

Paul Hamlyn Reading & Libraries Challenge Fund

Libraries Connect

Final Report
September 2007

‘Sense of Belonging Refugee Access Point’



Zahir Ahmed

**Paul Hamlyn
Reading and Libraries Challenge Fund
Libraries Connect (A Sense of Belonging – Refugee Access Point)**

Final Report September 2007

Introduction

In 2005 Leeds library and Information Service received a grant from The Paul Hamlyn Foundation to extend the Sense of Belonging Project for one more year from April 2006 to March 2007.

The Multicultural Adviser for Leeds Library and Information Service was seconded as the Project Officer for this extension.

Aim

To build on the core work already done in the Sense of Belonging Project around resources, language need and staff training. To take this forward with a focus on advocacy and building a service that reflects need and community cohesion that can be embedded in our core programme of reaching excluded groups and in this case Refugees and Asylum Seekers.

A Steering Group was established to oversee the work of the project. It consisted of two senior managers from the library service, Refugee Mentoring Project Coordinator, Sunrise Leeds Project Manager, Refugee Council Service Development Officer and the Project Officer for this project.

Objectives

<i>To bring together information and leisure opportunities for refugees and asylum seekers and to be a one stop shop of information</i>	
PROGRESS	COMMENTS
Updating the staff information pack supplied to each of the 55 library service points	New documents added and others updated with translations. Library Borrowing Procedures translated in 29 languages & Name and Appointment forms also provided in English and other languages
Consultations with central Library staff to ascertain information needs for the client group	Specific feedback from frontline staff and specialist staff working with the client group (See Appendix 1)
Working closely with the Enquiry Express service to develop interactive and relevant information service	Leaflets highlighting the Enquiry Express service developed in 29 languages (See Appendix 2)
Developing an electronic resource and converting the staff information	Conversion of information sources for quick access on Council Website &

<p>pack electronically for instant access for staff</p> <p>Produced advocacy newsletter for library staff to raise awareness of service development issues in relation to this client group</p>	<p>developed Ask Leeds a staff training and awareness intranet site</p> <p>To keep staff informed and updated on new developments (See Appendix 3,4)</p>
<i>To raise awareness of our services to other organisations working with refugees and asylum seekers and bring together information in this field</i>	
PROGRESS	COMMENTS
<p>Consultations held with staff at Refugee Council, and Sunrise Project in Leeds</p> <p>Presentation given to the Leeds Multi-agency Forum</p> <p>Working closely with the mentoring project from Time Bank and Library Service</p> <p>Leaflet produced to leave with external agencies and organisations promoting our services to the client group</p> <p>Attended various conferences and seminars locally and nationally to gather information and best practice</p>	<p>Consultations on information needs with professionals from other agencies</p> <p>Awareness created about the project</p> <p>Sharing and disseminating information and interviewing clients on one to one basis for consultations</p> <p>Leaflet specifically produced to leave with external partners with all the relevant contact details and information about the service</p> <p>Have made contacts with other national agencies (welcome to Your Library) Project</p>
<i>To be the first step to integration in the local community through learning support and citizenship</i>	
PROGRESS	COMMENTS
<p>Further procurement of ESOL materials and citizenship software for all Leeds libraries</p> <p>Researched into providing relevant research publications and reports for professionals working with client group</p> <p>Had a strong representation at our newest service point at Leeds Kirkgate Market Library stall for its 6 month life</p>	<p>Relevant software and packages have been acquired and installed across the library network</p> <p>Provided relevant resources in the library service particularly at Central Library and Enquiry Express Service</p> <p>Access opportunities for refugees and asylum seekers as market is frequented by this client group</p>

<i>To continue to promote libraries and literacy</i>	
PROGRESS	COMMENTS
Learning sessions with translation services now can be provided through contacts with the Council Translation Service and access to Language Line	Contact systems have been introduced for staff to arrange translated sessions when needed
Produce publicity materials to promote learning in libraries	Relevant leaflets have been produced
Ongoing work with 'My World Your World' drama group from client base	Regular workshops held in the library, building confidence, literacy skills and library awareness

Partnerships

Effective and close partnerships have been established in house with internal sections as well as external organisations and agencies. This includes exchanging information and working very closely with the Time Bank Refugee Mentoring Project, the Neighbourhood Renewal Team and the Enquiry Express Team within the library service. These partnerships are essential to the success of the project as they are the primary link to our client group and act as advocates for our services.

We included key members of staff from two of the leading agencies working with refugee and asylum seekers in Leeds on our steering group.

Joint events with The Leeds Sunrise Project, Leeds Metropolitan University mentoring project have been organised at Leeds Central Library inviting drop in sessions and advertised sessions where people are actually briefed and introduced to relevant library services. These occasions have also been used for consultation purposes for this project.

Further consultation sessions were held with other partners at their premises including the Refugee Council and Holdforth Hostel. (See Appendix 5).

Presentations were given to many of the organisations team meetings listed below to disseminate information about the Sense of Belonging Project and to encourage partnership working.

We arranged surgeries at the Refugee Council office in Leeds at advertised times to catch and engage with some of their clients for consultation and to inform them of the relevant library services.

The following organisations that we have worked with during the period of the project and will continue to do so in the future:

- Refugee Council Leeds
- Leeds Sunrise Project

- Leeds Metropolitan University Mentoring Project
- RETAS (Refugee Education and Training Advisory Service)
- Yorkshire and Humberside Consortium
- Refugee Access Project (www.refugeeaccess.info)
- Leeds Multi-agency Forum
- Time Bank (Time Together) Mentoring Project Leeds (Library Services)
- Neighbourhood Renewal Team
- Sure start
- Holdforth Hostel Leeds
- My World Your World drama project
- Association of Blind Asians (ABA)
- Hamara Healthy Living Centre
- Leeds Health Focus

Marketing and Publicity

A leaflet has been produced to promote and publicise the new Citizenship and the First Steps and Quick Start software. It is being distributed through all libraries and in the communities. (See Appendix 6).

An Advert has also been taken out in the local Asian Express newspaper highlighting the new citizenship software and its availability throughout the network of Leeds Public Libraries. (See Appendix 7).

The Leeds City Council Bulletin delivered to every household in the city also carried an article on the citizenship software available in all Leeds Libraries. (See Appendix 8).

A further advocacy leaflet has also been produced to disseminate information on the Books and Services in World Languages. It highlights the Accesspoint services, translated documentation, Enquiry Express Service, the new software, jobseekers advice and the mentoring project for Refugees. This leaflet is being distributed throughout the service and partner organisations. (See Appendix 9).

Enquiry Express leaflets have also been updated and professionally reproduced in 12 community and refugee and asylum languages and in English. (See Appendix 2). They are also available in a further 17 languages through in-house production.

In-house staff newsletters have also been used to disseminate the information about the project to create awareness amongst the staff. (See Appendix 3,4).

Statistical Evidence

Systems have been put in place to identify people from Minority Ethnic Communities joining the library service, but this information is on voluntary basis. From the total number of people declaring their ethnicity a total of 2657

(18.4%) from minority ethnic communities had registered for library membership during the period for this project April 2006 – March 2007.

Other service providers have been informed of our services so that they promote our services and also signpost their clients to us and vice versa.

More than 5000 leaflets produced for dissemination promotion and advocacy of our services.

All the mentors and mentees from our mentoring project are informed systematically through intensive two day courses (137 mentors, 79 mentees).

A total of 10 people have used the citizenship software at our central library UK Online Centre. Testimonies are attached. (See Appendix 10).

47 members of staff have been trained in using the new citizenship and IT learning software that has been acquired through this project.

Challenges

The main challenge is to make all our staff aware of what relevant information to disseminate to the client group. It is impossible to deliver the specific training to all 400+ staff of the service therefore electronic means and staff information packs have been developed and updated. This work will continue beyond the end of the project.

Early stages of the project were dedicated to research and consultation so that the information needs are ascertained and relevant systems and procedures are put in place.

Consultation notes are included in the Appendix of the report.

Financial Information

An amount of £10,000 was allocated for resources, publicity and other relevant costs for the project. A substantial amount has been spent on publicity, translations and development and procurement of relevant electronic resources.

A computer package to help people practise and prepare for citizenship tests was acquired and has been made available on all the public computers in the library service. A basic IT self learn package 'Quick Start' and 'First Steps' has also been acquired. These programmes can also assist ESOL learners as it can provide IT learning with on screen text in five languages and speech in English and Arabic. (Appendix 11).

The amount of £25,000 was allocated to pay the salary of the Project Officer.

Appendices

- 1 Consultations with staff
- 2 Translated Enquiry Express Leaflets (12)
- 3 Staff Newsletter (Spread the Word page 3)
- 4 Staff Newsletter (World in Leeds)
- 5 External partners consultation
- 6 Citizenship Software leaflet
- 7 Newspaper Publicity (Asian Express)
- 8 Leeds City Council Bulletin newspaper (Page 3)
- 9 Library Services & World Languages advocacy leaflet
- 10 Citizenship software usage testimonies
- 11 Library Software 1st Page Screen on library computers (First Steps & Quick Start)

Appendix 1

Meeting and consultation with CL Team on 9th Aug 2006

Presentation to the CL Team of the Refugee Access Point – Aims & Objectives, background and the purpose of the visit.

Consultation / feedback

Main questions asked are:

- ❖ ‘ want to use the internet and email’
- ❖ ‘ want to learn English – where and how – ESOL (need for more materials)
- ❖ ‘ wanting to photocopy documents’

Possible resources needed are Enquiry Express leaflets in languages – need to be professionally produced.

Link with Michael at EE.

Other possible project to link in with is Information for Communities Project. (£5000). CAB – Advice Plus.

Refer to Collete for more input / feedback.

Appendix 1

Consultation with Colette Bonafos at Leeds Central Library 9th Oct 2006.

The following information needs of the Refugee and Asylum client group were identified by Colette:

- ESOL needs and related support from relevant agencies
- English qualifications of IELTS / RETAS
- Information on acquiring British citizenship / courses & procedures
- Have some guidance in the relevant languages / library leaflets listing the relevant services (Steering group)
- Books for children / bilingual books
- Career information and guidance
- Contact colleges for ESOL classes / disseminate through them and also try to reach people on waiting lists for ESOL classes
- How to find legal advice / lists of lawyers and companies or agencies giving advice to this client group
- Lists of organisations / shops and charities that sell second hand furniture and goods in the different localities or in the city
- Information on how to open a bank account and accessing relevant financial information (credit unions and community finance)
- How to access health information / HAT how to register with a doctor or specific medical services for asylum seekers

Appendix 2

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ቴሌፎን
0113 2476016

ኢሜይል
enquiry.express@leeds.gov.uk

ፋክስ
0113 2474222

ሚኒ ኮም
0113 2476378

ፖስታ
Leeds Central Library,
Calverley Street, Leeds,
LS1 3AB

9.00 - 7.00 **ሰዓት - ዓርብ**
9.30 - 3.00 **ቅዳሜ**

enquiry express

Amharic

እርዳታ ይፈልጋሉን?
አግኙን!

Leeds
CITY COUNCIL

enquiry express

Arabic

هل تحتاجون إلى مساعدة؟
تصلوا بنا !

Leeds
CITY COUNCIL

انكويري إكسپريس

لهاتف:
0113 2476016

لبريد الإلكتروني:
enquiry.express@leeds.gov.uk

لفاكس:
0113 2474222

لمينيكوم للمعاقين:
0113 2476378

لرمز البريدي
Leeds Central Library,
Calverley Street, Leeds,
LS1 3AB

9.00 - 7.00 **لاثنين إلى الجمعة**
9.30 - 3.00 **لسبت**

enquiry express

téléphone
0113 2476016

email
enquiry.express@leeds.gov.uk

fax
0113 2474222

Minicom
0113 2476378

adresse postale
Leeds Central Library,
Calverley Street, Leeds,
LS1 3AB

9.00 - 7.00 **Lundi - Vendredi**
9.30 - 3.00 **Samedi**

enquiry express

French

Besoin d'aide?
Contactez-nous!

Leeds
CITY COUNCIL

enquiry express

Urdu

کیا آپ کو مدد کی ضرورت ہے؟
ہم سے رابطہ کریں!

Leeds
CITY COUNCIL

انکوائری ایکسپریس

تیلی فون
0113 2476016

ای میل
enquiry.express@leeds.gov.uk

فیکس
0113 2474222

منی کام
0113 2476378

پتہ
Leeds Central Library,
Calverley Street, Leeds,
LS1 3AB

9.00 - 7.00 **سوموار سے جمعہ تک**
9.30 - 3.00 **ہفتے کے دن**

A Sense of Belonging – Refugee Access Point

Leeds Library and Information Service have just completed a project with funding from The Paul Hamlyn Foundation to develop the service to meet the information needs of asylum seekers and refugee communities. In order to achieve this a number of initiatives have been introduced.

New software packages have been acquired in particular a programme to help people prepare for the new British Citizenship test. We have also acquired a basic self learning IT package which has a voice over in English and other languages. This will enable people to improve their IT and literacy skills before going on to the citizenship course or other advance IT courses.

These programmes are currently being piloted at CL, CO, CH, CP and DE. The full rollout will take place in a few months time when the updated versions are received. Publicity and awareness will be raised through leaflets nearer the time.

We have extended our portfolio of translated documents in many new languages and we now have documents translated in 29 world languages on the council website.

The Enquiry Express leaflet has been printed in English and 12 languages to promote and encourage use of our information service along with Books and Services in World Languages leaflet detailing all our services to culturally diverse communities.

The Access to Services in Other Languages Folder is also being converted electronically to be available for staff use from the Ask Leeds website very soon with links to all the relevant websites and information.

Zahir Ahmed
Multicultural Services Advisor



Four Fathers at HMP Leeds

On Thursday 22nd February, Tom Palmer, James Nash, John Siddique and Ray French visited HMP Leeds to talk about their book 'Four Fathers'. The session proved quite popular and 22 men attended. John chaired the session that afternoon prompting some light hearted banter at the beginning by saying he thought he'd come for the next auditions for 'Pop Idol'.

Each of the writers introduced themselves and explained they had come together to write the book because they realised that each of them had some interesting tales of their own fathers and also had stories to tell about being parents or taking on a parental role.

The writers then took it in turns to read an excerpt from one of their stories in the book. Tom began by reading out his very graphic description of the difficult physical process of IV.F, drawing

...continued on page 4

Appendix 4

Language	AS	BB	BE	BN	BR	BU	CH	CL	CO	CP	CR	DE	HE	HL	HO	HP	HU	KI	MO	MT	OT	PU	RO	SE	WE	YE	Total
Arabic																											375
Bengali																											0
Burmese																											0
Chinese																											100
Dutch																											100
English																											100
French																											100
German																											100
Gujarati																											100
Hindi																											100
Italian																											100
Japanese																											100
Korean																											100
Malay																											100
Pashto																											100
Punjabi																											100
Russian																											100
Spanish																											100
Tamil																											100
Urdu																											100
Vietnamese																											100
Yiddish																											100
Yoruba																											100
Zulu																											100

Leeds
CITY COUNCIL

THE WORLD IN LEEDS

MAY 2006

Leeds Library and Information Service

Why We Have The Languages

Welcome

The past

Leeds has long been home to people from other parts of the world. Many came as refugees from persecution. There were Jews who fled from Russia and elsewhere in the late 19th and early 20th centuries and became the backbone of the Leeds tailoring business.

Then there were those who came through their historical links with Britain - from the Indian sub-continent, Hong Kong, Africa and the Caribbean. Many fought in the two World Wars and others came after to help rebuild Britain and to staff the fledgling NHS.

At that time were also many who settled following displacement by the war in Europe. Then from the 60's there were others that came, and some who stayed, and this has continued with refugees from further conflicts, whether in the former Yugoslavia, some parts of Africa, or Afghanistan and Iraq.

The European Union

People come here just to work sometimes, particularly from EU countries. And as the EU has changed and expanded, so has the diversity of those coming to Britain and to Leeds. Over the past year or two, there have been groups of people from Eastern Europe, coming to work in the more rural parts of the city, on farms or at the airport.

City Diversity

So, whereas formerly it could be said that the most incomers were settled, initially at least, in the inner parts of Leeds, now there are particular groups noticeable in the outer areas - as the library staff at those libraries can testify.

For further information contact:

Zahid Ahmed
0113 3952359
Email: zahid.ahmed@leeds.gov.uk

Brownyn Brady
0113 3952359
Email: brownyn.brady@leeds.gov.uk

Mary Francis
0113 2144525
Email: francis01@leedslearning.net

THE WORLD IN LEEDS

Page 2

Libraries and services

How does all this affect our libraries and our services? We need to notice changes in our local communities and assess whether there are specific language, ESOL (English for speakers in other languages) or other needs. Some do not need or want services any different from the rest of the community - many want to use computers above all else. But there may be needs we can fulfil by borrowing items in a particular language, or books, probably with audio material to help with the learning of English.

The 'Big Players' in the field

The biggest language needs and loans by far are for material in Urdu, followed by Chinese. But there is good use of many other languages too, particularly French, Spanish, Polish, Arabic and Farsi.

Feedback

We welcome any input and feedback in relation to World Languages stock or any new needs that you are able to identify in your area through your stock person in your team or directly to the Stock Forum Group.

CHILDREN'S BOOKS

Don't forget that we now have a growing number of books for children in languages other than English. Unlike dual-language material, these need to be shelved with the World Languages, in the appropriate language section.

HOW TO GET HOLD OF THE LANGUAGES

On occasions you may get requests for languages that your library may not have. To see which languages we provide across the service you can consult the table on page 4 of this newsletter and a copy of this table is also included in the Access to Services in Other Languages Folder at your library.

Central Library holds all the languages that we have but you may contact the library which holds the most stock in the required language and request a few books at a time. Where there is a permanent demand for a language then the Stock Services Librarian or the Multicultural Adviser may be contacted at Library Headquarters.

THE FOLDER - WHAT IS IT?

'Access to Services in Other Languages' is a Staff Information Folder and Working Tool. It contains relevant and useful information to help staff meet the needs of user group enquiries. It contains information on what is in place within the service and also a directory of other organizations and services. It is a working tool for staff use, to help them feel more confident when working with refugees and asylum seekers (and other non English speakers).

The contents include:-

- Access to the Translated Documents on Leeds City Council Website.
- Access to translation and Interpretation Services.
- World Languages Stock Standards.
- Registration information.
- Access to Global Writer software package.
- ESOL information.
- Useful websites.
- Other services for refugees and asylum seekers.

WHERE WILL YOU FIND IT?

There is a folder in every library service point along with other staff manuals. Information will be added to the folder as new developments take place.

THE WORLD IN LEEDS

Page 3

NEW LANGUAGES

The Stock Forum World Languages Review has recommended that this year we will introduce stocks in 'Pashto'. This decision was reached through relevant consultation and feedback and a need was identified. Books in Pashto will be stocked at Central, Dewsbury Road and Compton Road Libraries. Pashto is spoken in Afghanistan and the North West Frontier region of Pakistan and is the language of many refugee and asylum seekers from these areas who have settled here in Leeds.

Subject to updated future information regarding refugee and asylum seekers from the African Continent, Amharic and Tigre were considered as possible languages to add the following year. The Review Group also agreed to boost stocks of Polish books.

Access to Services in Other Languages

We now have translated documents in 30 world languages on the Leeds City Council website.

www.leeds.gov.uk/libraries

These include the library membership form and library borrowing procedures.

Appendix 5

Consultation meeting with Refugee Council staff – 23rd Aug 2006.

Presentations by Zahir Ahmed and Bronwyn Brady on respective projects.

15 members of staff attended the meeting mainly case workers and from management.

A suggestion was made regarding the Leeds Card. Its eligibility and issue to refugees and asylum seekers and how this links in with the Library Card.

They were not sure of what other council benefits were available on the card i.e. discounts and the process of getting the Leeds Card. We explained that the process of acquiring a Library card was made simpler for people unable to show proof of address (pre-validation).

A suggestion was made for volunteers with language skills to help people fill in forms and explain library services – share volunteers.

A lot of people ask for help in filling in jobseekers allowance forms and where this facility is available from, currently most people are sent to CABs.

There was a suggestion regarding stock – that some of the national, local studies to be made available or the research that has been published in this sector to be readily made available for people to learn more about the issues etc. (relevant journals, specialist studies & research).

There is a possibility of establishing a referral system with RC for the Time Together project for RC to recommend possible mentees from their clients.

Appendix 5

Consultation with client group on 10th Oct at Holdforth Hostel

Frank (Zimbabwe)

- Information on Access Courses (nursing in mental health) for him
- Job information / opportunities
- On British culture & knowledge / citizenship
- Volunteering opportunities

Mohammed (Iran)

Wanted information on:

- Studying / education and access to courses
- How life is in the UK / citizenship
- Jobs information and how to gain employment
- Attitudes in Britain on immigrants and what people felt
- Health services / access to GPs

Appendix 6




Leeds
CITY COUNCIL

FIRST STEPS^{XP}
on your
computer



**LIFE IN
BRITAIN**



QS
QUICK START

Leeds Library and Information Service
are offering the British Citizenship self learn course and
tests for **FREE** at your local library.

The programme will help you practise the new Citizenship and
Life in the UK tests preparing you for the national test.

Also available 'Quick Start' and 'First Steps' on your computer.
Easy to use self learning basic computer and IT programmes.

For further information please contact your local library or ring
0113 247 6016

phf
The PAUL
HAMLYN
FOUNDATION



www.leeds.gov.uk/libraries



Appendix 7

Asian Express Advert July 2007 2nd Edition & September 2007 2nd edition.

Skin Rejuvenation and Permanent Hair Reduction

Tel: (01484) 548787

www.diminish-hair.com



LIFE IN BRITAIN

FIRST STEPS on your computer

OS QUICK START

Leeds Library and Information Service are offering the British Citizenship self learn course and tests for FREE at your local library.

The programme will help you prepare the new Citizenship and Life in the UK tests preparing you for the national test.

Also available 'Quick Start' and 'First Steps' on your computer. Easy to use self learning basic computer and IT programmes.

For further information please contact your local library or ring **0113 247 6016**




www.leeds.gov.uk/libraries

father

A FILM BY PUNEK AGRAWAL

A






Synopsis: The legacy of Mahatma Gandhi is one that lives and will continue to inspire the social, spiritual and political evolution of nations throughout the world. Mahatma meaning 'the great soul', he changed the history of India and fuelled its autonomy from British rule, through peaceful action, finally achieved in 1947. His unlettered journey towards India's independence was a labour of unconditional love but, tragically, it was these very principles that induced estrangement from the eldest of his three sons, Harilal. The price and paradox of being revered by an entire nation as their father was that Gandhi's own son severed the personal and emotional ties that once linked them, perceiving his father's greatness as a curse around his neck. As Gandhi continued to guide India towards liberation, Harilal was lost in his own, personal wilderness. This untold story lights a candle to the darkness that engulfed the bond between a father and son, and the suffering endured both inwardly and out, as the tragic price paid for one man's greatness.

Title: Gandhi My Father
Language: Hindi with English subtitles
UK Release: 03/08/2007

Cast:

Mahatma Gandhi:	Darshan Jariwala
Harilal Gandhi:	Akshaye Khanna
Gulab Gandhi:	Bhumika Chawla
Kasturba Gandhi:	Shelali Shah
Henry Polak:	Daniel Janks

Director & Writer: Feroz Khan
Producer: Anil Kapoor
Music Composer: Piyush Kanojia

Appendix 8

summer 2007 **LEEDS NOW 3**



NS
SS



the new-look
inset, above)



Thomas Danby
org.uk

also delivers
project offers
premises for
from work-

lot of barri-
unities so it's
ere minority
difference in
on 0113 224
ds.gov.uk

CITIZENSHIP IN PRACTICE

LEEDS Library Service is leading on a couple of projects that help people new to Leeds to become part of our city.

The Time Together project is a national scheme that brings together people to share information about each other's cultures and develop skills that will help people new to the United Kingdom to learn about life here.

In Leeds, a mentoring scheme is taking place where volunteers (mentors) work with refugees (mentees) to support them as they pursue their goals in education, training, employment and integration. Volunteers spend about five hours a month with their mentees over a period of one year.

The mentees on the scheme come from a variety of backgrounds, countries and cultures. There is also a wide range of professions and education levels. The standard of English also varies, although all mentees must have spoken English good enough to be able to conduct a conversation with their mentor. As a result of differing needs, each mentoring relationship is unique and will work towards different outcomes.

Mentors and mentees can register online by visiting www.time-together.org.uk.

A special computer package 'Life in Britain' is being launched soon in all Leeds libraries to help people new to this country to prepare for the national citizenship test. A basic self learning IT programme with a voice-over in English and other languages will also be installed at the same time. This will help people to improve their IT and literacy skills before going onto the citizenship course or other advance IT courses.

For more information please ring 0113 247 6016.

Appendix 9



We also have a basic self learning IT programme with a voice over in English and other languages.

This will enable people to improve their IT and literacy skills before going onto the citizenship course.

Jobseekers Advice

One-to-one sessions can be booked with our Jobseekers' Advisor who can help:

- Write CVs and letters to help in applying for jobs
- Use the internet to look for a job
- Prepare for interview
- Fill in application form
- Research companies
- Make the most of library resources for job search purposes

The Advisor holds sessions in the Central Library.

To book a session please telephone: 0113 247 8282.

Email: businessandsearch@leedslearning.net

LEEDS LIBRARY AND INFORMATION SERVICE

LEEDS LIBRARY AND INFORMATION SERVICE

Mentoring Project

Leeds Library and Information Service are working in partnership with Time Bank to deliver Time Together a Refugee Mentoring Project.

For more information contact:

Bronwyn Brady
Mentoring Project Co-ordinator

Telephone: 0113 3952358

Email: bronwyn.bradley@leeds.gov.uk



A TimeBank initiative

BOOKS & SERVICES IN WORLD LANGUAGES



For more information on World Languages

Telephone:
Enquiry Express 0113 247 6016
or contact Zahir Ahmed
Multicultural Advisor 0113 395 2358
email: zahir.ahmed@leeds.gov.uk



www.leeds.gov.uk/libraries

Welcome

ਸੀ ਆਇਜ਼ ਟੂ

歡迎

به خيرين

স্বাগত

Mir se erdhat

مرحبا بكم



www.leeds.gov.uk/libraries



accesspoint

To improve access and increase use of libraries by people whose first language is not English, Leeds Library and Information Service is providing a range of services and material through the Accesspoint Project. The new facilities include:

- Collections of books in 25 World Languages
- Library information signs in Languages
- Multilingual software package for word processing at some libraries
- Worksheets explaining how to use computers, internet, email and word processing in the following languages: Albanian, Arabic, Bengali, Chinese, Dari, Farsi, French, Gujarati, Hindi, Kurdish, Portuguese, Punjabi, Russian, Somali, Turkish and Urdu
- Library membership forms and borrowing procedures available in all the above languages and also in Amharic, Bosnian, Lingala, Mandarin, Polish, Pushto, Romanian, Slovak, Spanish, Swahili, Tigrinya, Ukrainian and Vietnamese

- Newspapers in some World Languages and electronic links to hundreds around the world
- Asian music CDs and films available at some libraries
- Translators can be requested for people having difficulty accessing library services
- Enquiry Express information service can answer inquiries through email, telephone, letter or fax. Their leaflet is available in all the previously mentioned languages

enquiry express

An electronic Staff Information resource 'Access to Services in Other Languages' has been created for staff use through the Council Intranet.



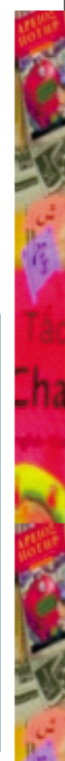
Everyone can have FREE access to the internet and use of the latest computer facilities including networked PCs and high-tech furniture and seating:

- Surf the web or use e-mail to keep in touch with family and friends
- Access training courses and self help worksheets to learn more about using computers and improve at own pace
- Improve career prospects and connect to learning information



FREE Citizenship Course

A special computer package has been acquired by Leeds Library Service, the citizenship course 'Life in Britain' is now installed on all our computers. This programme will help people to practice the new citizenship tests and prepare for the proper national test.



Appendix 10

Testimonies

Comments from Time Together @ Central group on Life in Britain software

"I enjoyed doing the tests and its going to help me understand more about Britain, the culture; help me with my English, with work and everything. I have some friends here who will have to do the citizenship test so I will tell them about it and that they can come to the library and do the practice tests. They don't have much information about it so I can show them now. I will still come and practice the tests in the library and now I know how to do the tests and can book the real test when the time comes."

Amanuel

"While I am here it is important that I improve. If I am to stay, I must take the citizenship test, and I will be going to the UK online centre to practice my English and practice for the test. I think for people like me who are new to this country, it is a very good thing, and I am happy to have the chance to learn and get better."

Zoube

I didn't need to do the citizenship test because I already have a British passport but it has helped me

learn more about Britain for my own knowledge.

Farideh

Appendix 11

