



SUBJECT: YOUTH SERVICES POLICY

Policy No: 2016-17

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PURPOSE:

The purpose of this policy is to outline the criteria and guidelines of the Innisfil Public Library Board in providing service to Youth to enrich their lives, invoke curiosity, stimulate the imagination, and encourage life-long learning and literacy. All programmes, events, and services will provide age-appropriate content and experiences to meet the diverse informational, entertainment and recreational needs of Innisfil's youth. This policy also provides a framework for how the Library achieves its goals and strategic priorities when serving youth.

POLICY:

General

Services for youth are a vital and integral part of the Library's mandate, and contribute to ongoing growth and development. The Library is committed to providing the best possible services and opportunities for youth and fully endorses the *Ontario Library Association's* (OLA) statement on *Teen's Rights in the Public Library* adopted at the OLA Annual General Meeting, June 2010 (Appendix 1).

Application

All Staff, youth ages 12 to 18, their parents/guardians, and those who work with youth.

Definitions

A **Youth** is defined as any person between the ages of 12 and 18 years.

Guidelines

Intellectual Freedom/Access to Information

Youth have the right to intellectual freedom and are entitled to open access to all information and services throughout the Library.

- All youth will have equal access to the full range of services and materials available to other users.
- Any young person from birth forward, who lives, works or attends school in the Town of Innisfil is eligible for a library card. Parents/guardians may apply on behalf of their child, up to and including the age of 13 years. Once the customer can provide their own identification, they may apply without parental consent.
- Any youth with or without a library card may use the services and collections within all library facilities, unless use of the service or space specifically requires a card (i.e. Digital Media Lab, public computer use, etc.).
- The full range of qualified staff skills, collections, equipment, and methods will be utilized to answer all customer requests, regardless of age.
- In accordance with the *1998 Ontario Library Association's Statement on the Intellectual Rights of the Individual* adopted by the Library (see Appendix 2), Staff will not censor material. This responsibility rests with the parent/guardian.
- While Library Staff will assist youth in finding materials, they do not act in place of a parent (in loco parentis). Parents/guardians are responsible for all aspects of their own youth's library use.
- All requests made by youth will be answered without judgement, with respect and according to the Library's confidentiality guidelines.
- The Library provides unfiltered Internet use for youth in accordance with the Library's current Internet Service Policy.

Space for Youth

The Library strives to dedicate a flexible area for youth and their respective collections in each branch. These areas will offer a friendly, inviting atmosphere that promotes communication, respect and acceptance. Youth are actively encouraged to use all spaces in the Library for both leisure and study, either independently or in groups. Furthermore, the Library will consider the needs of youth in the planning of public spaces, including areas such as the Hack Lab, Think Lab, and Media Lab.

Staff

The Library employs qualified Staff dedicated to the provision of excellent service for youth, and who are committed to ongoing training and professional development. Library Staff seek to engage with youth in Innisfil, and to work collaboratively with them to provide programming, materials and services that meet their own needs, as well as those of the community.

Collections

The Library provides a wide range of materials in all formats and reading levels to meet the informational, cultural, educational, and leisure needs of youth. The Library will maintain a fresh, comprehensive, up-to-date collection for youth that complements the local school curriculum and reflects the constantly evolving interests of youth. This is accomplished by an ongoing evaluation of resources and consultation with youth. Additions to the collection will be made in accordance with the Library's current Collection Management Policy.

Programming

The Library will strive to provide relevant activities and programmes for youth which support the Library's mission, values, goals and strategic priorities. Programmes for youth will encourage the use of library collections and resources, promote services, facilitate collaboration, and enable the sharing of knowledge and expertise, when appropriate. The Library will proactively engage youth in the co-creation of programmes based on their passions and interests.

Registration & Attendance

- Most library programmes will require advance registration and the number of participants is restricted based on the format of the programme, the size of the facility, occupancy limits, available Staff supervision, etc. and will be enforced by the Staff member in charge of the programme.
- Participants who habitually miss registered programmes without advising Staff in advance may be asked to forfeit their spot to an individual on the waiting list.

Charging for Programmes

- The Library places a high priority on serving customers regardless of their financial situation. Fees associated with programmes are charged to offset the cost of specialized supplies, performers etc. Should youth or their parents/caregivers be concerned about programme fees, they are encouraged to speak with Library Management to explore possible options.
- If a participant attends a programme with an associated cost with a support person, there will be no charge for the support person to attend.

Marketing

- Programmes will be fully promoted using various channels of communication through community partnerships, local media, and in-house publications and displays, including the Library's website and social media.
- Youth may be consulted in the placement of advertising to ensure that it is appropriately placed to reach the broadest numbers in the community.

Volunteering

The Library offers youth volunteering opportunities through the Community Service Volunteer Programme for Students. This programme provides an opportunity for students living and/or attending school in Innisfil to work towards obtaining the necessary community service hours required to receive their secondary school diploma. Students' interests and previous experience is given consideration when offering volunteering opportunities, though not all students will be able to volunteer exclusively based on their interests. Volunteer hours are offered to those students who apply and are accepted to the programme as the need for volunteers arise.

Advocacy & Outreach

The Library is committed to providing the best possible services for youth and has adopted the *OLA Teen Rights in the Library, 2010* (appendix 1).

The Library will take an active role in youth advocacy by engaging with youth to better understand their needs, interests and passions, discovering opportunities to involve youth in community wide initiatives, and promoting youth as key community stakeholders.

Partnerships and outreach opportunities support the Library in identifying appropriate options for youth to become engaged, and effective approaches to connecting with youth and supporting their needs/desires. The Library will:

- collaborate with local service agencies to emphasize the needs of youth;
- actively seek support for youth services from community organizations, including fundraising, donations, etc.;
- network with others who provide services to youth locally, provincially and beyond;
- communicate and collaborate with principals, teacher librarians, and teachers in our community, as well as with staff at the School Board;
- provide class visits for local school classes and home schooled youth;
- participate in local events, i.e. parades, fairs, Family Fun Day, Light Up Night;
- develop local business contacts, including agencies that support youth employment.

Conduct and Behaviour

Youth are expected to comply with the Library's Rules of Conduct Policy to ensure the comfort and protection of all persons who use the facilities of the Library. The cooperation of all youth who attend the Library is required to maintain an environment conducive to study and the enjoyable and productive use of the facility.

Unattended Youth

The Library is a public place and parents/guardians are responsible for their children's supervision at all times. According to the *Ontario's Child and Family Services Act*, children under 16 must never be left without "provision made for their supervision and care that is reasonable in the circumstances".

Reporting Abuse and Neglect

Library Staff, as members of society, as members of the public and as professionals who work with children, is obligated under the *Ontario Child and Family Services Act* to report suspicions of physical, emotional and sexual abuse to children under the age of 16. The reporting must be done promptly and immediately by the individual who witnesses or suspects that a child has experienced harm or is at risk of being harmed.

ATTACHMENTS:

Appendix #1 – *Ontario Library Association Teen Rights in the Public Library, 2010*

Appendix #2 – *Ontario Library Association Statement on the Intellectual Rights of the Individual, 1998*

RELATED POLICIES:

Borrowing Policy

Collection Management Policy

Internet Service Policy

Rules of Conduct Policy

Volunteer Policy

Approved by the Innisfil Public Library Board, October 17, 2016

Motion Number: 2016.81

Supersedes Policy #2013-21, approved December 9, 2013, Motion #2013.110 &

Policy #2010-11, approved May 17, 2010, Motion #2010.40 &

Policy #2005-09, approved November 14, 2005, Motion #2005.54 &

Policy #2001-12, approved November 9, 1998, Motion #98.40



∴ ontario library association

Teen's rights in the Public Library

Goals for Library Services for Teens:

Young people are valuable members of our library community who deserve the same respect, dignity and human rights as all library members. This document provides a framework for developing library services to teens that meet the educational, informational, and cultural and leisure needs of young people in ways that are developmentally appropriate. Each public library has a different community to serve and therefore different priorities and needs. Although specific services for teens have not been well established in all libraries, these goals are created in the belief that young adulthood is a unique life stage and that young adults are entitled to the same quality of library services offered to other age groups in the population. (Adapted from the IFLA Guidelines for Library Services for Young Adults, 2006 and the YALSA Guidelines for Library Services to Teens, Ages 12-18, 2006.)

The goal of library services for teens is to assist with the transition from children's services to adult services and to provide access to both resources and an environment that meets the needs of young people for intellectual, emotional and social development. Specifically these needs are based on the unique seven developmental needs of adolescents and the five core values of quality service to teens:

7 Developmental Needs of Teens	5 Core Values of service to teens
<ul style="list-style-type: none"> • Physical activity, • Competence and achievement, • Self definition, • Creative expression, • Positive social Interaction with Peers and Adults, • Structure and Clear Limits, • Meaningful Participation 	<ul style="list-style-type: none"> • Respecting and responding to unique YA needs, • Providing equal access, • Empowering Youth through participation, • Engaging Teens in active collaboration, • Supporting healthy youth development.
<small>Excerpted from: Dorman, G. (1981). The Middle Grades Assessment Program: User's Manual. Carrboro, NC: Center for Early Adolescence.</small>	<small>Core Values excerpted from Jones, P. (2002). <i>New directions for library service to young adults</i>. Chicago: American Library Association.</small>

Teens in Ontario Public Libraries have the right to:

1. Intellectual freedom

The library establishes clear policy statements concerning the right to free access by young adults to library resources and information sources; and respect for the rights of young adults to select materials appropriate to their needs without censorship. The library's teen collection, policies and services should be consistent with the concepts of intellectual freedom defined by the CLA, OLA and Ontario Human Rights code.

2. Equal access to the full range of materials, services, and programs specifically designed and developed to meet their unique needs.

The Library integrates library service to teens into the overall plan, budget and service program for the library. Library service to teens is integrated with those offered to other user groups.

3. Adequate funding for collections and services related to population, use and local community needs.

The Library incorporates funding for materials and services for teens in the library operating budget and ensures there is equitable distribution of resources to support programs and services for young adults.

4. Collections that specifically meet the needs of teens

The Library provides a wide spectrum of current materials of interest to young adults to encourage lifelong learning, literacy, reading motivation, and reader development. The library endeavors to develop collections that encourage leisure reading, support homework and school success and responds to gender and cultural diversity. The library provides unfettered access to technology including social networking, licensed databases, and other online library resources for teens.

5. A library environment that complements their physical and developmental stages.

The Library provides identifiable spaces for teens that are separate from children's spaces where possible, reflects their lifestyle and allows for teens to use this library space for leisure or study, either independently or in groups.

6. Welcoming, respectful, supportive service at every service point.

The Library promotes friendly, positive, non-biased customer interactions with teens, providing staff development and training and ensures that services for teens embrace cultural and gender diversity and economic differences. Library staff will endeavor to respect the teen's need for privacy and nonjudgmental service and assist young adults in acquiring the skills to effectively access all library resources and become information literate.

7. Library Programs and Services appropriate for Teens

The Library fosters youth development by providing programs for teens that contribute to literacy, life-long learning and healthy youth development. The library endeavors to provide volunteer opportunities for helping others through community service hours including participating on Library Advisory Boards, and other projects that help develop a sense of responsibility and community involvement. The library's teen services initiatives are effectively managed according to best practices in the field of Youth Services.

8. Trained and knowledgeable staff specializing in teen services.

Library staff is knowledgeable about adolescent development and age appropriate resources for young adults inclusive of those with special needs. The library provides services by teen specialists as well as by others who are trained to serve teens.)

9. An advocate who will speak on their behalf to the library administration, library board, municipal council and community to make people aware of the goals of teen services.

The Library works in partnership with other community agencies and organizations to support all aspects of healthy, successful youth development.

10. Library policies are written to include the needs of the youth.

Adopted at the Ontario Library Association Annual General Meeting June 2010.

ONTARIO LIBRARY ASSOCIATION
STATEMENT ON
THE INTELLECTUAL RIGHTS OF THE INDIVIDUAL

In affirming its commitment to the fundamental rights of intellectual freedom, the freedom to read and freedom of the press, as embodied in the Canadian Charter of Rights and Freedoms, the Ontario Library Association declares its acceptance of the following propositions:

- 1) That the provision of library service to the public is based upon the right of the citizen, under the protection of the law, to judge individually on questions of politics, religion and morality.
- 2) That intellectual freedom requires freedom to examine other ideas and other interpretations of life than those currently approved by the local community or by society in general, and including those ideas and interpretations which may be unconventional or unpopular.
- 3) That freedom of expression includes freedom for a creator to depict what is ugly, shocking and unedifying in life.
- 4) That free traffic in ideas and opinions is essential to the health and growth of a free society and that the freedom to read, listen and view is fundamental to such free traffic.
- 5) That it is the responsibility of libraries to maintain the right of intellectual freedom and to implement it consistently in the selection of books, periodicals, films, recordings, and other materials, and in the provision of access to electronic sources of information, including access to the internet.
- 6) That it is therefore part of the library's service to its public to resist any attempt by any individual or group within the community it serves to abrogate or curtail access to information, the freedom to read, view and listen by demanding the removal of, or restrictions to library information sources in any format.
- 7) That it is equally part of the library's responsibility to its public to ensure that its selection of material is not unduly influenced by the personal opinions of the selectors, but determined by the application of generally accepted standards of accuracy, style and presentation.