

POL-PUB.2018.57 Title: *Children & Teens Services*



Type: User Services
Authority: CEO
Resolution No.: BMPL 2018-105 on 5-17-18; POL-PUB.2018.57
Associated Documents: • Children's Rights in the Public Library
• Teen's Rights in the Public Library

PUB.2018.57.1 Commitment Statement

The Blue Mountains Public Library recognizes that the needs of our children and teens are important in their own right: that their intellectual growth, their cultural appreciation and recreational activities should be fostered through quality library service, delivered with consideration and respect. An important role of the library is to provide services to children and teens in order to enhance their love for reading, literacy skills, educational capacity, cultural appreciation, lifelong learning, and the fostering of a worth of the public library within the next generation of community members. The Board endorses the *Children's Rights in the Public Library*, adopted by the Ontario Library Association at the November 1998 Annual General Meeting and the *Teen Rights in the Public Library*, adopted at the OLA AGM in June 2010.

PUB.2018.57.2 Who is Included in Children's Services

1. **Children:** Children are defined as up to the age of 12 years and are the primary user group of children's services and materials.
2. **Caregivers:** Parents, grandparents or guardians are often users of the services and materials as they assist their infants, toddlers and pre-school children. Programs and activities are often necessary for the caregiver to engage with small children, especially around early literacy.
3. **School and Community Educators:** Teachers are the primary formal voice of educational services within a community. To assist these educators, curriculum materials for children's independent learning, out-of-class learning, and to a lesser degree, in-class learning are maintained within the children's collection. Other community services (such as camps, language programs or day care) are also looking for resources for the children with whom they work. Finally, the Library aims to have collections appropriate for the home-school family who may use the Library as a resource for both print and online materials.
4. **Library Employees:** Library employees themselves are users of the children's materials as they provide programs and offer support to Library users.

PUB.2018.57.3 Who is Included Within Teen Services

1. **Tweens:** Tweens are defined as those 12-14 and usually enrolled in junior high school. Tweens are entering the crossover stage and may use the children's, adults, or teen materials within the Library. Tweens are also identified as a special user group as their participation within the public library system tends to drop-off between elementary school and adulthood.
2. **Teens:** Teens (Young Adults) are defined as those 14 and above and usually enrolled in secondary school. Teens are a crossover group who may use the children's, adults, or teen materials within the Library. Teens are also identified as a special user group as their participation within the public library system tends to drop-off between elementary school and adulthood.

3. Caregivers: To a lesser extent than Children’s Services, parents, grandparents, or guardians may be involved assist their teens during recreational time or research.
4. School and Community Educators: Teachers are the primary formal voice of educational services within a community. To assist these educators, curriculum materials for teen’s independent learning, out-of-class learning, and to a lesser degree, in-class learning are maintained with the teen collection. Community Educators are also looking for resources for the teens with whom they work. These may include camp leaders, language program tutors, or other tutorial services. Finally, the Library aims to have collections appropriate for the home-school family who may use the Library as a resource for both print and online materials.
5. Library Employees: Library employees themselves are users of the teen materials as they provide programs and offer support to Library users.

PUB.2018.57.4 Facilities

1. The Children’s area is a distinct area where children can roam and sit.
 - 1.1. This space is designed so materials are available to children in a physical manner efficient for their use.
 - 1.2. Furniture, shelves, and shelving of the materials are designed to be accessible for the users.
 - 1.3. Signage is at heights appropriate for the user and printed in a manner most conducive for their reading levels.
 - 1.4. The children’s area is a place for children to interact and is not seen as a quiet environment. Those seeking a quiet study environment are encouraged to utilize other areas of the building which are designated quiet spaces.
 - 1.5. Children should easily be able to identify the children’s area from that of the rest of the building. In part, the collection and displays shall aid this, but the use of children’s furniture, décor, and appearance are important aspects of the welcoming environment of an active children’s area.
2. Plans for a Teen Zone are included in long range planning for a new facility(s). In future facilities, the Teen Zone shall be teen friendly and offer a collection and place for teens to congregate, participate in group activities, and study.
3. The grounds and interior of the Library are checked daily to minimize any risk to the children and other users.

PUB.2018.57.5 Programs

1. The library shall provide programming for children, teens and caregivers, both in and out of the library, to stimulate creative potential and to encourage and facilitate the habit of reading, independent learning and use of the library.
2. Programming should be both recreational and educational. Educational programs such as homework support clubs, science fair support, or other curriculum and extra-curricular activities shall be a part of the Library programming.

3. The number of participants for all programs shall be restricted based on size of the facility, fire department limits, employee supervision available, etc.; this shall be enforced by the programmer in charge.
4. Some programs may limit the age of children and the number of children per accompanying adult. This limit may be enforced by the programmer in charge.
5. The library shall provide educational, entertaining and literature related programs such as:
 - 5.1. Programs for parents/guardians, adults, caregivers that shall educate them on the importance of early literacy, the role of the library in their children's lives, and the support the library can offer them;
 - 5.2. Depending on age, programs for classes, children's groups (e.g., Brownies), daycare, etc., shall emphasize early literacy and library orientation, encourage reading for leisure, and may highlight various aspects of the collection;
 - 5.3. Programs for summer, school breaks and teacher professional development days shall be primarily book based and shall highlight various aspects of our collection while encouraging reading for pleasure or leisure activities.
6. See also Programs Policy.

PUB.2018.57.6 Collections

1. The CEO shall ensure the maintenance and organization of comprehensive children's and teen collections based on the Collection Development Policy.
2. These collections shall meet high standards of quality and reflect the changing educational needs and personal interests of children and teens as well as trends in society.
3. The Library shall develop profiles of the collections to define the scope and inclusion of:
 - 3.1. Canadian authors and content
 - 3.2. Award-winning titles (e.g. First Nations Communities Read, Georgian Bay Reads, and Evergreen)
 - 3.3. Non-fiction material that complements the local school curriculum
 - 3.4. Age appropriate formats
4. Print and non-print materials shall be available representing:
 - 4.1. Canadiana
 - 4.2. Traditional literature including folklore, rhymes, and myths
 - 4.3. Popular and ephemeral literature that reflects the constantly changing environment of children
 - 4.4. Various family relationships which represent the children of Blue Mountains and North America
 - 4.5. Materials designed to serve special groups such as disabled, gifted, early readers, and reluctant readers.
 - 4.6. Other specifics shall be identified in the operational policy, *Composition of the Collection*.

PUB.2018.57.6 Children's Resources

1. Children are entitled to:
 - 1.1. a separately purchased collection which is designed to meet their needs from infancy to the end of childhood;
 - 1.2. a catalogue with author, title, and subject access to the children's collection;

- 1.3. a balanced collection to serve a wide variety of users and special needs of the community;
 - 1.4. a collection that is up-to-date, in good condition, and generally attractive, and is organized for easy access and with children's capabilities in mind;
 - 1.5. a collection that includes literature of the highest quality to satisfy the wants and needs of children and to develop their human potential.
2. Children's Materials shall be selected according to the Collection Plan. Specific areas to be included within the children's collection are:
 - 2.1.1. Picture Books
 - 2.1.2. Board Books
 - 2.1.3. Easy readers
 - 2.1.4. Primary Fiction (Reading level gr 1-3)
 - 2.1.5. Junior Fiction (Reading level gr 4-6)
 - 2.1.6. Intermediate Fiction (Reading level gr 7-8)
 - 2.1.7. Non-Fiction (personal interest and curriculum support)
 - 2.1.8. Biography
 - 2.1.9. Indigenous materials
 - 2.1.10. Contemporary Issues facing Children and youth

PUB.2018.57.7 Teen Resources

1. Teens are entitled to:
 - 1.1. a separately purchased collection which is designed to meet their interests as they transition from children's collections to adult collections;
 - 1.2. a catalogue with author, title, and subject access to the teens' collection;
 - 1.3. a balanced collection to serve a wide variety of users and special needs of the community;
 - 1.4. a collection that is up-to-date, in good condition and generally attractive, and is organized for easy access;
 - 1.5. a collection that includes literature of the highest quality to satisfy the wants and needs of teens and to develop their human potential.
2. Teen's Materials
 - 2.1. Materials shall be selected according to the Collection Plan. When available, teen materials shall be identified on the spine or in the catalogue. Not all materials shall be off-set from the general collection. Specific content to be included within the teen collection is:
 - 2.1.1.1. Teen/Young Adult Fiction
 - 2.1.1.2. Non-Fiction (personal interest and curriculum support)
 - 2.1.1.3. Biography

PUB.2018.57.8 Computer Access

1. Children and teens are free to use the computers in the library. No limit of content or knowledge is made on the computer system beyond downloadability limited by the firewall of the server. As such, caregivers are encouraged to be aware of the sites, games, and relationships accessed when children are online.
2. See also *Technology*.

PUB.2018-.57.9**Community Outreach**

1. The Library shall participate in community outreach including literacy nights, classroom visits and participation in community events.
2. Strong outreach shall include maintaining relationships and partnerships with community organizations, agencies, and the local schools.
3. Community outreach and partnerships with the schools of Blue Mountains is a key success tool for the children and teens of Blue Mountains. The information needs of school-aged children are influenced to a large extent by their school studies. Although the school library holds the primary responsibility for the provision of curriculum-related support material, the BMPL shall endeavour to provide additional resources and assistance when called upon and according to the Collection Plan. Cooperation and communication should exist between the Library employees and school staff to ensure that the best interests of children and teens are served.

PUB.2018.57.10**Advocacy for Children and Teens**

The library shall advocate for children's and teens' services in the community by:

1. Collaborating with agencies to promote early literacy, love of reading, lifelong learning and children's and teens' health and well-being.
2. Seeking support for children's and teens' services from community organizations, fundraising, donations, etc.
3. Networking with other agencies who provide service to children and teens in the community, region and province.

PUB.2018.57.11**Rights and Responsibilities of Caregivers**

1. Unattended Children
 - 1.1. As a public building, the Library is a site where all members of the community and community guests are welcome. The Library endeavours to maintain a secure site, but cannot observe each person within the building. Caregivers are responsible for the safety of their children.
 - 1.2. Children entering the building alone are welcome to use the facility providing they respect the rules of the Library, the other users, and the materials and equipment of the building. However, when an unaccompanied child is on premises, the employees have little opportunity to speak with caregivers about behaviour and expectations of behaviour. For this reason, the Library recommends caregivers attend the Library with their children. Although the no minimum age has been specified for minors in the building, the employees may request any person not observing appropriate behaviour to leave the premises, regardless of age.
 - 1.3. A child not in a program may be asked to leave the building at any time by employees. Those who are disrespectful when in a program may be removed from the program with a call to the caregiver to retrieve them.
 - 1.4. Caregivers should never drop off children without confirming the Library is open, as Library employees shall not allow children to enter the building before or after hours.
 - 1.5. Children who require supervision may not be left unattended.
2. Supervised Use of Materials

- 2.1. A caregiver, by completing an application for library membership for their child, acknowledges that a card shall be issued to their child and that the caregiver is responsible for the materials borrowed on the card.
- 2.2. All children shall have access to all materials in the system, with the exception of media (e.g. DVD, Video, Audio Book). If a caregiver wishes to limit their child's access to library materials, they should make this known to the child. The Library shall not withhold circulating materials from any user, regardless of age.
3. Protection and Care of Materials
 - 3.1. Each parent, grandparent or guardian authorizing a user card for a child is responsible for the care of the materials.
 - 3.2. All materials should be returned undamaged.
 - 3.3. All materials should be returned on or prior to the due date or fines may be assessed.
 - 3.4. Caregivers are welcome to use materials in-library for homework, quiet reading time, or to read aloud. These materials must also be cared for.
 - 3.5. Caregivers should never leave small children alone with any materials belonging to the Library. This is for the safety of the child and the materials.

PUB.2018.57.12 Children's and Teen Services Employees

1. The employees shall receive training pertaining to Readers' Advisory and Reference Requests to better serve the needs of child users and their caregivers.
2. Although the employees shall offer additional time to child user requests, caregivers are encouraged to assist their children in materials selection, computer access, and checking out of materials.
3. The qualified employees shall utilize the full range of collections, technology and methods to answer all users' requests for advice on selecting books and for information, regardless of age and without judgment, with confidentiality and respect.
4. Library employees should conduct interviews to better understand what each child and teen wants and needs.
5. Library employees shall point out the variety of resources available in all areas of the library as appropriate.

PUB.2018.57.13 Children & Teen Rules

1. Children and Teens are required to follow all rules of the Library. There are no rules from which they are exempt nor are there additional rules of conduct. See *Rights and Responsibilities of Users*.
2. During all school hours when schools are in session, no school age student (6-15) may be in the building (unless accompanied by a parent/guardian or teacher).
 - 2.1. High School students under the age of majority who are on half day or work dismissal from secondary school must have a note which states their schedule, or that they have been released from the day by the proper school administrator.
 - 2.2. Any student who comes to the Library during school shall be seen as truant.
 - 2.3. The Library employees shall contact either the police or the student's school to notify the principal.

1. Responsibility for the reading activities of children rests with their parents or legal guardians.
2. Selection of materials for the adult collection shall not be restricted by the possibility that children may obtain materials that their parents consider inappropriate.
3. The Board believes in the freedom of the individual and in the right and obligation of parents to develop, interpret, and enforce their own code of acceptable conduct within their own household.

Original Approval: 5-17-2018

Amended On: _____

Appendix

Ontario Library Association Statement on the Rights of the Child

Children in Public Libraries have the right to:

1. Intellectual freedom
2. Equal access to the full range of services and materials available to other users.
3. A full range of materials, services and programs specifically designed and developed to meet their needs.
4. Adequate funding for collections and services related to population, use and local community needs.
5. A library environment that complements their physical and developmental stages.
6. Trained and knowledgeable staff specializing in children's services.
7. Welcoming, respectful, supportive service from birth through the transition to adult user.
8. 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 children's services.
9. Library policies written to include the needs of the child.

Adopted at the Ontario Library Association Annual General Meeting, November 1998

Teen Statement

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; 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, lifelong 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 by the Ontario Library Association General Meeting, June 2010. Revised April 28, 2011