Library Settlement Partnerships

Metropolis 2011
Workshop B8: Rethinking Settlement Information
March 24, 2011 4:15-6:00 p.m.

Library Settlement Partnerships (LSP): New Program and Outreach Potential

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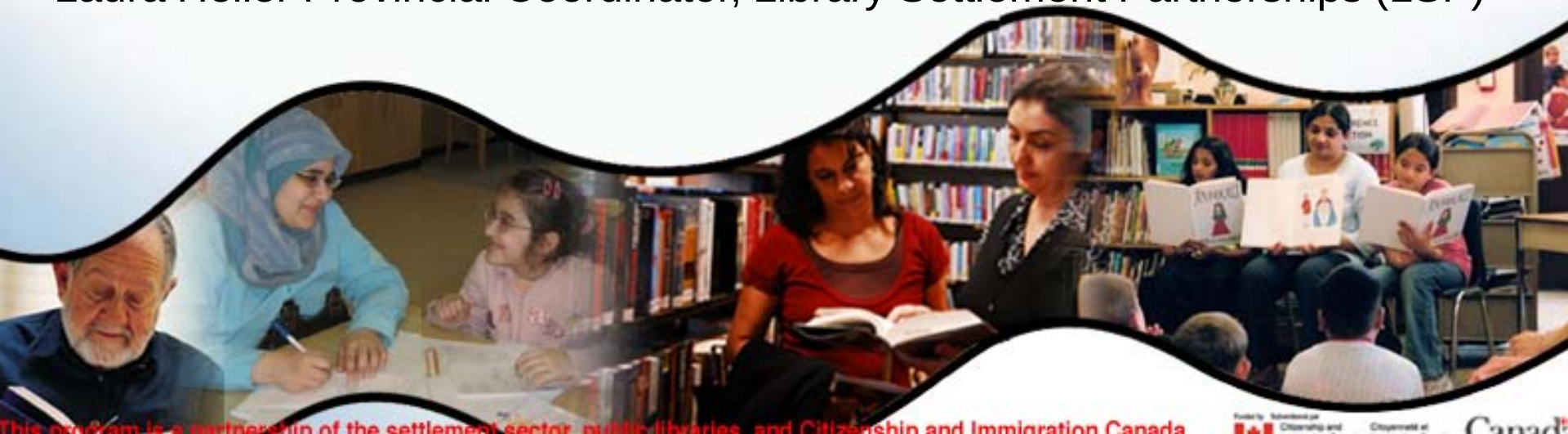


This program is a partnership of the settlement sector, public libraries, and Citizenship and Immigration Canada

Objectives

- Consider the potential of LSP to extend information services to newcomers.
- Propose a framework for addressing newcomer needs in public libraries.
- Discuss progress made and potential to improve inclusion of newcomers along the adaptation continuum.

Library Settlement Partnerships (LSP)

3 contextual frameworks:

- Immigration trends
- Settlement theory and practice
- Public library history and capacity to respond to changing socioeconomic realities

Ontario Immigration Trends

Immigration realities primary driver for LSP:

- Major immigrant receiving region worldwide
- 28% immigrants in province and 45% in Toronto
- Complex linguistic and demographic composition

Strategic Context
Settlement Theory and Practice

- Beyond multiculturalism in response to developing concepts of :
  - public value
  - social capital
  - civic participation
  - social cohesion
- Partnerships in response to growing demands of global migration

Strategic Context
History of Public Libraries

- Serving immigrants & other marginalized groups is not new
- Settlement information
- Multilingual collections
- Adult education (including ESL, literacy and citizenship education)

LSP Defined

- Government supported partnership between settlement and public library sectors
- 3rd year
- 49 branches of 11 library systems supported by 80 workers from 22 agencies

LSP Defined

- Services are:
  - One-on-one
  - Group information sessions & programs
  - Outreach
- Extends reach of both partners
- Breaks down barriers between immigrants and libraries

Background to LSP

- Began 3 years ago as an extension of SWIS
- Pilot project in 3 communities
- 8 additional communities came on board a year later
- Number of communities went from 3 to 11
- Agencies involved went from 15 to 22
- Intense growth and program development
- Part of a bigger context of services provided by all 3 levels of government

LSP in Ontario Today

LSP

LSP in CIC

Settlement services:

- Initial needs assessment
- Information and orientation
- Interpretation and translation
- Referral to appropriate community resources
- Solution-focused counselling
- Employment-related services

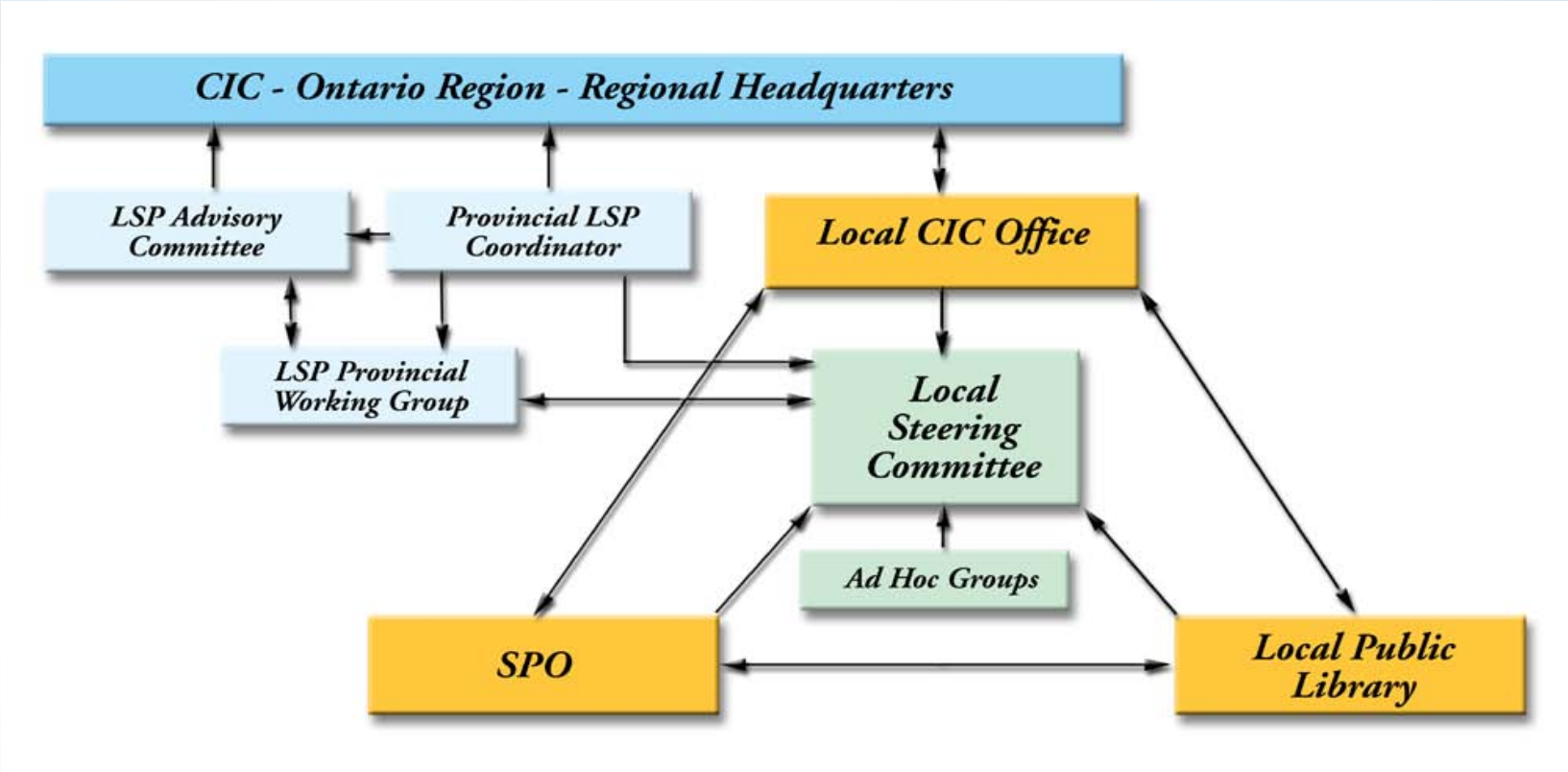
Wider Eligibility Criteria

- In addition to newcomers, LSP Workers can also serve:
- Refugee claimants
- People on other types of work visas
- Students
- Visitors
- Or anyone else who has a newcomer question.

Overlap

- Many programs delivered by settlement sector
- New CIC program model will see LSP fall within 3 program streams:
  - Welcoming communities
  - Skills development, particularly in the area of information literacy
  - Information and referral

How LSP Works



Benefits

- Extends reach (points of service and hours)
- Breaks down barriers
- Eligibility requirements waived
- New program and service synergies that improve practice of both professions

LSP

Diversity Model

1. GOVERNANCE

2. OP

3. SERVICES

4. HR

Diversity Framework: Phases of Inclusion

	STATUS QUO	WELCOMING	INCLUSIVE	FULLY ENGAGED
Governance				
Policies				
Human Resources				
Service Development				

Diversity Framework: Phases of Inclusion

STATUS QUO	WELCOMING	INCLUSIVE	FULLY ENGAGED
Library does not differentiate between the needs of newcomers & existing patrons.	Some awareness of newcomer needs and first steps in meeting immediate settlement needs.	Increased consultation / involvement with newcomers & capacity to meet intermediate settlement needs.	Meaningful & active **engagement & empower-ment** of newcomers in prioritization & planning of services.

Diversity Framework: Services

Service Development	STATUS QUO	WELCOMING	INCLUSIVE	FULLY ENGAGED
Collections				
Information Services				
Technologies				
Facilities				
Community Programming				

Diversity Framework: Policy

- Strategic plans
- Specific diversity policies
- Adaptation of usual way of doing business
- Operational guidelines of LSP

Diversity Framework: Human Resources

- Staffing
- Volunteers
- Mentoring and other professional supports
- Staff training and professional development

Diversity Framework: Governance

- Not really there yet but coming …..
- Initial attempts at community forums to plan LSP service per se but not impacting library governance yet.

What’s Next?

Contact Information

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