A panel of three newcomers to Canada shared stories of their journeys. Those attending left with a greater awareness of the challenges faced by newcomers as they integrate into their new community. A similar workshop will be offered during 2012 Practicalities.

Various programs offered by LPL for newcomers are being reviewed such as One on one English conversation and the ESL book club and discussion group. The one on one English conversation is very popular and ongoing support for the program needs to be obtained.

Library Settlement Partnership

The Library Settlement Partnership (LSP) is a partnership between London Public Library, London Cross Cultural Learner Centre (CCLC), LUSO Community Services, South London Neighbourhood Resource Centre (SLNRC) and Citizenship and Immigration Canada (CIC). The LSP service is funded by CIC through the three community agencies that provide settlement services to the London community. London Public Library provides space and other in-kind support to the LSP service. The provision of in-kind support and the location of the service in the Library enables the settlement service to be extended to clients not normally eligible for the service, such as refugee claimants and Canadian citizens. The LSP service began at London Public Library in January 2009 at four locations – Beacock, Central, Sherwood, and Jalna.

The LSP Workers provide information and referral services to any question a newcomer might have, such as:

- Language learning and assessment (e.g. English as a Second Language (ESL) classes and book clubs, conversation circles), test preparation (Test of English as a Foreign Language (TOEFL), etc.);
- Career information, employment readiness and search assistance, volunteer opportunities;
- Materials in languages other than English;
- Basic computer classes;
- Access to computers;
- Housing;
- Schools and education, including government assistance programs;
- Health care services;
- Legal support services; and
- Immigration issues, including family sponsorships, reunification, applying for permanent residency.

LSP workers and LPL staff work collaboratively, referring clients to each other's services as appropriate. The LSP workers often function as conduits to Library services and programs by referring newcomer clients to Library staff. Children are encouraged to participate in the summer reading club, while adults are referred to basic computer classes, conversation circles, ESL book clubs and discussion groups, and the services

of the Employment Resource Centres. In turn, LPL staff identify individuals who may benefit from the individualized services that the LSP workers can offer.

Since the introduction of the service, the number of clients that the settlement workers have been able to assist has grown substantially as illustrated in the following chart:

Location	2011 (to Nov 27)	2010
Beacock Branch (1 fulltime LSP staff)	1,052 (419 new clients, 633 repeat clients)	237 (137 new clients, 100 repeat clients)
Central Library (2 full time LSP staff)	1,320 (708 new clients, 612 repeat clients)	348 (222 new clients, 126 repeat clients)
Jalna Branch (2 full time LSP staff)	3,385 (728 new clients, 2657 repeat clients)	736 (249 new clients, 487 repeat clients)
Sherwood Branch (1 fulltime LSP staff)	354 (113 new clients, 241 repeat clients)	172 (66 new clients, 106 repeat clients)

The highest percentage of clients are landed immigrants. Canadian citizens, refugee claimants, persons with temporary visas and others are also part of the client base.

As well as the one on one service to the client and the client's family, LSP staff organize group programs, such as "Discover Canada" citizenship classes. As part of the October, 2011 celebrations of Canadian Citizenship Week, Ontario Public Library Week and LSP Day, London Public Library hosted, with our LSP partners, a Citizenship Ceremony in the Wolf Performance Hall. 77 proud participants became new Canadians.

For several weeks during the summer, London Public Library and the LSP partners are able to provide settlement services to additional branches by placing Settlement Workers in Schools (SWIS) employees in non-LSP branches. In 2011, SWIS workers provided information and referral services at Cherryhill, Crouch, East London, Pond Mills, Stoney Creek and Westmount Branches. The availability of SWIS workers in these branches was popular with the public as well as the staff.

NEXT STEPS

London Public Library will continue to collaborate with the LSP service partners and community agencies to explore opportunities that will benefit the newcomer community. Library staff will continue to review and develop relevant programs and services.