

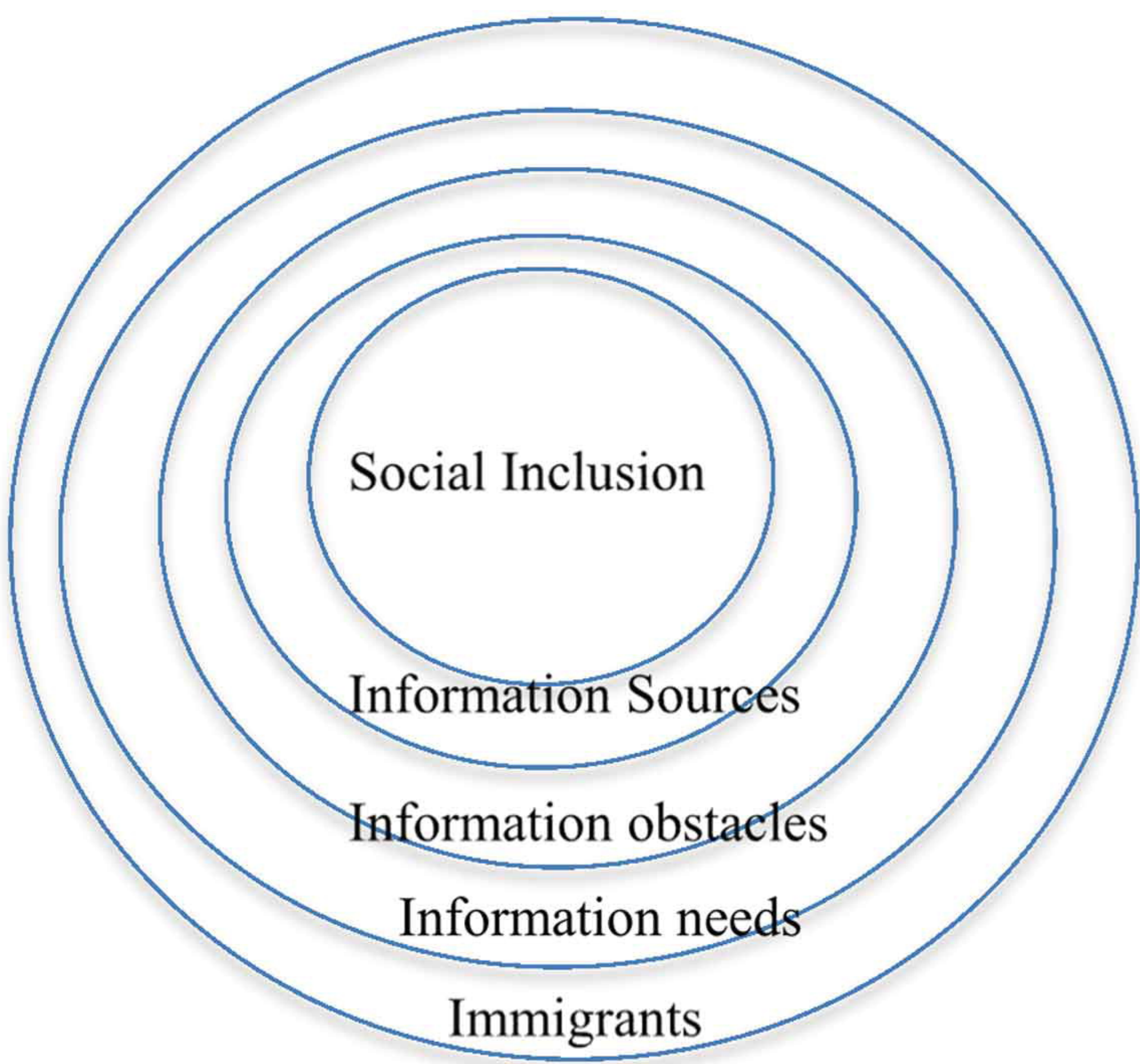
Information Seeking Behaviour for the Iranian and Romanian Immigrant Communities in the Lower Mainland: Designing Library Services for Newcomers

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Introduction

- The purpose of our research is to learn more about the library experiences of new immigrants.
- The results of this research may guide collections development and service decisions and remove any real or perceived barriers to library access. The results can be used to assist in identifying existing library services that are useful, find services that need improvement and propose new services.
- Unique information needs and barriers to public library access were identified among the immigrant community.
- Collections and conversation groups* are the most used among Canadian immigrants.
- Many newcomers appreciate the libraries; however, they are largely unaware of the various services offered.



Information ecology of host country

Figure 1. Retrieved from @Beretta, P., Sayyad Abdi, E., & Bruce, C. (2018) The informed social inclusion model

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Methodology

- Survey instrument (self-administered questionnaire)
- Convenience sample N=20, 10 in Romanian community and 10 in Iranian community

Demographic data of the sample

Survey	Total participants	Romanians	Iranians
Total participants	20	10	10
Male	9	4	5
Female	11	6	5

Table 1. Total number of survey participants by gender

Participants	Age (range)			
	26-35	36-45	46-55	56-65
Total	5	6	6	3
Romanians	1	4	3	2
Iranians	4	2	3	1

Table 2. Total number of survey participants by age

Participants	Education				
	Highschool	Bachelor	Master	Phd	Other
Total	2	7	9	1	1
Romanians	1	4	4	-	1
Iranians	1	3	5	1	-

Table 3. Total number of survey participants by education

Participants	Number of years since immigration			
	1<	1-5	5-10	>10
Total	-	4	4	12
Romanians	-	-	1	9
Iranians	-	4	3	3

Table 4. Total number of survey participants by no. of years in Canada

Results

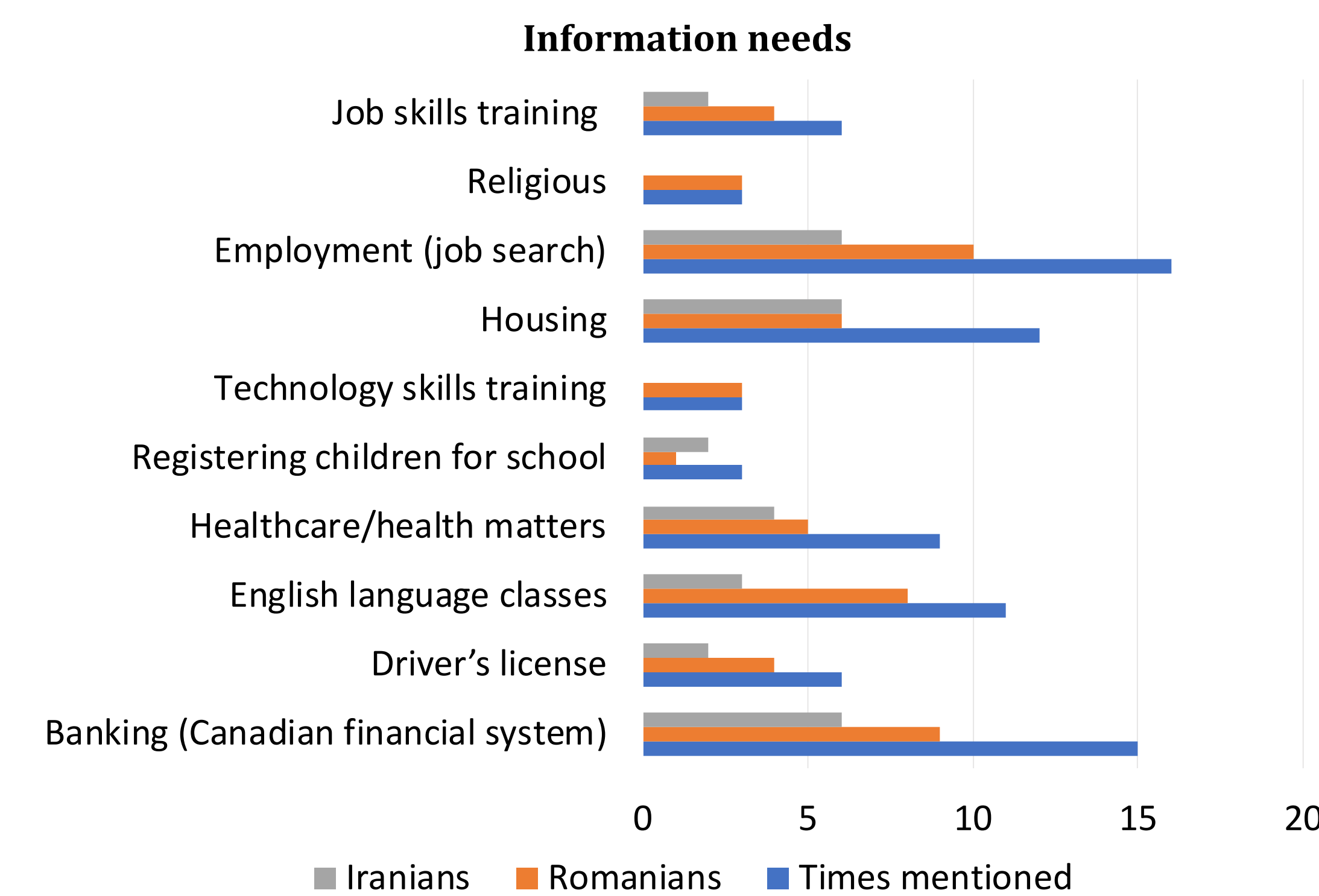


Figure 2. Responses to the question: Which of the following types of information were the most important for you to discover when you arrived in Canada?

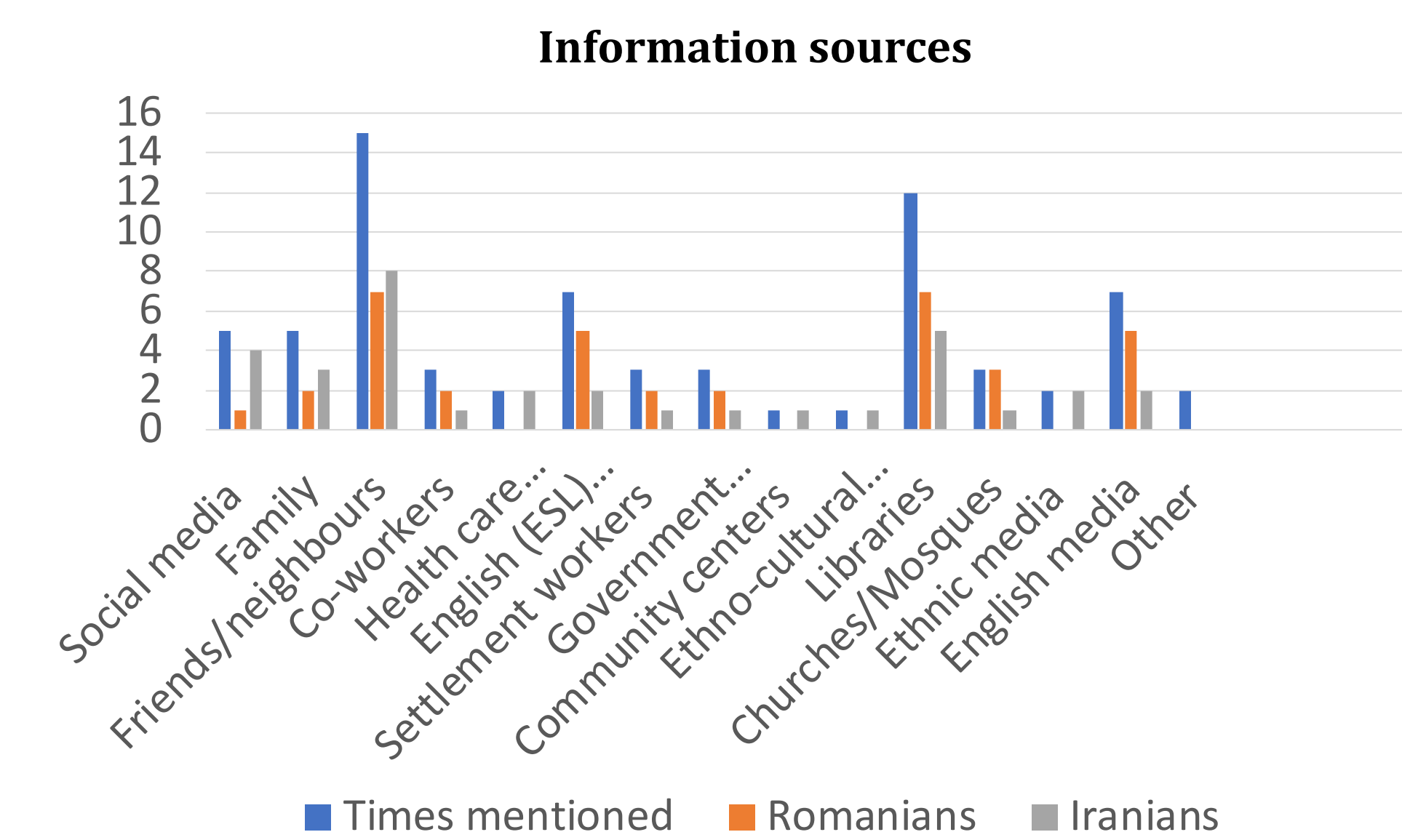


Figure 3. Responses to the question: When you arrived to Canada, what were your main sources of finding information?

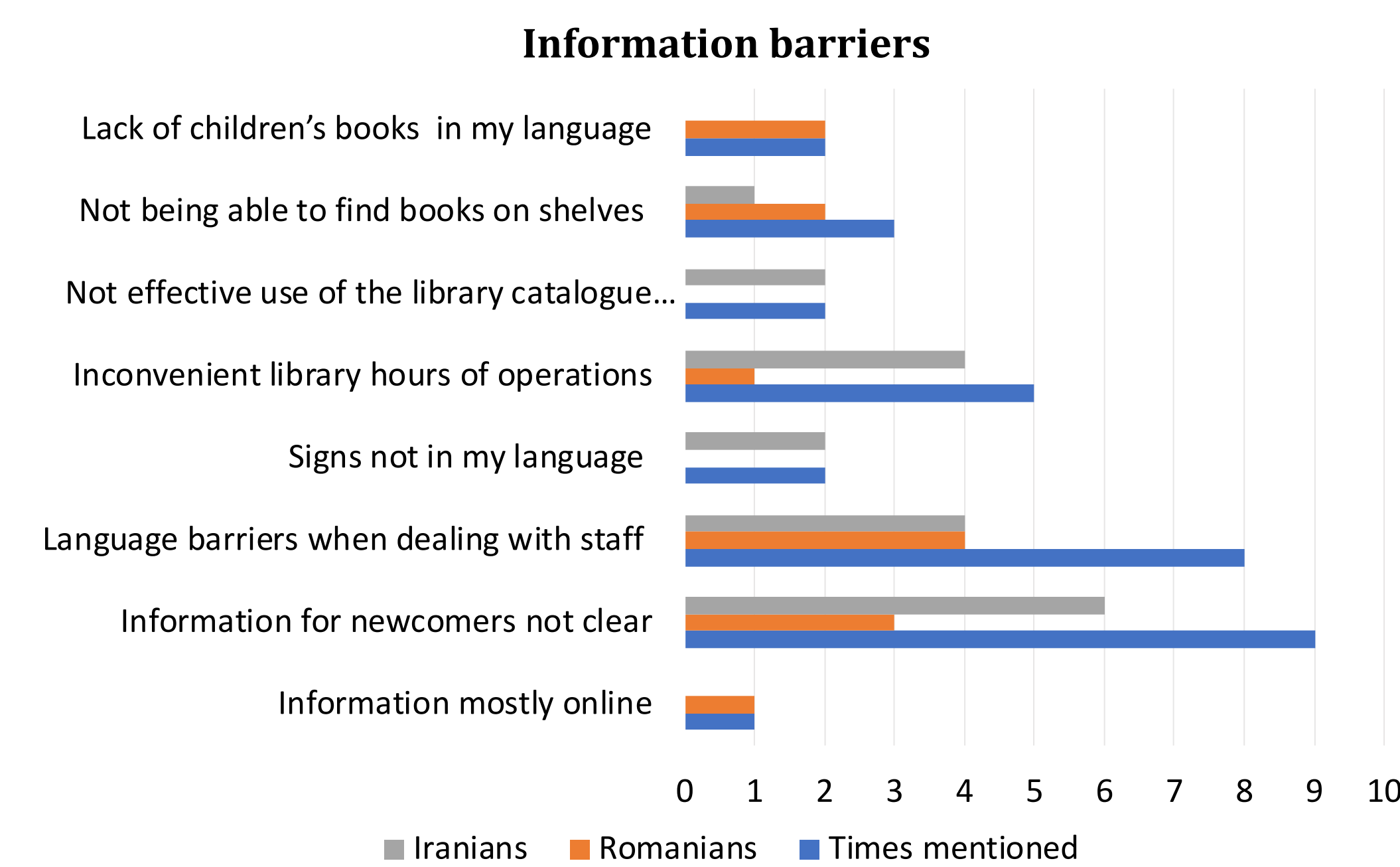


Figure 4. Responses to the question: What did you find to be the most difficult part when using the library?

Discussion

- Most of the respondents agree (55%) or strongly agree (40%) that the library (librarians and library services, Q19) is an important source of information. Also, most respondents (95%) feel that the amount of information available for immigrants in Lower Mainland is good, very good or excellent (Q18).
- Romanians and Iranian newcomers rely mainly on their community (friends and neighbours) and on libraries for getting informed.
- The study reiterates the immigrants' need for information access for job search, banking and housing, the English language classes, job skills training or school enrollment.
- "Thank you, dear librarians, for being an important part of our new life in Canada!" ❤️

Conclusion

- This study yielded results consistent with other previous studies on the topic.
- The survey findings confirm many of the conclusions offered by the literature review.
- Borrowing books and DVDs, Internet access and Education related information* are the most used among Romanian and Iranian immigrants.
- There are areas for improvement in order to better serve immigrant users.
- It has reinforced the literature's conclusion that newcomers face many similar informational challenges.

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