

**Meeting Date:**           **October 27, 2015**

**Submitted by:**       **Lindsay Brock, Library Services Manager**

**SUBJECT:**           **EMPLOYMENT AND GOVERNMENT INFORMATION SERVICES  
ACTIVITY REPORT – SEPTEMBER 2015**

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**BACKGROUND:**

- Many patrons visited the Strathroy, Parkhill, Lucan 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, resume building, Service Ontario requests, Ontario Disability Support Program, and Passport Canada form applications.
- At Strathroy Library, Service Canada representatives continued to meet with clients on site Tuesdays 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:
  - Employment Advisor - Community Employment Choices
  - Employment Specialists - Leads Employment Services
  - Middlesex County Social Services
  - Thames Valley District School Board
- At the Parkhill Library, the following service providers were present:
  - Employment Specialists - Leads Employment Services
  - Middlesex County Social Services
  - Employment Services Advisor - Community Employment Choices
  - Middlesex London Health Unit – water testing service
- At the Lucan Library, the following service providers were present:
  - Middlesex County Social Services
  - Employment Services Advisor – Community Employment Choices
  - Middlesex London Health Unit – water testing

**ANALYSIS:**

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

Month	Branch	Excellent	Good	Fair	Poor	Total
September	Dorchester	37	7	0	0	44
September	Lucan	4	1	0	0	5
September	Parkhill	16	1	2	0	19
September	Strathroy	57	2	1	0	60

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

Month	Branch	Computer	Copy/ Fax	Government Information	Job Board	Books/ Resources	Service Canada
September	Dorchester	25	23	3	2	2	0
September	Lucan	4	1	3	2	3	0
September	Parkhill	6	11	1	0	0	3
September	Strathroy	24	41	11	2	2	13

**2015 Numbers:**

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

<b>Month</b>	<b>Branch</b>	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>	<b>Total</b>
<b>August</b>	Dorchester	42	1	0	0	43
<b>August</b>	Lucan	5	0	0	0	5
<b>August</b>	Parkhill	28	2	0	0	30
<b>August</b>	Strathroy	41	1	0	0	42
<b>July</b>	Dorchester	47	2	0	0	49
<b>July</b>	Lucan	9	2	0	0	11
<b>July</b>	Parkhill	16	3	0	0	19
<b>July</b>	Strathroy	40	0	0	0	40
<b>June</b>	Dorchester	36	4	0	0	40
<b>June</b>	Parkhill	20	1	0	0	21
<b>June</b>	Strathroy	58	3	1	0	62
<b>May</b>	Dorchester	28	4	0	0	32
<b>May</b>	Parkhill	25	3	0	0	28
<b>May</b>	Strathroy	61	2	0	0	63
<b>April</b>	Dorchester	26	0	0	0	26
<b>April</b>	Parkhill	27	4	0	0	30
<b>April</b>	Strathroy	60	4	0	0	64
<b>March</b>	Dorchester	25	0	0	0	25
<b>March</b>	Parkhill	18	3	0	0	21
<b>March</b>	Strathroy	67	6	0	0	73
<b>February</b>	Dorchester	32	2	0	0	34
<b>February</b>	Parkhill	12	0	0	0	12
<b>February</b>	Strathroy	59	7	0	0	66
<b>January</b>	Dorchester	48	9	0	0	57
<b>January</b>	Parkhill	22	2	0	0	24
<b>January</b>	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
August	Dorchester	31	20	6	1	1	0
August	Lucan	4	4	0	1	0	0
August	Parkhill	11	17	4	0	0	6
August	Strathroy	25	25	4	2	1	3
July	Dorchester	29	23	6	3	2	1
July	Lucan	11	2	7	0	0	0
July	Parkhill	2	11	4	1	0	6
July	Strathroy	20	24	6	3	1	5
June	Dorchester	28	15	7	5	1	0
June	Parkhill	6	16	7	1	1	3
June	Strathroy	27	33	14	6	2	12
May	Dorchester	14	14	7	5	0	1
May	Parkhill	8	13	8	6	0	3
May	Strathroy	22	40	11	2	1	16
April	Dorchester	22	9	9	5	1	2
April	Parkhill	16	13	3	2	2	7
April	Strathroy	42	37	12	5	0	12
March	Dorchester	16	11	3	4	1	1
March	Parkhill	11	6	6	3	2	4
March	Strathroy	39	32	15	5	3	20
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