



# Newcomer Services at Toronto Public Library

OLA Super Conference

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Planning Department collects a variety of data:

- Census Data such as: Percentage of Not Canadian Citizens, Percentage of Recent Immigrants, Percentage of First Generation Family Status, Top 10 Non-Official Mother Tongue Languages, Top 5 Birth Country for Recent Immigrants
- Library Statistics include: Number of library visits, Number of programs in other languages, Number of LSP programs, Circulation statistics for multilingual collections, Types of outreach activities and library card issued at events and programs and more ...

# Branch Demographic Profile

- Update each census year
- Based on allocation of census tracts

**2011** Toronto Public Library Branch Demographic Estimates

## Don Mills

### Area Snapshot

Population **37,844**

Population Change  
2006-2011 **+4.8%**

Population Density **2,062**  
per square km

### About this Profile

This custom area profile has been automatically generated from the Social Data Warehouse maintained by the Social Policy, Analysis and Research (SPAR) Unit of the Social Development, Finance & Administration Division.

SPAR is not responsible for the content of this profile and makes no guarantees to its accuracy or usefulness for end users.

For more information on this profile, contact [spar@toronto.ca](mailto:spar@toronto.ca).

### About this Library



888 Lawrence Ave E M3C 1P6

## Other Information & Statistics Collected

- Information from school boards and community partners
- Relevant research
- City of Toronto's initiatives such as: Toronto Newcomer's Strategy, Poverty Reduction Strategy, Youth Equity Strategy, Toronto Strong Neighbourhood Strategy, Improving City Services Access for Undocumented Torontonians
- City of Toronto's signing of the Integrating Cities Charter and Newcomer Day



## City of Toronto Demographic Information

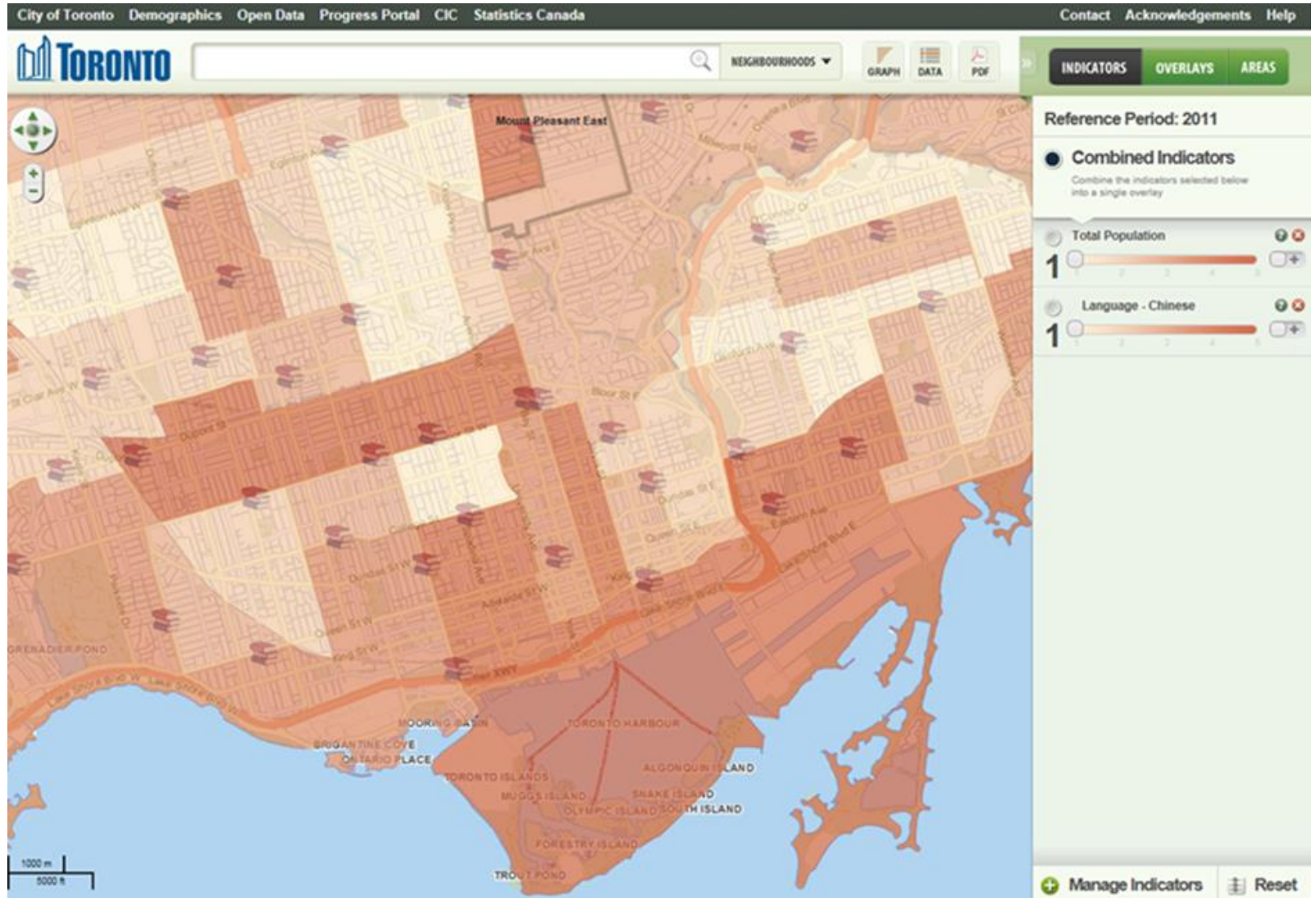
Census data further broken down and organized by neighbourhoods in Toronto

Two useful links:

- [Toronto.ca/demographics](https://toronto.ca/demographics)
  - Neighbourhood profiles
  - NIA profiles
  - Key census backgrounders
- [Toronto.ca/wellbeing](https://toronto.ca/wellbeing)
  - Composite maps to evaluate wellbeing in Toronto's neighbourhoods



# Sample Map from Wellbeing Toronto



# Library Settlement Partnerships



# Library Settlement Partnerships

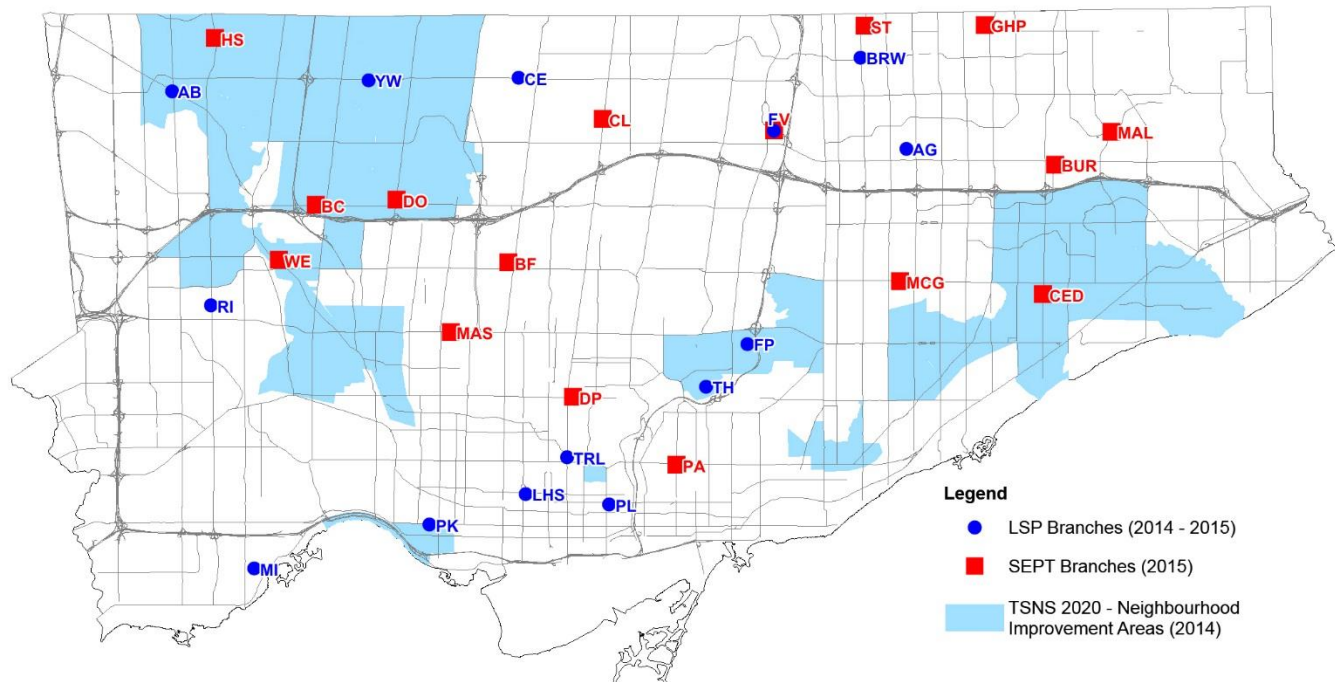
- Started in 2007 and continues to present
- Immigration, Refugees, and Citizenship Canada (IRCC) funded program
- 14 TPL branches with settlement workers offering information, programs, and referrals
- Selection Criteria: census data, available school board statistics, geographic equity, branch capacity to host programs, existing community partnerships
- Toronto's LSP is the largest in Ontario





# Map of LSP & SEPT Locations

LSP Branches (2014 - 2015) and Summer SEPT Branches (2015)



- Legend**
- LSP Branches (2014 - 2015)
  - SEPT Branches (2015)
  - TSNS 2020 - Neighbourhood Improvement Areas (2014)

**LSP Branches**

- AG Agincourt
- AB Albion
- BRW Bridlewood
- CE Centennial
- FV Fairview
- FP Flemingdon Park
- LHS Lillian H. Smith
- MI Mimico Centennial
- PK Parkdale

- PL Parliament Street
- RI Richview
- TH Thorncliffe
- TRL Toronto Reference
- YW York Woods

**Summer SEPT Branches**

- BF Barbara Frum
- BC Black Creek
- BUR Burrows Hall
- CED Cedarbrae
- DP Deer Park
- DO Downsview
- FV Fairview
- GHP Goldhawk Park
- HS Humber Summit
- MAL Malvern
- MAS Maria A. Shchuka
- MCG McGregor Park
- CL North York Central
- PA Pape/Danforth
- ST Steeles
- WE Weston

- Evaluation process in 2013-2014
- Partnerships celebrated 7<sup>th</sup> anniversary
- Over 26,700 customers served
- 1,164 settlement-related programs



# Settlement, Education, Partnerships in Toronto (SEPT) & Newcomer Orientation Week (NOW)

2015

SEPT:

- 16 additional TPL branches with settlement workers
- Over 1,760 customers served during July and August

NOW:

- 18 branches hosted library orientations for newcomer students
- Over 900 newcomer students visited TPL branches during last 2 weeks of summer



# Youth Hubs

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- Two Hubs: Centennial and Sanderson Branches
- Selection Criteria: school boards statistics on newcomer students, branch capacity to host programs, gaps in programming for age group, geographic equity
- Started in 2010, initially funded by IRCC (Immigration, Refugees, and Citizenship Canada)
- Since 2013, supported by the RBC Foundation
- Dedicated Hub Coordinator at each location
- Offers after school homework help and other activities
- Over 310 youth visited over 2,600 times in 2014



# Centennial and Sanderson Youth Hubs

- The PLACE to be for homework help for teens ages 13-19

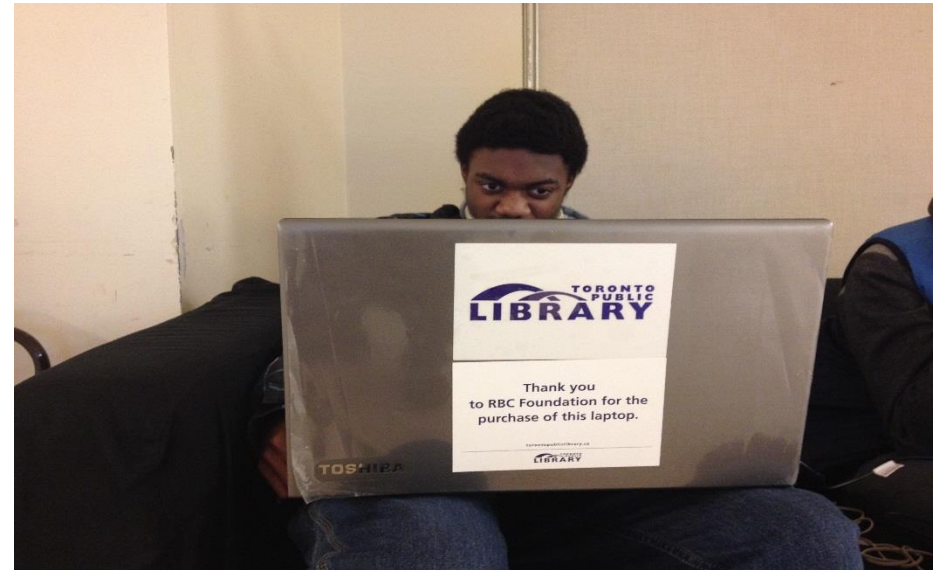
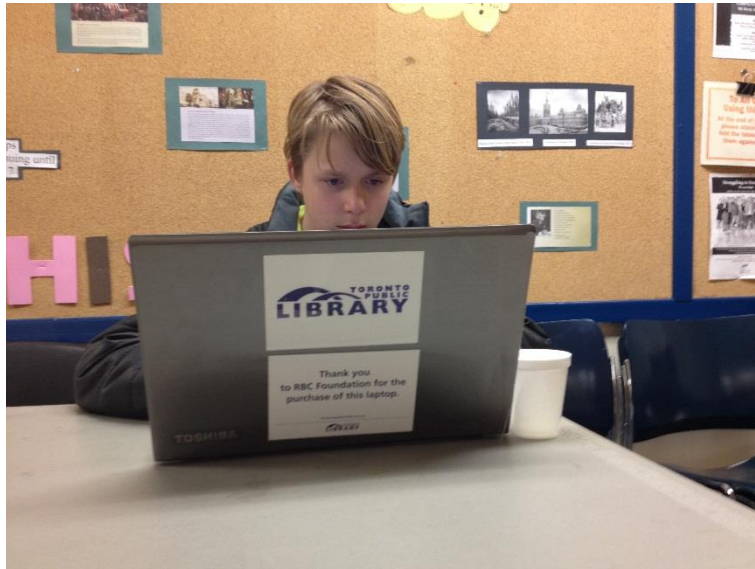


- Friendly tutors help students with homework
- Subjects include English, Math, and Science





# Free Laptops for Homework & Research





# Other Activities at the Hubs

- Video Gaming
- Board Games
- Healthy Snacks
- Free Programs & Workshops



## TPL Services to Syrian Refugees

- Strengthen community connections:
  - Develop relevant promotional materials (e.g. welcome document, New to Canada blog post)
  - Partner with community agencies which assist with sponsorship and offer customized information sessions in branches across Toronto
  - Promote LSP programs and services
  - Outreach visits
  - Pilot meet-ups for refugees for support, integration, and social network
- Plan a Welcome event for refugees



## More about TPL Services to Syrian Refugees

- Highlight relevant collections
  - Arabic
  - Armenian
  - ESL
- Support City's Refugee Resettlement Program
- Strengthen staff awareness (e.g. language line, community resources, cross-cultural understanding)



## Contact Information:

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# How Your Library System Supports the Syrian Refugees

- What resources does your library system offer to support the Syrian refugees (e.g. programs, services, and collections)?
- How are you preparing staff to serve the Syrian refugees (e.g. outreach, training)?
- Share a success story!