

Multicultural Services and Resources



Serving Multicultural Communities in the 21st Century



OLA Super Conference 2016: Agenda

- Overview of Multicultural Services
- Building Responsive Multilingual Collections at Toronto Public Library
- Newcomer Services at TPL
- Facilitated Discussion: Supports for Syrian Refugees

Multicultural Library Services: Global Committees

- International Federation of Library Associations (IFLA)
- www.ifla.org



- **Multicultural Communities: Guidelines for Library Services, 3rd edition**
- These guidelines promote fairness and equity of access in library services to multicultural communities. They provide a basis for the planning of library services to all groups in the community; criteria against which existing multicultural services may be assessed; an equitable basis for the acquisition of materials and the provision of services; and they encourage understanding and engagement among the multicultural groups represented in all societies.

QUICK FACTS..



- Toronto is one of the most multicultural cities in the world
- Over **140** languages and dialects are spoken here
- In 2011, the population of Toronto was **2,615,060**, an increase of **4.5%** since 2006 (Stats Canada 2011)
- **1/2** of Toronto's population today (approx. **1,300,000**) was born outside of Canada



Did you know....

- TPL opened its 100th branch in 2016: Scarborough Civic Centre
- TPL actively collects materials and resources in 40 languages
- We welcomed 18,335,910 visitors in 2014
- It's estimated that almost 50% of that number were from minority groups (Census Canada) - different cultures, ethnicities, socio-economic backgrounds

Collections

- Books, CDs, DVDs... and more
- Newspapers, magazines
- Downloadable books, music, videos





Importance of Collections

- Finding books, music, movies and news in a home language helps newcomers integrate into Canadian society because it makes them feel more at home in Canada
- Literacy in any language supports overall literacy and it is important for children to see reading modeled at home regardless of the language being read.





Newcomer Services

1. Settlement
2. Language acquisition
3. Literacy and Student Support
4. Employment and skills upgrading
5. Belonging and engagement

Settlement Support

- Library Settlement Partnership (LSP)
Offered in co-operation with settlement agencies
 - Held in 14 branches year-round
 - Additional 16 branches in summer



Language Acquisition

Language Support

- ESL collections
- ESL Classes
- TOEFL
- Conversation Circles

Language Learning Centre (TRL)

Offers tours to interested groups: call: 416 393-7209





Literacy Support

Young children

- Dial-A-Story
(416- 395-5400)

- Hear-A-Story

kidsspace.torontopubliclibrary.ca

- Ready for Reading (0-5 yrs old)
 - For young children, and their parents and care givers



Student Support

- All students
 - Curriculum support
 - Homework help
 - Computer access
 - Volunteer opportunities
- Afterschool Youth Hubs
- Laptop Lending project at 4 branches



Computer Access

- Email
- Reading newspapers
- Resume writing
- 2000+ public computers
- All locations with WIFI
- Free high speed Internet access
- Free word processing, spreadsheet and presentation software
- Public training offered through User Education

Employment & Skills Upgrading

- Career/Employment resources including print and online databases
- Dedicated Business Depts with Staff Expertise
 - Innovative Entrepreneurship and Business Networking programs and events
- Study Guides for Foreign-trained professionals
- Job and Career information on website at www.torontopubliclibrary.ca



Belonging & Engagement



Literary and Cultural celebrations:

- Black History Month, Asian Heritage Month, Chinese New Year, 100 Reasons to Love Your Library Campaign, TD Summer Reading Club

Participation in city life:

- Sun Life Financial Museum and Arts Pass (MAP)
- www.programs.torontopubliclibrary.ca/listings/map/

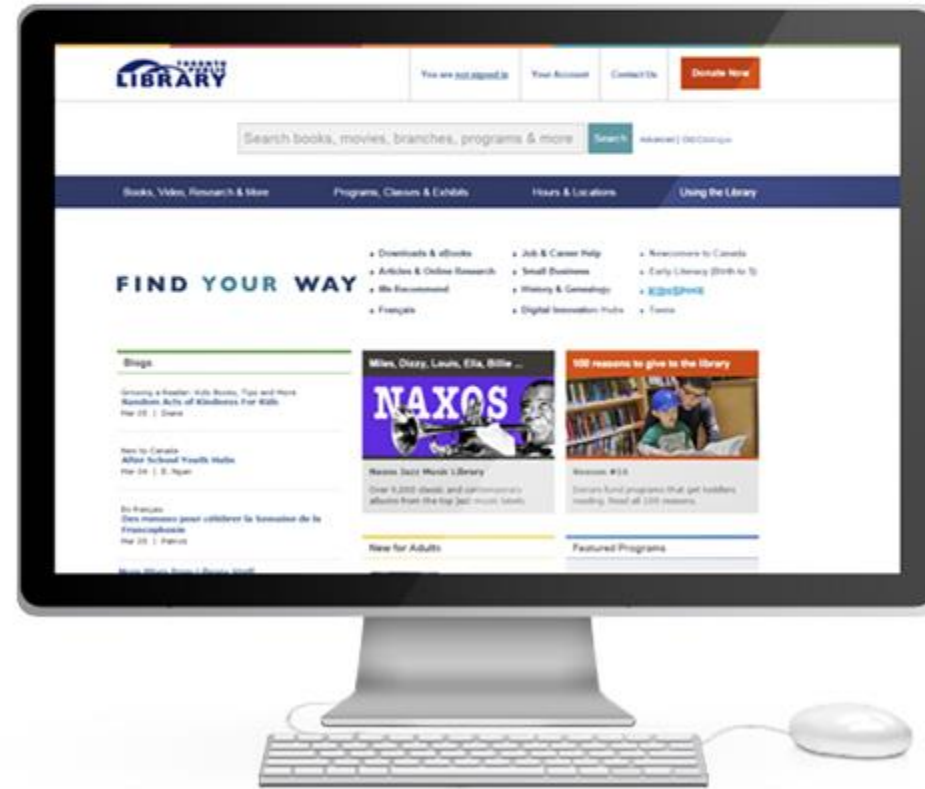


Digital Resources

Language Learning

- Road to IELTS
 - TenseBuster (Grammar lessons & practice)
 - Learning Express (TOEFL, SAT)
 - Mango
- Citizenship
 - My Canada
 - Learning Express
 - Google Translate on Website
www.torontopubliclibrary.ca
 - Zinio, Hoopla and Overdrive

www.torontopubliclibrary.ca



Thank You

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