

YALSA Board of Directors

- **Access to Information**

assess the level of service provided to teens at their Library. This will allow libraries to support services that already exemplify the highest level of achievement and identify gaps in their services and areas to improve. Members of the public who find that their library is lacking in certain areas will have a framework to present their concerns to library administrators or boards of trustees.

Drawing from the *Competencies*, the rubric includes following areas:

- **Leadership and Professionalism:** librarians that work with teens excel at and are committed to connecting teens and libraries.
- **Knowledge of Client Group:** librarians are familiar with the developmental and cultural needs of teens in their community.
- **Communication, Marketing & Outreach:** libraries and librarians foster relationships with teens both in and out of the library building to effectively communicate about library services and programs.
- **Administration:** libraries will identify and strategically address the needs and rights of their teen population in the areas of budget, programming, spaces and more.
- **Knowledge of Materials:** libraries will maintain a current and diverse teen collection, guided by a collection development policy with the expertise of staff.
- **Access to Information:** librarians will provide access to and instruction on a wide variety of collections and topics.
- **Services:** librarians will offer the best possible programs that meet the needs and interests of teens both in and out of the library.

Information for Library Trustees

The Young Adult Library Services Association (YALSA) is a division of the American Library Association (ALA) that supports library services to teens, aged 12-18. YALSA has developed a tool to evaluate public library services to teens. This tool is a way for library administrators, teen librarians, and the general public to

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Information for YA Librarians

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The Teen Services Evaluation Tool

Competencies for Librarians Serving

Youth: Young Adults Deserve the Best. However, unlike the *Competencies*, this tool is intended to evaluate an

YA Librarians can use this tool to identify areas in which they could use training. It will also help YA librarians identify to their library administration areas in which the library budget, policies, and/or strategic plan could be altered to better serve teens.

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- **Leadership and Professionalism:** librarians that work with teens excel at and are committed to connecting teens and libraries.
- **Knowledge of Client Group:** young adult librarians are familiar with the developmental and cultural needs of young adults in their community.
- **Communication, Marketing & Outreach:** libraries and librarians foster relationships with teens both in and out of the library building to effectively communicate about library services and programs.
- **Administration:** libraries will identify and strategically address the needs and rights of their teen population in the areas of budget, programming, spaces and more.
- **Knowledge of Materials:** library will maintain a current and diverse teen collection, guided by a collection development policy with the expertise of young adult staff.
- **Access to Information:** young adult librarians will provide access to and instruction on a wide variety of collections and topics.
- **Services:** young adult librarians will offer the best possible programs that meet the needs and interests of teens both in and out of the library.

Leadership and Professionalism

Essential Element	Distinguished	Proficient	Basic	Below Basic	Examples/Resources
<p>Equitable funding and staffing levels</p>	<p>Library maintains line items in the budget for YA materials and staff at levels proportionate to YA usage and circulation.</p>	<p>Line item for YA materials budget; at least one librarian FTE devoted to YA services for each branch.</p>	<p>Line item for YA materials budget. Some staff (professional or paraprofessional) devoted to YA services.</p>	<p>No line item for YA materials or staff.</p>	<p>YALSA White Paper: The Benefits of Including Dedicated Young Adult Librarians on Staff in the Public Library</p> <p><i>Young Adults Deserve the Best: YALSA's Competencies in Action</i>, Chapter 1</p> <p>Audra Caplan, <i>YALS</i>, Fall 2009</p>

Commitment to Professionalism & Ethical Behavior

All library staff demonstrates

Knowledge of Client Group

<i>Administration</i>					
Essential Element	Distinguished	Proficient	Basic	Below Basic	Examples/Resources
Develop a strategic plan for library service with YAs based on their unique needs	Library has created a YA mission statement or strategic plan with goals that connect to the overall institutional mission statement with input from YA staff that is subject to ongoing (at least annually), output-based evaluation.	Library mission statement addresses teen services. A separate YA mission statement or strategic plan is in development with input from YA staff.	Library mission statement and strategic plan do not specify teen goals or services.	Neither library nor YA department has a strategic plan. YA staff operate in isolation.	YA Strategic Plan with short-term and long-term goals. YA Mission Statements is a guide to serving young adults in the community. <i>Young Adults Deserve the Best: YALSA's Competencies in Action, Chapter 4</i>
Design and conduct a community analysis and needs assessment	Programs and services are offered on the basis of needs articulated in a written community analysis and needs assessment. Young adults are involved in development of Needs Assessment.	Library has a Community Analysis and Needs Assessment that includes some data on young adults.	Community analysis and needs assessment is in development.	Neither library nor YA department has a current community analysis or needs assessment.	Community Analysis and Needs Assessment Document. Circulation and population statistics.
Develop, justify, administer and evaluate a budget for YA services	YA department has a budget proportionate to young adult usage and circulation. Annual reports show young adult circulation, usage, materials spending, etc. Funding sources are identified and available for additional services and programs.	YA department has adequate funding for materials, staff, technology, facilities. Spending is planned annually. Special projects can be funded through separate requests to administration or other funding sources.	Young adult materials and staffing are funded as part of the overall library budget, but not recorded or tracked separately.	Inadequate funding for YA materials, staff, and programs.	Funding for materials in multiple formats. Funding for staff. Funding for programs and additional services. Funding for spaces
Develop written policies that mandate the rights of YAs to equitable library service.	All library policies and practices reflect a commitment to intellectual freedom and equitable access. Policies and procedures are examined annually and developed collaboratively and ensure that collections, resources, and services are available to all teens.	All library policies and practices reflect a commitment to intellectual freedom and equitable access.			

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Evaluation Tool Final Draft**

<p>Use the skills, talents, and resources of YAs in programs and services.</p>	<p>Teens are involved at every level of planning and presenting young adult programs and services. Teens are encouraged to use their skills in creating and implementing programs and services, volunteering, and applying for employment in the library.</p>	<p>Teens are involved in some aspects of planning and presenting young adult programs and services.</p>	<p>Teens are occasionally consulted when the library is developing young adult programs and services.</p>	<p>Teens are never or rarely consulted in the development of programs and services.</p>	<p>Teen Advisory Group One-time or short-term focus groups. Online polls.</p>
<p>Dedicated spaces for Young Adults</p>	<p>The library includes a dedicated space for young adults that is open and staffed all hours that the library is open. This space is equal or greater than the percentage of the full square feet of the library as the percentage of teens in the community.</p> <p>The young adult space has been planned and is updated regularly with the assistance of young adults.</p> <p>The young adult space includes at a minimum print fiction, print nonfiction, media, technology, and comfortable seating</p>	<p>The library includes a dedicated space for young adults. The young adult space has been planned and is updated regularly with the assistance of young adults. The young adult space includes at a minimum print fiction, print nonfiction, media, technology, and comfortable seating.</p>	<p>The library includes a dedicated space for young adults.</p>	<p>There is a young adult collection located in the library.</p>	<p>YALSA White Paper: The Need for Teen Spaces in Public Libraries YA Spaces of Your Dreams (VOYA column) <i>Teen Spaces</i>, by Kimberly Bolan for YALSA, (ALA Editions)</p>

Knowledge of Materials

Essential Element	Distinguished	Proficient	Basic	Below Basic	Examples/Resources
Collection Development Policy	Library maintains a YA Collection Development Policy that is consistent with the parent statement and strategic plan, includes materials in a variety of formats including print and digital, is reviewed annually, and YA staff have significant input into this plan				

