New Information Environments

Public Library Services to Newcomers

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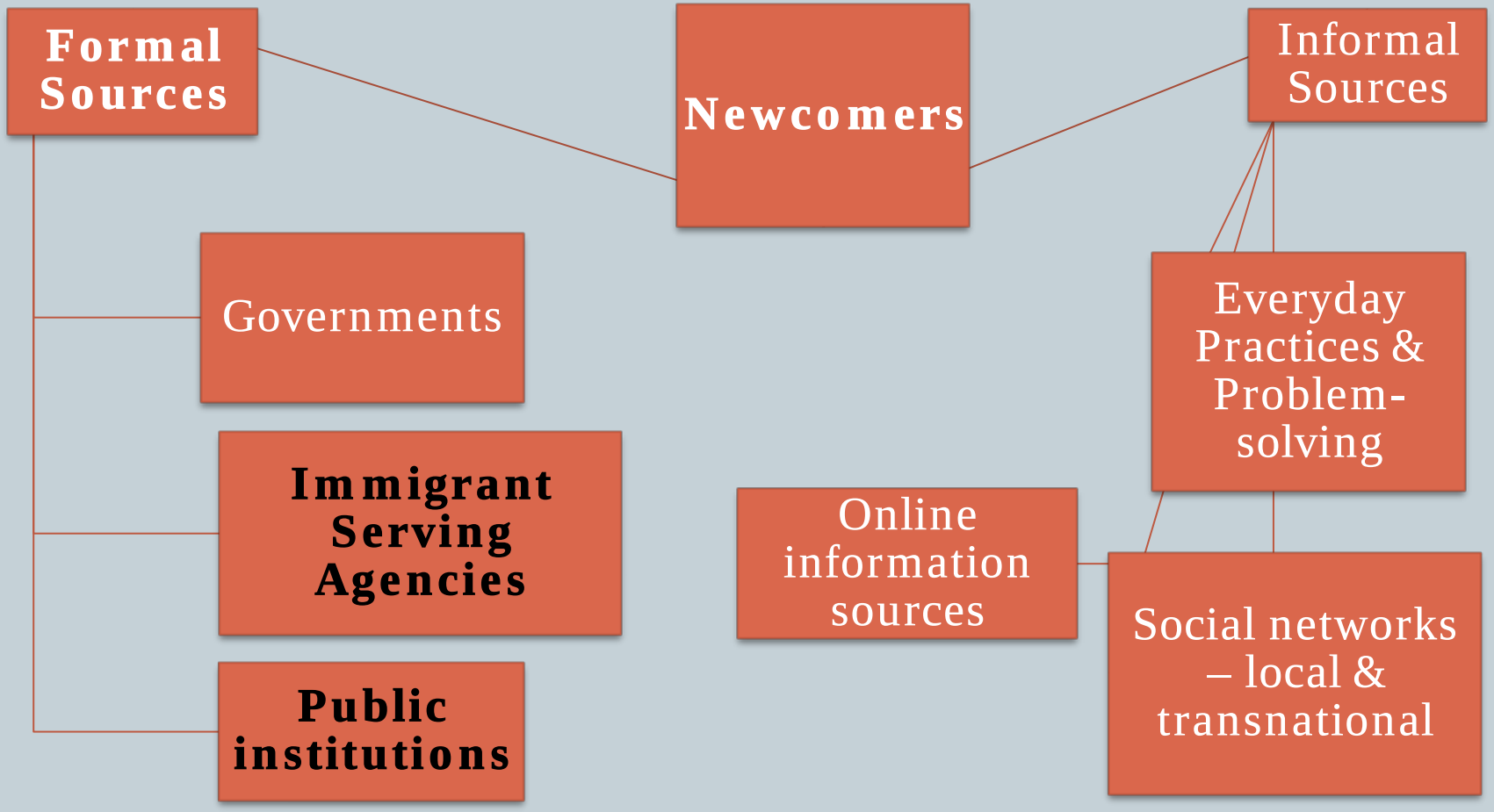
AGENDA

- **INFORMATION ENVIRONMENTS**
  - An organizational perspective
- **LIBRARY SERVICE TO NEWCOMERS**
  - brief history
- **HOW CAN LIBRARIES & IMMIGRANT SERVING AGENCIES COMPLEMENT EACH OTHER?**

New Information Environments

Settlement Information Environment



Public Libraries – Services to Newcomers

HISTORY OF SERVICES TO NEWCOMERS:

I. MULTI-LINGUAL COLLECTIONS

I. SETTLEMENT INFORMATION

II. EDUCATION

I. USE OF LIBRARIES AS CIVIC/SOCIAL SPACES

Public Library Services to Newcomers

- **PRIMARY MANDATE: BUILDING BOOK COLLECTIONS (PRINT)**

- **EMPHASIS ON SELF-DIRECTED LEARNING**
  - Early 1900s – began developing multi-lingual collections
  - Cooperation with settlement houses

Library Services to Newcomers

Multi-lingual Collections

- Books, CDs, DVDs
- Ethno-cultural Newspapers, magazines
- ESL and Citizenship learning materials
- Access to Computers and the Internet

Public Library Services to Newcomers

- ORGANIZING COLLECTIONS SO THAT USERS COULD FIND WHAT THEY NEEDED
- DEVELOPED SERVICES TO ASSIST
  - Reference services
  - Reader Advisory services

- OTHER?

Public Library Services to Newcomers

- **TREND TOWARD PROVIDING COMMUNITY INFORMATION – 1960'S BUT BEGAN MUCH EARLIER WITH COMMUNITY NEEDS ASSESSMENTS**
  - Information & Referral Services

Library Services to Newcomers

Settlement Information

- **Settlement Information**
- Reference services
- Community Information & Referral

Public Library Services to Newcomers

- LEARNING
- SELF-DIRECTED
- FORMAL EDUCATION
  - Early supporter of adult education/literacy
  - Expertise in introducing literacy skills to pre-school aged children
  - Facilitators – host classes offered by various community organizations such as ESL

Library Services to Newcomers

Access to Learning & Education

- ESL & Computer Classes
- Storytelling
- Adult education / Literacy

Public Library Services to Newcomers

- **SOCIAL RESPONSIBILITY OF LIBRARIES**
  - Informed public
  - Intellectual freedom /freedom of speech
- **COMMUNITY LIBRARIANSHIP**
  - De-institutionalization of libraries to fit better with community organizations
- **LIBRARIES AS "INFORMATION GROUNDS"**

Public Library Services to Newcomers

Public Libraries As Civic Spaces

- Multi-Use Spaces for cultural / informational events:
- Workshops and information sessions
- readings
- lectures
- live music
- Performance

Comparing Modes of Information Provision

	Immigrant Serving Agencies	Libraries
Services	Information & Referral (I&R)	I&R, reference, reader's advisory
	Orientation	Orientation - of the library
	Translation/Interpretation	✖
	Needs Assessment / Counselling / Support	✖
Programs	Group – information sessions on employment, healthcare, etc.	✔ Story telling, information literacy
	1x1	✖
	Outreach	✔
Resources	Multilingual materials	✔
	Access to facilities, Internet	Universal Access to Public Spaces, Internet

Comparing Sector Values

Immigrant Serving Agencies	Public libraries
• Regardless of status, immigrants have the right to: ○ settlement services ○ universal access to social service ○ Full participation in society • Community development, education & advocacy • Anti-racism & anti-discrimination	❖ Preservation of knowledge ❖ right to access information ❖ universal access to learning ❖ social responsibility

Comparing Organizational Characteristics

Immigrant Serving Agencies	Public Libraries
• Specialists • Eligibility for services • Mix of program-based funding sources (Federal, provincial, municipal, fundraising, etc.) • Settlement workers – female dominated, ethnically diverse, highly educated, recent immigrants, on the job training	• Generalists “everything to everyone” • Flexibility • Core funding from municipalities, ad hoc sources • Librarians – female dominated, not diverse, professional accreditation

Questions?

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