



Library Board

Meeting Date: March 24 2015

Submitted by: Lindsay Brock, Acting County Librarian/CEO

Subject: Employment and Government Information Services Activity Report – January/February 2015

BACKGROUND:

- Many patrons visited the Strathroy, Parkhill and Dorchester branches 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, job application faxing, and Passport Canada form applications.
- At Strathroy Library, Service Canada representatives continued to meet with clients on site Tuesdays, Wednesdays, and Thursdays to resolve Government of Canada service questions.
- At Dorchester Library, Itinerant Service Providers met with clients to assist them with their job readiness and job search strategies. These included:
 - Joy Westendorp, Employment Advisor, Community Employment Choices
 - Erin Martin, Mallory Canon, Matt Hill, and Stephanie Fair, Employment Specialists, Leads Employment Services
 - Brittany Brooker, Middlesex County Social Services
 - Lauren VanderPloeg, teacher from TVDSB
- At the Parkhill Library, Itinerant Service Providers met with clients to provide assistance with job searching and employment readiness. These include:
 - Matt Hill, Jeri Bonney, and Erin Martin, Employment Specialists, Leads Employment Services
 - Brittany Brooker, Kelly Smith and Crystal Austin, Middlesex County Social Services
 - Bob Vanderburgt, Employment Services Advisor, Community Employment Choices

ANALYSIS:

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

Month	Branch	Excellent	Good	Fair	Poor	Total
February	Dorchester	32	2	0	0	34
February	Parkhill	12	0	0	0	12
February	Strathroy	59	7	0	0	66
January	Dorchester	48	9	0	0	57
January	Parkhill	22	2	0	0	24
January	Strathroy	54	5	2	0	61

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

Month	Branch	Computer	Copy/ Fax	Government Information	Job Board	Books/ Resources	Service Canada
February	Dorchester	24	15	3	6	0	1
February	Parkhill	8	3	7	2	1	4
February	Strathroy	32	35	12	3	3	15
January	Dorchester	46	19	7	7	3	1
January	Parkhill	14	4	9	1	0	11
January	Strathroy	32	28	10	4	1	18

2014 statistics:

Month	Branch	Excellent	Good	Fair	Poor	Total
December	Dorchester	39	0	0	0	39
December	Parkhill	17	1	0	0	18
December	Strathroy	64	6	3	0	73
November	Dorchester	43	0	0	0	43
November	Parkhill	21	1	0	0	22
November	Strathroy	45	8	1	0	54
October	Dorchester	47	3	0	0	50
October	Parkhill	12	1	0	0	13
October	Strathroy	55	4	0	0	59
September	Dorchester	60	3	0	0	63
September	Strathroy	44	2	0	0	46
August	Dorchester	50	0	0	0	50
August	Strathroy	21	2	0	0	23
July	Dorchester	49	1	0	0	50
July	Strathroy	32	4	0	0	36
June	Dorchester	57	3	0	0	60
June	Strathroy	42	4	0	0	46
May	Dorchester	50	2	0	0	52
May	Strathroy	57	5	0	0	62
April	Dorchester	51	0	0	0	51
April	Strathroy	74	6	1	0	81

Month	Branch	Excellent	Good	Fair	Poor	Total
March	Dorchester	59	4	0	0	63
March	Strathroy	48	4	1	0	53
February	Dorchester	48	10	0	0	58
February	Strathroy	78	2	0	0	80
January	Dorchester	67	14	0	0	81
January	Strathroy	63	5	0	0	68
December	Dorchester	39	6	0	0	45
December	Strathroy	65	8	0	0	73

Month	Branch	Computer	Copy/ Fax	Government Information	Job Board	Books/ Resources	Service Canada
December	Dorchester	28	11	16	7	0	0
December	Parkhill	11	8	2	0	1	6
December	Strathroy	29	31	14	5	3	21
November	Dorchester	25	15	8	9	4	5
November	Parkhill	15	8	5	2	0	13
November	Strathroy	28	23	9	3	4	10
October	Dorchester	29	23	3	4	1	12
October	Parkhill	9	5	5	0	0	5
October	Strathroy	26	32	9	8	2	11
September	Dorchester	49	23	7	7	1	10
September	Strathroy	14	34	3	5	2	9
August	Dorchester	33	31	3	9	0	2
August	Strathroy	11	13	2	4	2	4
July	Dorchester	37	26	7	12	1	0
July	Strathroy	20	18	3	2	4	6
June	Dorchester	40	29	7	16	5	1
June	Strathroy	26	20	9	5	4	11
May	Dorchester	41	18	8	12	1	1
May	Strathroy	37	36	11	7	5	11
April	Dorchester	25	33	8	12	4	1
April	Strathroy	38	41	13	7	2	19
March	Dorchester	31	37	1	17	2	1
March	Strathroy	25	27	9	7	0	6
February	Dorchester	40	24	7	16	3	0
February	Strathroy	45	40	10	4	1	22
January	Dorchester	50	37	11	18	1	2
January	Strathroy	34	28	19	5	4	21
December	Dorchester	34	19	11	11	0	1
December	Strathroy	44	28	26	4	2	20