

Library Settlement Services (LSP): A Case of Promising Practices

Oliver Kamau

Edmonton Immigrant Services Association

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Outline

- ❖ Background
- ❖ Process
- ❖ Challenges
- ❖ Promising practices
- ❖ Questions



LSP – Background

- ❖ Interest in extending settlement services to public institutions.
- ❖ EISA and Edmonton Public Library (EPL)
- ❖ Library settlement services ??



LSP – The Process

- ❖ EPL conducts internal assessment
- ❖ Need for coordinated communication
- ❖ Steering committee formed (EISA, EPL and IRCC)
- ❖ Terms of reference formulated



Barriers/Challenges

- ❖ **Mistrust of government institutions**
- ❖ **Lack of awareness (services/resources)**

❖ **Space**

❖ **Staff Boundaries**



LSP – Promising Practices

- ❖ Frequent preview meetings between partners**
- ❖ Formation of a steering committee**
- ❖ Communication and Reporting**
- ❖ Outreach and Promotion**
- ❖ Coordinated newcomer presentations**

Contacts

Oliver Kamau (Manager)
EISA – Settlement Services
okamau@eisa-edmonton.org

Chrissy Hodgins (Manager)
Londonderry Public Library
CHodgins@epl.ca