



**Peterborough
Public Library**

To: Library Board of Trustees

From: Jennifer Zoethout, Library Manager/CEO

Meeting Date: March 29, 2016

Subject: Report PPL16-015
Services to Refugees

Purpose

A report to inform the Library Board of matters concerning current and future Library services and resources to refugees.

Recommendation

That the Library Board approve the PPL16-015, dated March 29, 2016 of the Library Manager/CEO, as follows:

That Report PPL16-015 be received for information.

Budget and Financial Implications

There are no budgetary or financial implications from receiving this report.

Background

Peterborough is one of several cities across Canada that has started to receive both privately sponsored and government sponsored refugees from Syria. It is possible that a total of 70 families may arrive in the community within the next 2 years. As a community service, the library must be ready to respond to the needs of these refugees, along with the needs of other immigrants as they integrate into the community.

Current Resources

Currently, the library provides the following services that are relevant to New Immigrants and Refugees:

- English as a Second Language (ESL) materials, both print and online
- Multilingual language newspapers available online through Library Press Display (including over 100 in Arabic)
- Multilingual language learning (through Rosetta Stone) for tutors and support workers
- Citizenship preparation, both print and online
- Guided library tours upon request
- Installation of multilingual interface and keyboard inputs for the public computers.

Future Resources

Staff at the library have been in discussion with Tamara Hoogderdyk, Refugee Resettlement Coordinator at the New Canadians Centre (NCC), in order to coordinate library efforts most effectively. One thing that has become very clear is that anything the library does to support refugees will also be useful in supporting all new immigrants in Peterborough. As a result, Staff is working on a plan of action that includes the following:

- The NCC will add the library to its orientation program for new refugees. This will ensure early use of services most relevant to new arrivals, such as free internet access which is extremely important for communicating with friends and family, and for accessing government services. The NCC will provide a translator for these tours. Target start date: June 1, 2016.
- Translation of the following into Arabic by a translator arranged through the NCC:
 - A basic information sheet outlining library resources.
 - A special "immigrant" page on our website.

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- Basic library signage (ex. Adult, Children's, Computing, Checkout) in other languages
 - A second library tour arranged through the LINC English classes at Fleming, to be taken after the students have achieved some level of English language proficiency. This would include both refugees and other immigrants.

Although the roll out of the above may be affected by the library's move to the temporary location, the activities will mostly still be completed before the majority of refugees arrive later this year.

Submitted by,

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