Toronto Public Library
Services to Support Refugees

Project Welcome Summit
Monday February 6, 2017
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QUICK FACTS

- Toronto is one of the most multicultural cities in the world
- **230 countries of birth** identified on the 2011 National Household Survey
- Over **140** languages and dialects are spoken here
- As of 2015, population of Toronto was **2,826,497 with 51%** born outside of Canada
Did you know…. 

- Toronto Public Library opened its 100th branch in 2016: Scarborough Civic Centre
- TPL actively collects materials and resources in 40 languages
- We welcomed 18,153,058 visitors to TPL in 2016
Multicultural Library Services: Global and National Committees

- International Federation of Library Associations (IFLA)
  www.ifla.org

- Multicultural Communities: Guidelines for Library Services, 3rd edition

- Canadian Federation of Library Associations

- CULC: Social Inclusion and audit toolkit
  http://www.culc.ca/research/sia/
Guiding Principles in Welcoming Refugee Families Arriving from Syria

- 39,671 Syrian refugees have arrived in Canada as of January 2, 2017

- City of Toronto launched the Refugee Resettlement Program; Access TO

- TPL’s Mission, Vision, Values, Strategic Plan
Toronto Public Library Supports Syrian Refugees

- Leadership and Advocacy
- Inclusive Collections
- Promotion, Partnerships, Programming, and Outreach
Hotel Outreach Visits to Syrian Families
Welcome to Toronto Public Library Event
Making Culture Accessible to Newcomers

• TPL launching MAP program for Syrian families to a variety of local cultural attractions

• 1,100 booklets printed in English and Arabic

• Booklet promotes card registration, library services, MAP venues and a voucher for free admission for families
Thank You

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