

	<h2>LIBRARY BOARD</h2>
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For meeting to be held on: September 24, 2013	Submitted by: Lindsay Brock, Library Services Manager	For: Information
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Subject: <h3>EMPLOYMENT AND GOVERNMENT INFORMATION SERVICES ACTIVITY REPORT – AUGUST 2013</h3>

- Many patrons visited the Strathroy Library this month looking for assistance with the Service Canada Employment Insurance online application form and Employment Insurance online reporting.
- Other frequent requests this month included Social Insurance Number card applications, online job searching, summer job searching, job application faxing, and Passport Canada form applications.
- Service Canada representatives continued to meet with clients on site Tuesdays, Wednesdays, and Thursdays to resolve Government of Canada service questions.
- Itinerant Service Providers met with clients at the Dorchester Library to assist them with their job readiness and job search strategies. These included:

Joy Westendorp and Susie Webster, Employment Advisors, Community Employment Choices

Jeri Bonney, Stephanie Arruda, Janet Baltessen, Ann Cooper, Employment Specialists, Leads Employment Services

Brittany Brooker and Sally De Meneses, Middlesex County Social Services

**SUBJECT: EMPLOYMENT AND GOVERNMENT INFORMATION SERVICES
ACTIVITY REPORT – AUGUST 2013**

Survey Results

1. How would you rate the service you received today?

Month	Branch	Excellent	Good	Fair	Poor	Total
August	Strathroy	36	4	0	0	40
	Dorchester	62	5	0	0	67
July	Strathroy	56	2	0	0	58
	Dorchester	63	4	0	0	67
June	Strathroy	79	2	0	0	81
	Dorchester	62	4	0	0	66
May	Strathroy	72	0	0	0	72
	Dorchester	72	1	0	0	73
April	Strathroy	97	9	0	0	106
	Dorchester	87	4	0	0	91
March	Strathroy	61	4	0	0	65
	Dorchester	61	5	0	0	66
February	Strathroy	62	9	0	1	72
	Dorchester	45	3	0	0	48
January	Strathroy	95	8	0	0	103
	Dorchester	64	4	0	0	68
December	Strathroy	87	9	0	0	96
	Dorchester	51	1	0	0	52
November	Strathroy	85	3	0	0	88
	Dorchester	73	7	0	0	80
October	Strathroy	114	10	1	0	125
	Dorchester	66	13	0	0	79

2. What service(s) did you access today at the library?

Month	Branch	Computer	Photocopier /Fax	Government Information	Job Board	Books/Print Resources	Service Canada
August	Strathroy	19	23	7	2	2	6
	Dorchester	47	32	14	14	7	3
July	Strathroy	34	31	11	4	2	12
	Dorchester	48	25	6	17	7	6
June	Strathroy	38	42	16	6	2	24
	Dorchester	33	34	8	16	0	5
May	Strathroy	23	40	14	6	2	14
	Dorchester	42	37	4	24	1	2
April	Strathroy	50	45	20	9	2	29
	Dorchester	61	40	10	29	2	11
March	Strathroy	40	26	13	3	2	20
	Dorchester	42	25	7	19	2	7
February	Strathroy	36	26	14	2	2	25
	Dorchester	32	20	6	14	3	11
January	Strathroy	59	29	23	6	2	40
	Dorchester	47	38	5	26	4	13
December	Strathroy	49	30	21	5	1	36
	Dorchester	42	18	6	24	2	8
November	Strathroy	39	44	22	6	4	24
	Dorchester	55	32	7	38	4	6
October	Strathroy	59	45	31	10	5	37
	Dorchester	43	37	11	29	4	16

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Patron Comments

- Most pleased, service excellent
- Great assistance today!
- Great helpful assistance.
- Knowledgeable to what I needed. Polite. Made visiting the library way easier.
- Was great as I am computer illiterate sometimes. Thanks!
- I had an excellent experience at the Strathroy Library.
- I love it here. Best place ever!
- Very polite, thanks. Great service. Nice staff. I always look forward to coming down to the library.
- It is truly a great service offered here. Could not go without it.