

OLA Super
Conference
2016

Exploring the Resource
Specialist Role in Community
Information Services

Speakers:

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Learning Outcomes

1. Human Service Industry
2. Special Library Skills
3. Community Resource Database



Human Service Industry

Human Services

What is Human Services?

Service providers who meet human needs through focusing on prevention as well as remediation of problems, and maintaining a commitment to improving the overall quality of life of service populations.

These services usually consist of community, health, social and government related services.



Standards and Associations

AIRS



InformCanada



Benefits

- Membership
- Certification
- Accreditation
- Standards
- Resources and Supports

Information and Referral

What is Information and Referral (I&R)?

- AIRS defines I&R as community information and referral provision that connects people with resources that can help them
- I&R Providers “may be independent nonprofits, libraries, faith-based organizations, or government agencies at every level” (AIRS.org)
- Also known as a Community Information Centre (CIC) or a 211 service

211

How is 211 different from 311, 411 & 911?

- 211** Information & referral helpline to **community, social, government and health services.**
- 311** **Customer service & municipal information** hotline for the following regions/cities. (Toronto, Halton, Windsor, Peel, Ottawa, Greater Sudbury)
- 411** Telephone directory and **business listings.**
- 911** Emergency number for **police, fire and ambulance help.**



**Make the
Connection**

Call 2-1-1
www.211ontario.ca



Ontario

Free | Confidential | 24/7 | 150+ languages | Live answer
TTY: 1-888-340-1001



Ontario 211 @211Ontario - Sep 26
Please retweet and help prevent non-emergency calls to 911. #dial211

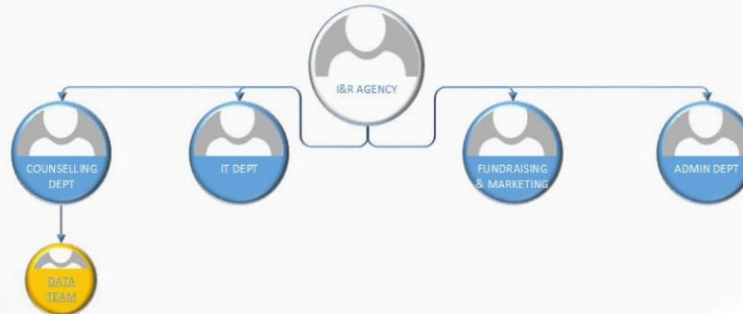
↩ Reply ↻ Retweeted ★ Favorite

Information and Referral Providers

I&R Agency



Agency with I&R Services



Resource Specialist

What is a Resource Specialist?

Resource Specialist is the information professional that manages human service content for a target community

What is the Main Objective?

*“the database includes resources that support the inquirer’s right to **accurate, comprehensive and unbiased information...**”*

Special Library Skills

Research and Acquiring Resources

- What is your organization's focus?
- Gather your go-to resources
- Develop effective search strategies



Subject Analysis

- What/Who does your organization serve?
- What type of services do your clients need?
- Which terms properly capture the aims of these services/communities?



Indexing with Taxonomy

The AIRS/211 LA County
Taxonomy
of Human Services

Many human services organizations organize their community information according to the AIRS 211/LA County Taxonomy

www.211taxonomy.org

Community Resource Database

Database Maintenance

Annual Responsibilities

- Updating and verifying resources
- Reviewing Collection Policy and Style Guide
- Data Hygiene

Continual Responsibilities

- Modifying resources
- Assisting Users
- Troubleshooting
- Reporting

Scope

Software

- Call Centre Management
- Data Management
- Service Delivery
- Statistics and Reporting

Software

iCarol

www.healthlinkbc.ca

The screenshot displays the HealthLinkBC website interface. At the top, there is a search bar and a navigation menu with categories like 'Healthy Eating', 'Common Health Concerns', 'Medical Tests A-Z', 'Medications A-Z', 'Public Health Alerts', 'Health Topics A-Z', 'Services and Resources', and 'Tools and Videos'. Below the navigation, a breadcrumb trail reads 'B-1-1 | BC HealthGuide Handbook | HealthLinkBC Files | Translated Resources | Useful Websites | Resource Order Form | Locator App | FIND Services'. The main content area is titled 'FIND Services and Resources' and includes a search bar with options for 'Guided Search' and 'Keyword Search', along with a 'Print' button. The primary content is for 'Program: Addiction Services' at the 'Agency: Vancouver Coastal Health'. It lists the 'Resource Number: 17650098' and provides a detailed 'Description' of the program. Contact information includes 'Program Phones' (1-866-658-1221 Toll free, 604-255-3151 Business Line), a website (www.vch.ca), and an email (feedback@vch.ca). A 'Location information' section lists 'Sites offering this program' such as Downtown Community Health Centre, Evergreen Community Health Centre, Fraser Community Health Centre, Raven Song Community Health Centre, Robert and Lily Lee Family Community Health Centre, and South Mental Health and Addiction. It also provides the 'Location' (569 Powell Street, Vancouver, BC, V6A 1G8), 'Site Phones' (604-255-3151 Business Line, 604-255-0314 Fax), and 'Site Hours' (Women only Tuesday evenings 17:00 - 20:30).

Software

CIOC: Community Online Information Consortium

www.contactmb.org

Manitoba's Community Services Directory
Record Details

[Search](#) [CONTACT Community Information](#) [Volunteer Manitoba](#) [Health Services Directory](#) [Suggest a new Record](#) [Login to a customized view](#)

Other Search Results: [First](#) [Previous](#) [Next](#) [Last](#) (34 of 48 Total)

Osborne Village Resource Centre

[Add Record](#) | [Suggest Update](#) | [Print Version \(New Window\)](#)

Share: [f](#) [t](#) [e](#) [+](#)

Record #: VMB0442 Last Full Update: 30 Mar 2015

	Contact Information
Office Phone	204.989-6503
Fax	204-477-0903
E-Mail	john.perry@ovrc.mb.ca
Website	www.ovrc.ca
Social Media	Twitter: twitter.com/O_V_R_C


	Site Information
Address Notes	located upstairs
Location	River Heights
Address	107 Osborne St, Unit 1 Winnipeg, MB R3L 1Y4 View Google Map
Intersection	Osborne St and River Ave
Accessibility	Partially Accessible - with Elevator
Parking	Street

	Description and Service Details
Description	provides services in the area of employment counselling, interview skills, and resume preparation * is a partner of Manitoba Institute of Trades and Technology On site resources available to self-directed job seekers include: * public computers * photocopier * printer * fax machine * internet access * voice mail account * job board * list of community resources Fee for service computer courses:

Custom Built Website

211 Toronto

www.211toronto.ca



Toronto
When you don't know where to turn

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Find Services

Search Tips

Enter a search word OR organization OR Topic ⁺ AND Enter a postal code OR address OR community

Remember this location

Second Base (Scarborough) Youth Shelter

[back to results](#)

Second Base (Scarborough) Youth Shelter

Address	702 Kennedy Rd, Scarborough, ON M1K 2B5
Location	Scarborough Central
Office phone	416-261-2733
Crisis phone	416-261-2733
Fax	416-261-2739
Email	info@secondbase.ca
Website	www.secondbase.ca
Boundaries	City of Toronto * priority to youth in Scarborough
Hours	Mon-Sun 24 hours * drop-in Mon-Fri 9 am-3:30 pm * weekday lunch -- Mon-Fri 12 noon-1 pm
Eligibility	Youth 16-21 years
Services	Emergency shelter * capacity 56

Need help?

Call 211


TTY: 1-888-340-1001

24 hours a day; 7 days a week.
Free, Confidential, Live Answer


Links

- [211 Ontario](#)
- [Findhelp](#)
- [Poss](#)
- [Professions and Trades](#)

Twitter Feed

 [211Toronto](#)
[@211Toronto](#)

Saviez-vous que 1 homme sur 6 est victime de violence pendant l'enfance ? Une aide confidentielle 24/7 est disponible au 1-866-887-0015 [2 months 1 week ago](#).
[Reply](#) [Retweet](#) [Favorite](#)

 [211 Toronto](#)

Innovation

Wellbeing Toronto

map.toronto.ca/wellbeing

The screenshot displays the City of Toronto Wellbeing Map interface. The main map shows the Moss Park neighbourhood with various data points and overlays. A sidebar on the right contains controls for indicators, overlays, and areas. A 'Neighbourhood Information' panel is open on the left, displaying demographic data for Moss Park. A 'Total Population' histogram is visible, showing a distribution of population across age groups. A 'Reference Layers' list is also present, allowing users to toggle various services and facilities. A 'Moss Park' popup window is open, indicating that no points were found for the selected area.

City of Toronto Demographics Open Data Progress Portal CIC Statistics Canada Contact Acknowledgements Help

NEIGHBOURHOODS GRAPH DATA PDF INDICATORS OVERLAYS AREAS

Neighbourhood Information

Moss Park

More Info: [Neighbourhood Details](#)

Area: 1 km²

Population: 16,310

Children: 1,290

Youth: 1,750

Seniors: 1,385

Avg Family Income: \$93,734

LICO After Tax: 14.1%

Lower Education: 17.4%

Higher Education: 19.8%

Visible Minority: 39.7%

Walk Score: 95

Debt Risk Score: 709

Avg Home Price: \$457,524

Top 5 Non-Official Home Languages: Amharic, Chinese, n.o.s., Spanish, Arabic, Cantonese

Scaled Value trends for indicators with multiple years available [save](#)/[Print Chart](#)

Total Population

Off On

Histogram

Measure: Colour:

Age Group	Population
1-9	~1,000
10-17	~1,000
18-24	~1,000
25-39	~1,000
40-100	~1,000

Reference Layers

- Arenas
- Community Centres
- Community Gardens
- Convenience Stores
- Day Care Centres
- Family Resource Centres
- Hospitals
- LHIN-Funded Health Providers
- Public Health
- Supermarkets
- Base Map

Streets

Moss Park

Neighborhood Info Remove from Custom Area

No Points Found

Concluding Points

Elective Courses Sample

Library and Information Technician (LIT)

[Algonquin - Archives and Records Management](#)

[Mohawk - Introduction to Metadata and Metadata Application](#)

Library and Information Science (MLIS, MIS)

[Western University - Information Management](#)

[University of Toronto - Data Librarianship](#)

Summary

Human Service Industry

- Human Services - community services and programs
- Resource Specialist - managing Human Service information

Special Library Skills

- Research
- Subject Analysis
- Indexing/Taxonomy Application

Community Resource Database

- Database Maintenance
- Software
- Innovative Projects

Final Commentary

- ✓ This Field is Out There
- ✓ Comes After Your Studies
- ✓ More Than Just Contact Info
- ✓ Help Communities
- ✓ There Are Many Ways to Advance

Thank You!

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