

From Lost to Found: Newcomers in Mississauga

Mississauga Library System

Library
Newcomers

Mississauga Library System Newcomer Steering Team:

Maria Politano, Chair

Erin Baker

Elizabeth Caione

Cate Chassé

Ambreen Kamal

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Agenda

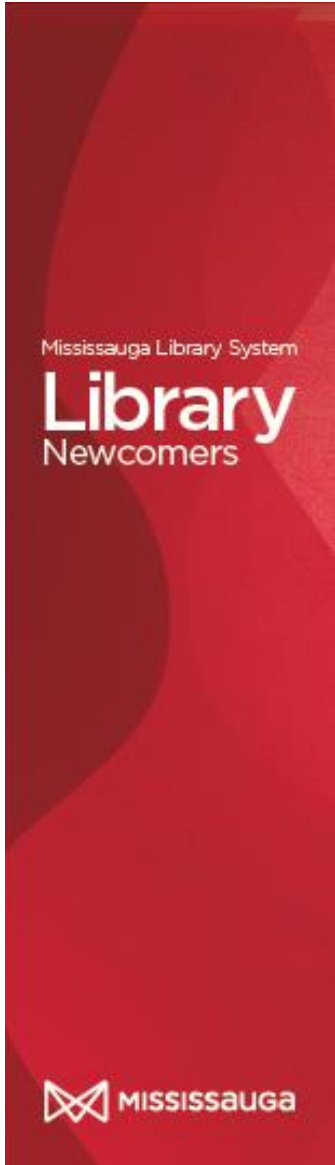


- The Newcomer Experience
- Demographics: Mississauga
- Newcomer Steering Team
- Newcomer Reps Committee
- Newcomer Programs
- Resources for Customers
- Questions/Ideas?

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Newcomers and Public Libraries

The Newcomer Experience

How do WE define newcomers?

- In the country 5 years or less (CIC)
- Skilled workers, sponsored family members, business immigrants, refugees, students, live-in caregivers, temporary workers etc.

How newcomers define themselves?

- Not homogenous but rather complex
- Sub-groups each with their own diverse needs
- Recently arrived versus more established
- Many highly educated, skilled and motivated to succeed

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The Newcomer Experience

Settlement Process – Stages:

- First stage: immediate needs e.g. food, shelter, orientation, language
- Second stage: intermediate needs e.g. accessing services, employment etc.
- Third stage: integration in the economic, cultural, social and political life

Challenges Faced

- Lack of language skills
- Lack of Canadian Work Experience
- Lack of recognition for foreign credentials
- Underemployment

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Demographics: Mississauga

- 6th largest city in Canada
- Just over half (52.9%) of its total population was born outside Canada (2011).
- Top 10 Non-Official Languages:
 - Chinese, Urdu, Polish, Punjabi, Arabic, Tagalog, Portuguese, Spanish, Italian, Tamil.

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Background: Newcomers & Mississauga Library System

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The vision:

Mississauga Library System provides Newcomer Services for our growing diverse community.

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Background: Newcomer Steering Team

- 2011 - Creation of the Newcomer Steering Team
- 2012 - *Newcomer Services* Report presented to the Steering Team

5 Core Goals:

- Respond to demographic and policy changes
- Resources and programs
- Access to settlement information
- Partnerships with settlement services
- Supporting organizations through outreach

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Background: Newcomer Steering Team

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2012 Steering Team Objectives

- Newcomer Committee Reps
- Create a Brand
- Webpage
- Best Practices
- Partnerships
- Outreach
- Newcomer Area
- Programs and Information Sessions

Background: Newcomer Steering Team

- Objectives further expanded and refined
- Practices reviewed, revised and aligned with other teams and committees (2013)
 - World Languages Team
 - Electronic Services Advisory Committee
 - Web Coordinators
 - All About Your Library brochure
 - Google translate option
 - Additions to webpages etc.

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Newcomer Reps Committee



- Creation of Newcomer Reps Committee
- Newcomer Areas
- Checklist
- Branding

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Creation of Newcomer Reps Committee

- 25 Locations
- Bi-Annual Meetings
- Objectives
- Communication
- Rep buy-in
- Program Outlines
- Maintenance of Newcomer Areas

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Newcomer Areas

- Pull together resources of specific interest or use for Newcomers.
- Key topics : English Language Learning, Career Resources, Job Search, Community Information
- **Challenge: each library location differs in size**
 - Signage
 - Location and space are of primary concern
 - Where, What, and How to display materials
 - Partnerships
 - How to answer in-depth questions
 - Programming ideas that are right for *your* local community

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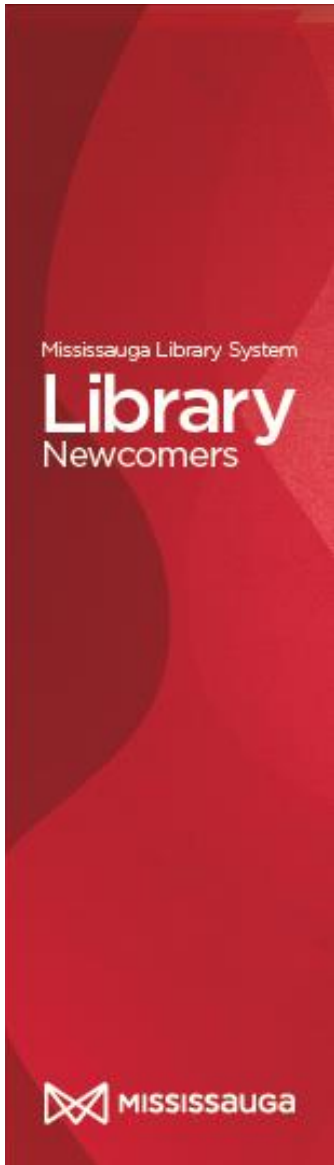
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Newcomer Area Checklist

- Clear Branding
- Newcomer Sign
- Newcomer Programs
- Location-specific Newcomer Brochure
- CAPP Poster
- Career Books (or callout)
- Citizenship Kits (or callout)
- World Language Materials (or callout)
- World Language dividers
- New Immigrant Magazine
- AAYL Multilingual Brochures
- Local Settlement Info
- Newcomer Website Info
- Partnership with local offering
Commissioner of Oaths services.

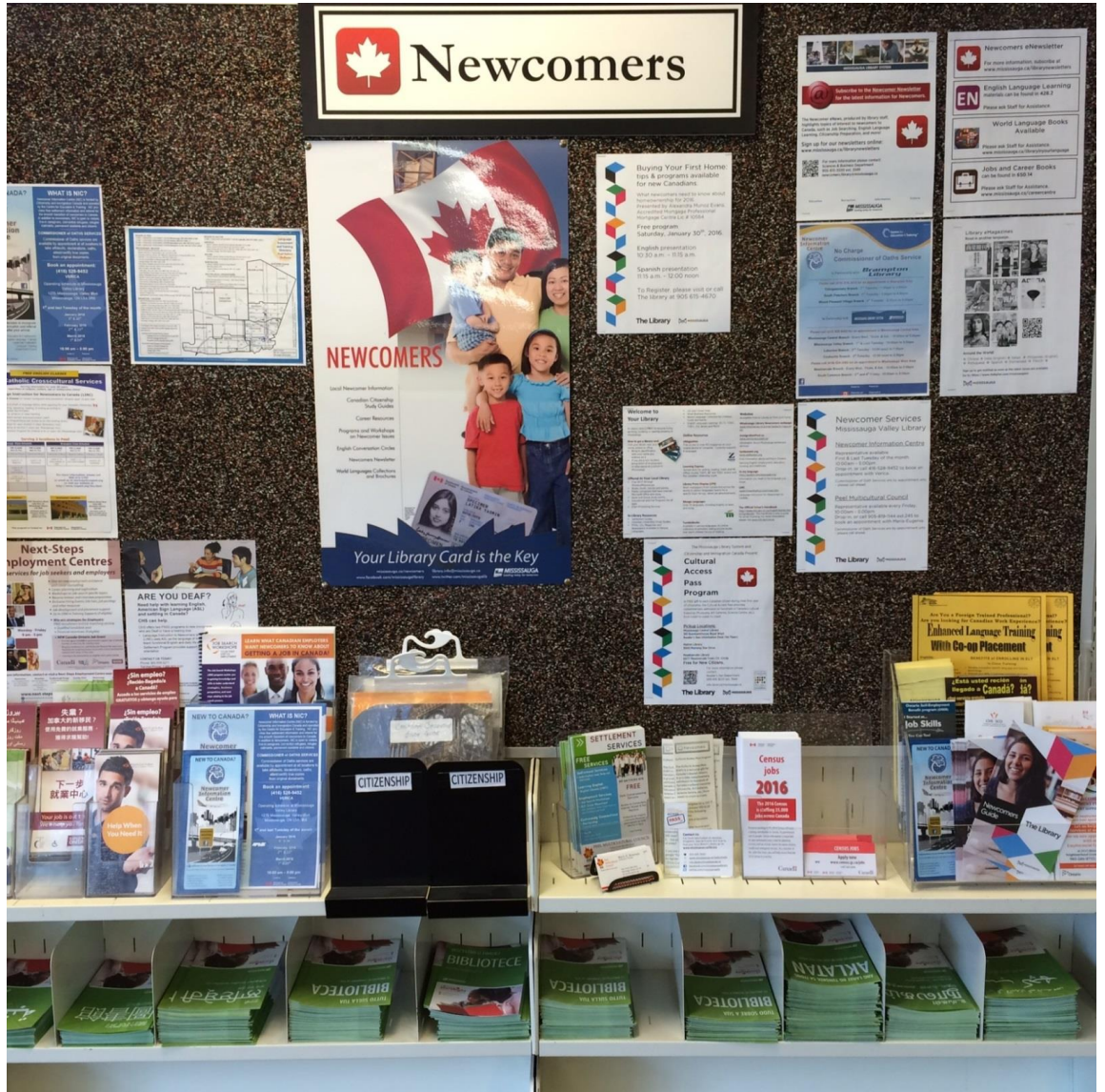


Clear Branding



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Newcomer Programs and Services



- Partnerships
- Outreach
- Programs and Services
 - Settling
 - Living
 - Working
 - Learning
 - Playing

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Partnerships

Newcomer Information and Referral Services

- Newcomer Information Centre (NIC)
- Peel Multicultural Council (PMC)
- Brampton Multicultural Centre (BMC)
- Costi
- Dixie Bloor Neighbourhood Services
- Newcomer Centre of Peel (NCP)

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Outreach Opportunities

- Class Visits (LINC & ESL)
- Settlement Worker in School (SWIS)
- World of Welcome Newcomer Orientation Days (WOW)
- Parent Literacy Conference

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Settling

- Newcomer Information and Referral Services
- Commissioner of Oath Services
- Orientation to Ontario
- Canadian Citizenship Test Prep

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Living

- Income Tax: Information Sessions for Newcomers
- First Winter in Canada
- Landlord and Tenant Act
- The Shoe Project
- Canadian Speaker Series

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Working

- Working Professionally in Ontario
- A 5-Day Job Search Workshop for New Immigrants to Canada
- Job Search Support
- Career Tours

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Learning

- Reading Buddies
- Prepare for IELTS Success
(International English Language Testing System)
- English Conversation Circles
- English Conversation Club for Youth
- Book an Expert

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Playing

- Children's Programs
 - World Languages Storytime
 - Welcome to Canada Storytime
 - World Storytime Festival
 - Dial a Story

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Cultural Access Pass Program (CAPP)

Cultural Access Pass Program – A free gift to each Canadian citizen during their first year of citizenship. Complimentary admission to Canada’s cultural treasures.

Your customer just needs:

1. Register online
2. A Piece of id with their birthdate
3. Their Registration Confirmation Number
4. Commemorative Document



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Resources for Customers



- eResources
 - Learning Express
 - Mango Languages
 - Career Cruising
 - Press Display

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eResources: Learning Express

The screenshot shows the website for the Citizenship, TOEIC®, & TOEFL® Center. The page features a blue navigation bar with the following menu items: Home, Center Home, Guidance, Resources, Other Centers, Video Guides, and Help. The 'Guidance' menu is currently open, displaying three options: 'Become a Canadian Citizen', 'TOEIC® Preparation', and 'TOEFL iBT® Preparation'. The main content area has a background image of a scenic mountain landscape with a turquoise lake. The text on the page reads: 'Citizenship and TOEFL' and 'Resources to help you become a Canadian citizen and prepare for the TOEIC® and TOEFL® tests.' At the bottom of the page, there are three circular icons with corresponding text: a Canadian flag icon for 'Become a Canadian', a TOEIC icon for 'TOEIC® Preparation', and a TOEFL iBT icon for 'TOEFL iBT® Preparation'.

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eResources: Mango



Language and culture learning for real life.

eResources: Career Cruising



A screenshot of the Career Cruising website interface. The top navigation bar is blue and contains the text "Career Cruising" in white and yellow, followed by "Français | Help | My Account" with a dropdown arrow. Below this is a white navigation bar with links for "Assessments", "Careers", "Education", and "Employment". On the left side, there is a white sidebar with a "Login to My Plan" button and a section titled "What do you want to do?" containing four menu items: "Explore My Interests", "Learn About Careers", "Explore Education Options", and "Find Jobs". The main content area on the right features a "Welcome to Career Cruising!" heading, a quote by Steve Jobs: "Your work is going to fill a large part of your life, so choose a job that you truly satisfied is to do what you only way to do great work is to love it", and a small circular portrait of Steve Jobs with the text "Steve Jobs, Former Apple CEO" below it.

eResources: Press Display

LIBRARY PRESSDISPLAY by PressReader

INSTANT ACCESS to 4000+ newspapers from 100 countries in 60 languages!

THE AGE | NORTHERN NEWS | THE KOREA TIMES | Evening Standard

16 Jan | 17 Jan | 18 Jan | 19 Jan | 20 Jan

Report on Litvinenko death points to Putin

Russian President Vladimir Putin was likely...
Windsor Star | Canada | Fri, 22 Jan 2016
Murder probe puts focus on Putin | The Canberra Times
All 232 related articles...

Happy

I do not wish to alarm you, rest of Canada, but Toronto has this strange, warm feeling about its hockey team right now. Maple Leafs fans are something like content. And, given the various levels of teeth-grinding going on in the country's other six NHL markets, it's fair to say that Toronto is, presently, the happiest NHL city in...
National Post - (National Edition) | Canada | Fri, 22 Jan 2016
Leaf fans buy into rebuild plan | St. Thomas Times-Journal
All 21 related articles...

Putin probably ordered spy murder: UK probe

London — President Vladimir Putin probably approved a plan by Russia's FSB security service to kill a former agent-turned-Kremlin critic who died after drinking tea laced with radioactive poison, a British judge said on Thursday in a strongly worded report that led Moscow to accuse Britain of a...
Khaleej Times | UAE | Fri, 22 Jan 2016
Murder probe puts focus on Putin | The Canberra Times
All 123 related articles...

Thank you, fans!

Raptors' Kyle Lowry voted to...
second straight NBA all-star game and...

Smriti's defence attracts more opposition fire

HYDERABAD/NEW DELHI: Opposition parties and activists hit out on Thursday at Union minister Smriti Irani for allegedly distorting facts in the case of a Dalit...
Hindustan Times (Lucknow) | India | Fri, 22 Jan 2016
Political slugfest gets murkier | Millennium Post
All 77 related articles...

Trudeau doing little for our ailing resource sector

In a speech in Davos this week, Prime Minister Justin Trudeau distanced Canada from its natural resource economy (i.e. oil and gas), and instead played up its economic diversity and its technology...
Windsor Star | Canada | Fri, 22 Jan 2016
Pipelines, not band-aid bailouts,... | Fort McMurray Today
All 11 related articles...

Loss Of An Icon

In 1975, there must have been people who thought Ron and Margaret Southern were crazy. Who else would have believed that building a show-jumping facility south of a cowboy town like Calgary would work? An event like the 2015 CP International, where Olympic champion Scott Brash completed the...
Calgary Sun | Canada | Fri, 22 Jan 2016
Remembering Alberta... | The Globe and Mail (Prairie Edition)
All 15 related articles...

100 years later

Yuma is a city that's known for its relatively deep ties to the past...

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Resources for Customers



- Print Collections
- Newcomer eNewsletter
- Newcomer Guide
- Web Resources
 - Newcomer Website
 - Culture on the Map
 - Settlement Org
 - Immigration Canada

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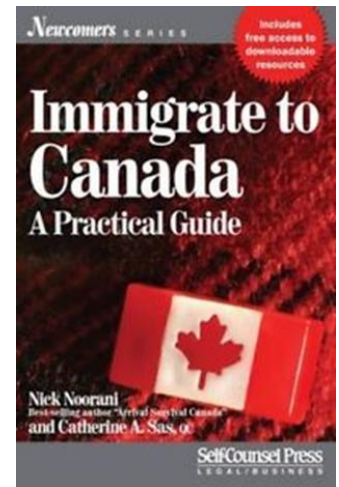
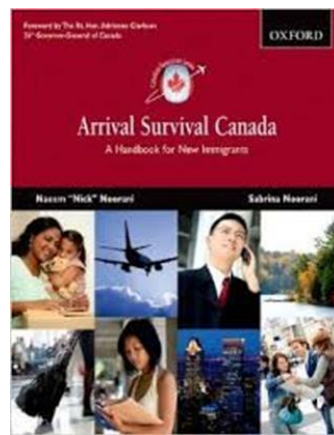
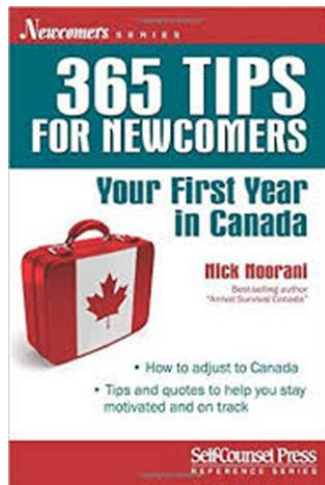


Print Collections

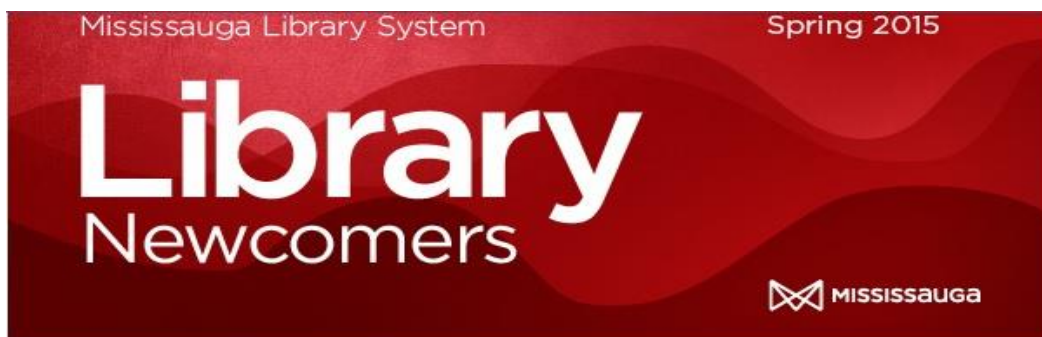
- English Language Learning
- Literacy Books
- Dual Language
- World Languages
- Career/Job Searching
- Settlement Resources
- Citizenship Kits

Titles by Nick Noorani

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eNewsletter



Spring Newsletter

Spring is here!

The Newcomer Newsletter highlights resources, tools, and services dedicated to helping Newcomers settle in Canada and to engage with their public library.

To suggest a topic or resource to be featured in the Newcomer Newsletter please email us: newcomers.library@mississauga.ca

Visit the Mississauga Library System Newcomer [website](#).

Let the Library lead you to your next career...



Newcomer Webpage

login store contactSearchadvanced search

Select Language | ▾Services OnlineCity HallResidentsBusinessThings to Do



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RESIDENTS
Library
▸ Newcomers
Living In Mississauga
In-Library Settlement Workers
Library Resources
Canadian Citizenship
Cultural Access Pass


[Residents](#) > [Library](#) > [Newcomers](#)

Newcomers

Welcome to Mississauga!

Settling in a new country is exciting and rewarding; it can also be challenging. The City of Mississauga offers many opportunities to newcomers and the Library is a great place to start. The library is free for anyone living, working, studying or who owns property in Mississauga. Take home books, DVDs, music and much more for learning and entertainment. Every library branch has free Internet computers with Microsoft Office for you to use. Please [contact the library](#) if you have any questions.

કેનેડામાં નવા છો ?



Library
Catalogue

Newcomer Webpage



Newcomer Programs



Career Centre



Library in your Language



Newcomer Service Goals

Mississauga Library System provides Newcomer Services for our growing diverse community. Our goals include:

- access to settlement information that meets Newcomers' needs;
- providing resources and programs that promote literacy and life-long learning;
- developing partnerships with immigration settlement services within the City of Mississauga and the Region of Peel; and,
- supporting community groups of various cultural backgrounds through outreach programs.



Subscribe to the **Newcomer Newsletter** for the latest information for Newcomers.

[Subscribe to the Newcomer Newsletter](#)

"All About Your Library" in various languages:

Use the "Select Language" feature located at the top left side of library webpages to translate information into the language of your choice.

[Newcomers Guide](#)

[Mississauga Libraries - Everyone Welcome!](#)

FEATURED ARTICLES



[English Conversation Circles](#)

For newcomers to Canada wishing to improve their fluency, build their vocabulary and gain confidence in speaking English.

Newcomer Guide

This guide has information on resources and programs on settling in, learning a new language, getting a job and other areas of interest for newcomers to Canada.

Contact Us
For more information on services, programs, special events and how to find your local library go to mississauga.ca/library.

905-615-3500

mississauga.ca/newcomers

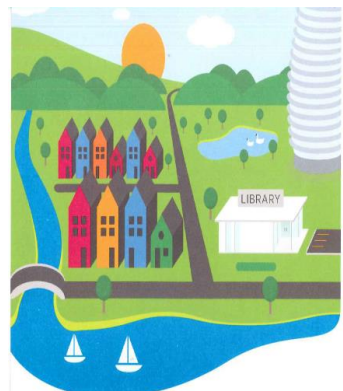
library.info@mississauga.ca

[facebook.com/mississaugalibrary](https://www.facebook.com/mississaugalibrary)

twitter.com/mississauga1b

mississauga.ca/library

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Welcome to the Mississauga Library

A library card is free for anyone who lives, works, goes to school or owns property in Mississauga.

- How to get a library card**
Visit the library near your home, school or office
- Bring in identification with your name and address on it
 - If you do not live in Mississauga, bring proof that you work in or that you attend a school in Mississauga.
- Offered At Your Local Library**
- Books, music, movies and games,
 - Free Wi-Fi
 - Public computers that have internet, Microsoft Office and more
 - Quiet and group study rooms
 - Educational and fun programs for all ages
 - Exam proctoring services
- In-Library Resources**
- Settlement guides
 - Canadian citizenship study guides
 - DVDs, CDs, magazines and newspapers in various languages
 - Job and career help
 - Small business resources
 - World Language Collection for all ages
 - English Language Learning: IELTS, TOEIC, TOEFL, ESL, books and more

Online Resources

- eMagazines**
Free access to over 150 magazines on your mobile device or computer - in six languages.
- TurnleBooks**
An online collection of talking picture books that teach children the joy of reading. Available in various languages.
- Mango Languages**
Learn over 70 languages, including English.

Helpful Websites

- Information about settlement services:**
- [Mississauga Library Newcomers webpage](http://mississauga.ca/newcomers)
 - mississauga.ca/newcomers
 - immigrationpeel.ca
 - settlement.org
- Find information about settling in Ontario, learning English, employment, education, housing, and healthcare.
- In my language**
english.inmylanguage.org/
Information you need in the language you know.
- LINC**
lincpeelhalton.com/index.htm
Language Instruction for Newcomers to Canada
- The Official Driver's Handbook**
mto.gov.on.ca/english/standby/drive/handbook/
This handbook is only a guide for driver licensing. For more information, visit mto.gov.on.ca

Learning Express
Sample tests for writing, reading, math, and MS Office. Access TOEFL, IBT and TOEIC exams and the Canadian citizenship exam.

Library Press Display
Read newspapers from Canada and around the world, in various languages. Search for a specific topic for example latest job advertisements.

Newcomer Newsletter
Subscribe at: mississauga.ca/library/newsletters

Cultural Access Pass
Free admission to Canada's cultural attractions: galleries, museums, national and provincial parks, and historic sites across the country for a year after becoming a Canadian citizen. The pass also offers travel discount with VIA RAIL Canada.

New Citizens

1. Register for your pass online: lcc-icc.ca
2. Pick up your free pass from:
 - Central Library, Readers' Den Department
 - Mississauga Library
 - Halton Library

Partner Newcomer Organizations & Services Offered
Contact your local library for more details about programs and services.

Looking For More?
Use the library catalogue or ask staff at any library location.

Culture on the Map

MISSISSAUGA CULTURE ON THE MAP

Your source for locating cultural resources and assets

EXPLORE THE MAP

Did You Know... The Culture Map contains over 7600 cultural resources and assets.

- Creative Cultural Industries
- Festivals & Events
- Community Cultural Organizations
- Heritage Properties
- Cultural Spaces & Facilities
- Public Art

Settlement.Org



MY FIRST
DAYS

SERVICES
NEAR ME

TRANSLATED
INFORMATION

DISCUSSION
FORUM



ETABLISSEMENT.ORG

Immigration & Citizenship

Housing

Health

Employment

Education

Community

Legal Services

Daily Life



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INFORMATION NEWCOMERS CAN TRUST

My First Days



Find Services Near Me



Settlement.Org
Online since 2000




Funded by:
Citizenship and
Immigration Canada

Financé par:
Citoyenneté et
Immigration Canada



Citizenship and Immigration Canada Website

[Français](#)

 **Government of Canada** **Gouvernement du Canada**




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Immigration & citizenship

Apply to visit, study, work or immigrate to Canada, apply for citizenship, a permanent resident card or refugee protection, check the status of your application or find a form.

Follow:   



Find an application form

◀ Item 3 of 4 ▶

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What's Happening Now?

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Questions?

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