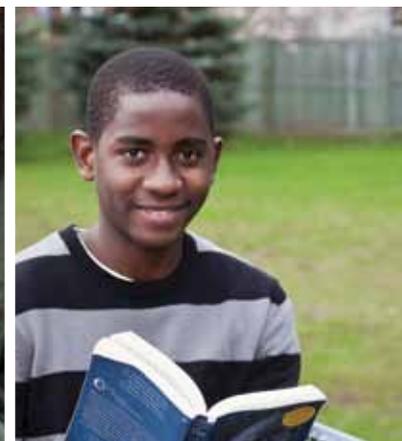


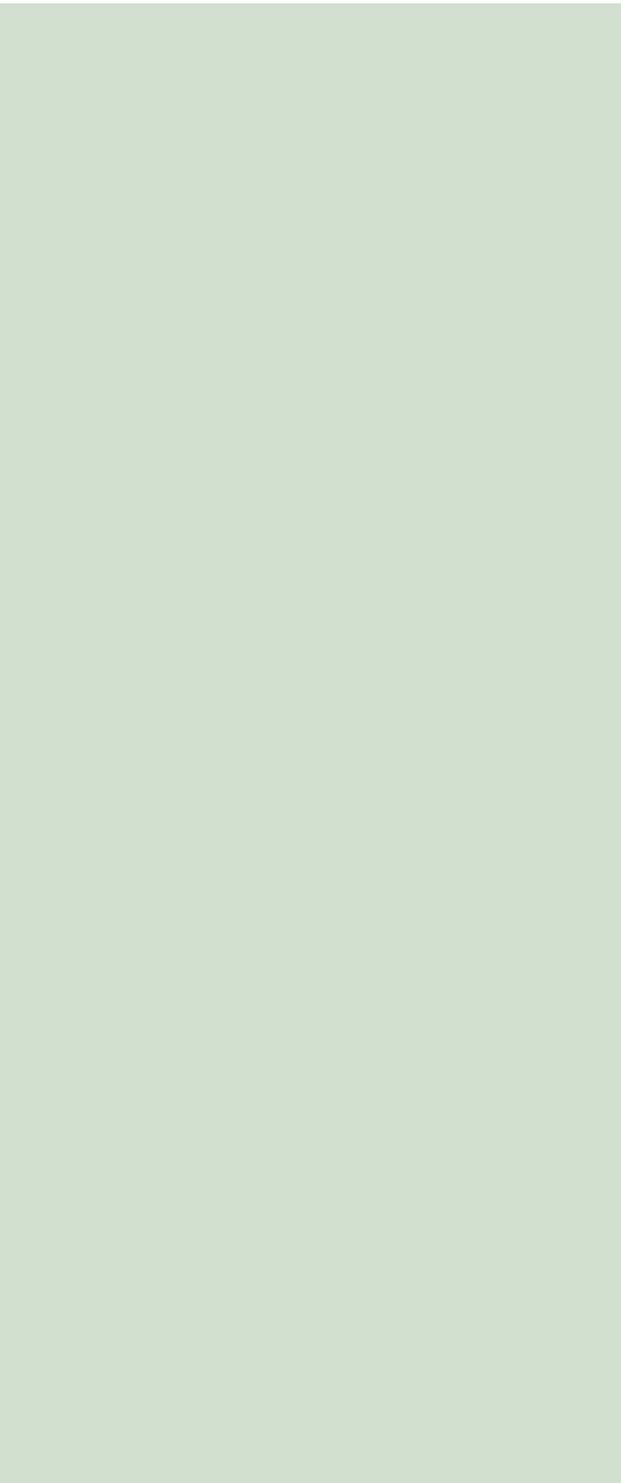
**THE ONTARIO PUBLIC LIBRARY ASSOCIATION**  
CHILD AND YOUTH SERVICES COMMITTEE

# Teen Services

**BENCHMARKS AND  
STATISTICAL REPORT**

**2013**





Photographs courtesy of Burlington Public Library  
and Rheal Doucette, Ottawa Public Library

Published by the Ontario Library Association  
50 Wellington Street East, Suite 201  
Toronto, Ontario M5E 1C8

© 2013 Ontario Library Association. All rights reserved. To purchase  
extra copies, go to [www.accessola.com/olastore](http://www.accessola.com/olastore) 1-866-873-9867

**OPLA Child  
and Youth  
Services  
Committee  
Members  
2012-2013**

**Christine Dalgetty**  
Acting Manager  
Tansley Woods  
Branch, Burlington  
Public Library



**Jane Venus**  
Manager  
Lifelong learning  
and literacy  
Chef de services  
Apprentissage permanent  
et alphabétisation  
Ottawa Public Library/  
Bibliothèque publique  
d'Ottawa

**Kelley England**  
Manager of  
Children's & Young  
Adult Services  
King Township  
Public Library



**Robin Stewart**  
Coordinator  
Branch and  
Children's Services  
Chatham-Kent  
Public Library

**Greer Macdonell**  
Children's Services  
Coordinator Lambton  
County Library



**Lori Guillemette**  
C.E.O.  
Whitestone-Hagerman  
Memorial Public Library

**Liz Zylstra**  
Children and Youth  
Services Co-ordinator  
County of Prince  
Edward Public Library



**Amanda  
Hodgekinson**  
Interim Director  
of Children's  
and Youth Services  
Orillia Public Library

**Douglas P. Davey**  
Children's and Youth  
Librarian, Halton  
Hills Public Library



**Amber McNair**  
(liaison with OPLA  
council), Huntsville  
Public Library



## Executive Summary

This is the first OPLA Child and Youth Services Survey focused exclusively on teens. The last survey, conducted in 2003, collected data on both child and teen services. While public libraries still serve a higher percentage of children (15.8%) than teens (6.55%), this survey reveals that public library budgeting and programming exclusively for teens has evolved considerably. Over the last 10 years there has been significant growth, acceptance and endorsement of teen services in Ontario public libraries. While not a core service for all libraries, this user group is recognized as a significant demographic with unique needs and it has become evident that libraries are responding.

Here are some highlights from this report:

- Libraries are a significant provider of volunteer and employment experience for youth in communities. 94.2% of responding libraries offer hours towards the Ontario Secondary School Graduation Diploma (OSSGD) Volunteer credit requirement; 48% report offering students the opportunity to do co-op placements.
- Libraries serving populations up to 50,000 categorized teens as between 12–18 years of age; libraries serving populations greater than 50,000 defined the range as 12–19.
- 92% of libraries have space dedicated to children compared to 63% with space dedicated to teens.
- Libraries are about more than reading books; popular teen activities at the library include gaming, arts and crafts, creative writing and film and video programs.
- 53% of libraries ask teens to advise on the selection of teen books and resources for the library.
- 73% of libraries partner with schools in their communities.

## Introduction

Welcome to the Ontario Public Library Association (OPLA) Child and Youth Services Committee report — the first that is focused exclusively on teen services.

The information in this report was collected through an online survey of teen services in June of 2012. The report marks the first time the OPLA has established benchmark data that reveals the recognition and growth of teen services in public libraries across Ontario. The report also showcases the wide range of library services and programming currently offered to Ontario teens.

In both 1997 and 2003, the OPLA Child and Youth Services Committee completed surveys of public libraries in Ontario to assess the level of service to children and youth. In 2009 the committee took a different approach, publishing a report focused exclusively on children's services. At the time, the committee made a commitment to survey teen services separately in 2012. It was recognized then that teen services had evolved and were well on their way to becoming core library services that are independent of children's services.

The Child and Youth Services Committee feels that with this new data on teen services, library staff can further advocate for teens as worthy of — and entitled to — equitable services, collections and programs that meet their unique developmental needs.

## Questions

The teen survey's queries were based largely on questions posed in previous surveys. This was done to ensure comparisons could be made between the surveys and that trends could be identified. Youth services data collected in the *Child and Youth Services Benchmark and Statistical Report 2003* provided a baseline from which to determine progress, growth and development of teen services across the province.

Some new questions were added to the 2012 survey that pertain specifically to teen services. The resulting data shows a wide range of teen programming, partnerships, collections and services currently offered at Ontario libraries.

## Respondents

- 147 of 320 Ontario Public Libraries responded to the electronic survey, completing or partially completing it.
- 73% of respondents represented libraries serving a population between 15,001 and 50,000.
- 11% of respondents represented libraries serving a population between 50,001 and 100,000.
- 16% of respondents represented libraries serving a population over 100,000.

## Special Notes

- The total population served by respondents of the 2012 survey was 11,207,993.
- The total population of teens identified was 733,884 (6.55% of total population).
- Libraries serving populations up to 50,000 categorized teens as between 12–18 years of age; libraries serving populations greater than 50,000 defined the range as 12–19.

## About the Survey

This report is a presentation of data that captures a provincial overview of teen services in Ontario.

Appendix A is a copy of the 2012 survey for consultation. The survey results are in consecutive order based on the sequence of questions asked.

Online access to the survey is available at <http://opla.countingopinions.com>.

This online feature provides participating libraries with comparative functionality and report generation. (Note: password access is required. Ontario public libraries that participated can obtain a password by contacting the OLA office.) Accessing the survey online allows participating libraries to compare their data results — including budgets, programming and space — to similarly sized library systems. This information can be used as a benchmarking

tool, as well as for future advocacy and strategic planning.

### COMMUNITY SIZE AS A FACTOR

The size of a community often plays an important role in the nature of library services for teens. As one might expect, larger libraries are more likely to have dedicated teen spaces, staffing and programming, as well as more titles in their teen collections.

While having more resources allows larger systems to do more overall, smaller systems often do more with what they have. For example, small- and mid-sized libraries often have higher percentages of their collection budgets dedicated to teen materials.

There are also circumstances in which community size does not play a significant role, such as with the circulation of teen materials as a percentage of total circulation.

### CHILDREN'S SERVICES VS. TEEN SERVICES

When the 2012 teen services data was compared with results from the OPLA's 2009 report on children's services, several key comparisons came to light:

- 15.8% of the total population served are children (2009); 6.55% of the total population served are teens (2012).
- Similar percentages of libraries have adopted both the OPLA Children's

and Teen Rights in their Public Library position statements: (48% teens'; 46% children's). 69% of libraries have a person in charge of children's services and 31% of responding libraries have staff allocated exclusively to teen services.

- While libraries have dedicated staff for both children's and teens' programming, more non-regular staff are brought into the library to provide children's programming (42% of libraries) than teens' programming (25% of libraries).
- 92% of libraries have space dedicated to children compared to only 63% with space dedicated to teens.
- Regarding collections, 30% of library holdings are for children compared to slightly over 3% for teens.
- 56% of libraries have alternate sources of funding for children's programs compared to 30% for teens' programs.
- Children's programming budgets in 2009 totaled \$581,673 compared to a total of \$101,988 for all teen programming in 2012.

- Larger libraries continue to lead the way with more resources; smaller libraries are doing more with less.
- Libraries adopting the *OPLA Teen Rights in the Public Library* formally recognize the need for specialized library services unique to the developmental needs of teens.

#### TEEN PROGRAMMING & OUTREACH

- Outreach to schools continues to be a service offered by library staff as a way to connect with teens in their communities. These school visits include the promotion of teen programs, the promotion of resources for students and the demonstration of electronic databases. School visits also include book talks, author visits and Battle of the Books programs.
- 68% of libraries surveyed now offer programs for teens in some form.
- A huge range of teen programs is being offered at all sizes of libraries. Popular teen programs include book clubs, youth advisory groups, film and video programs and teen summer reading clubs.

## Trends from this Survey

#### TEEN SERVICES AS A CORE LIBRARY SERVICE

- Teen services are growing and evolving in most public libraries. They are gradually being counted among core services.

#### YOUTH INVOLVEMENT

- Libraries are a significant provider of volunteer and employment experience for youth in communities. 94.2% of responding libraries offer hours towards

the OSSGD Volunteer requirement; 48% report offering students the opportunity to do co-op placements.

- Libraries are becoming increasingly aware of the importance of youth involvement and teen advice on collections. These trends may be gaining momentum. According to leaders in the field of youth development, librarians in public libraries are doing some of the most important work in positive youth development and libraries play a significant role in building assets for teens. These assets include demonstrating that the community values youth, that youth are seen as resources and that libraries provide opportunities for service to others.
- 31% of libraries report having a teen advisory group, 53% of libraries invite teens to advise on books and other resources, and 23% of libraries ask teens to be involved in space planning. This suggests that libraries are not only offering teens opportunities to provide input and opinions, but that libraries are recognizing the importance of consulting teens and viewing them as valued members of the community.

## Significant Gains Since 2003

Prior to 2012, the *Child and Youth Services in Ontario Benchmarks and Statistical Report 2003* marked the last time teen services data had been collected. Comparison of the 2012 and 2003 surveys reveals there have been significant gains in teen services since 2003. Among them:

- 100% of libraries now have a separately defined budget for Young Adult materials as compared to only 20% in 2003.
- 74% of libraries with branches now have a leisure/lounge area for teens as compared to just 29% in 2003.
- 68% of libraries now offer programs for teens in some form.
- 94% of libraries offer opportunities to fulfill OSSGD volunteer requirements, co-op education terms, and/or youth employment experience.



## Teen Rights in the Public Library

In 2009 The Ontario Library Association (OLA) formally adopted the *OPLA Teen Rights in the Public Library*, a Position Statement outlining the basic rights of teens within the public library (see page 22). The document also addresses teens' unique developmental needs, as well as the role of the public library in meeting those needs in an equitable fashion.

The Teen Rights document is modeled after the Children's Rights position adopted in 1998. It recognizes that young people are valuable members of the library community who deserve the same respect, dignity and human rights as all library members. While children's services in libraries are firmly entrenched and remain core library services without question, teen services are still largely viewed as something new and therefore not embraced fully in all public libraries. When it comes to teen services, libraries may still be struggling to determine where to begin, how to expand, or how to evolve their services.

*OPLA Teen Rights in the Public Library* can be viewed as a roadmap for libraries — a tool to guide libraries through the development of fully-evolved library youth initiatives. It can be used as a resource for the sharing of best practices, the formalization of service standards, and the establishment of youth development principles.

The OPLA Child and Youth Services Committee encourages all public libraries to undertake a Teen Rights inventory, to review the document and to evaluate their library's position in the evolution of teen services. In doing so, areas needing improvement can be identified.



## Analysis of Survey

### POPULATION SERVED

	<b>Total population served</b>	<b>Total population of teens</b>	<b>Percentage of population are teens</b>
<b>All</b>	<b>11,207,993</b>	<b>733,884</b>	<b>6.55%</b>
100,000+	8,723,950	567,657	6.51%
50,000<100,000	1,156,914	87,908	7.60%
15,000<50,000	971,376	56,632	5.83%
5,000<15,000	262,497	16,067	6.12%
<5,000	93,256	5,620	6.03%

- The percentage of teens served by libraries is fairly consistent across all communities. The previous children's services survey showed a higher percentage of children served at small libraries.

### AVERAGE HOLDINGS

	<b>Average holdings (print and non-print)</b>	<b>Average teen holdings (print and non-print)</b>
<b>All</b>	<b>224,295</b>	<b>4.2%</b>
100,000+	1,064,920	3.6%
50,000<100,000	210,194	4.2%
15,000<50,000	91,947	4.0%
5,000<15,000	38,679	11.6%
<5,000	18,089	5.1%

- 92.5% of libraries include teen materials in their Collection Development plan.
- The percentage of teen holdings (4.2%) are slightly below the percentage of teens in the population (6.55%). The 2009 survey indicated that the percentage of children's holdings (30.75%) almost doubled the percentage of children in the population (15.81%)
- Many libraries noted that while they do have items of interest to teens, these items are not always designated for teens and therefore have not been counted as "teen holdings."



## MATERIALS BUDGETS

	<b>Total materials budget</b>	<b>Total budget for teen materials</b>	<b>Teen materials budget as % of total materials budget</b>	<b>Average materials budget</b>	<b>Average budget for teen materials</b>	<b>Average teen materials budget as % of average total materials budget</b>
<b>All</b>	<b>\$56,383,393</b>	<b>\$1,965,104</b>	<b>3.49%</b>	<b>\$386,188</b>	<b>\$18,365</b>	<b>4.76%</b>
100,000+	\$45,102,423	\$1,506,676	3.34%	\$2,050,110	\$79,299	3.87%
50,000<100,000	\$5,395,251	\$148,048	2.74%	\$337,203	\$11,388	3.38%
15,000<50,000	\$4,247,386	\$233,546	5.50%	\$121,354	\$8,650	7.13%
5,000<15,000	\$947,323	\$55,500	5.86%	\$33,833	\$2,643	7.81%
<5,000	\$691,010	\$21,334	3.09%	\$15,356	\$790	5.15%

- Libraries serving communities of 5,000 - 50,000 make higher allocations to teen resources than other sized systems.
- One reason for this trend is that libraries with smaller overall budgets may be required to allocate a minimum number of materials to a teen section in order to have enough to warrant a separate collection.

## CIRCULATION

	<b>Total circulation</b>	<b>Total circulation of teen materials</b>	<b>Teen circulation as a percentage of total circulation</b>
<b>All</b>	<b>117,069,776</b>	<b>3,935,833</b>	<b>3.36%</b>
100,000+	98,533,619	3,421,930	3.47%
50,000<100,000	9,284,091	215,617	2.32%
15,000<50,000	6,701,764	204,664	3.05%
5,000<15,000	1,852,667	72,433	3.91%
<5,000	697,635	21,189	3.04%

- On average, circulation is consistent across all library sizes. The higher circulation occurs with libraries in the 5,000 – 15,000 size category. This is in line with the higher percentage of budget allocation and holdings for this sized library.

## FLOOR SPACE

Teen Space in Libraries	Do you have a separate area for teens?	Do you have a designated computer area for teens?	Does the teen area include leisure space where teens can hang out in groups?
<b>All</b>	<b>63.8%</b>	<b>22.5%</b>	<b>74.7%</b>
100,000+	87.0%	34.8%	94.7%
50,000<100,000	87.5%	31.3%	92.9%
15,000<50,000	90.9%	26.5%	65.5%
5,000<15,000	42.3%	15.4%	54.5%
<5,000	34.9%	14.0%	64.3%

- It is interesting to note that libraries serving populations fewer than 50,000 devote more space on average to teens than libraries serving larger populations.
- Another question asked in this category: *Is your library's teen area adjacent to your children's area?* Teens prefer not to have their space adjacent to the children's area. While on average 34% of libraries report that these spaces are adjacent, it is also recognized that it is difficult, particularly for smaller libraries to segment this space.
- Many libraries noted that this is an area that they are actively working on improving. Comments included:
  - "This is in process at our Main location."*
  - "Still working on creating better teen space."*
  - "This is about to change in 2013."*
  - "Efforts are made to give teens a more adult space."*
  - "We are planning to offer a specific area with devoted floor space and a computer terminal just for teens at our Main Branch."*

Teen space in library systems with branch libraries	Percentage of total branches with teen space	Percentage of sq ft dedicated to teens
<b>All</b>	<b>40%</b>	<b>1.47%</b>
100,000+	48%	1.22%
50,000<100,000	21%	1.27%
15,000<50,000	49%	3.58%
5,000<15,000	26%	2.85%
<5,000	20%	0.75%

Teen space in libraries	Average floorspace sq ft	Average floorspace dedicated to teens
<b>All</b>	<b>57,033</b>	<b>1,479</b>
100,000+	239,787	4,783
50,000<100,000	45,382	834
15,000<50,000	20,137	811
5,000<15,000	5,168	337
<5,000	4,548	171

## STAFFING

Staffing for teen services (FTE = full time equivalent)	Total number of full and part time staff	Total FTE allocated to teen services exclusively (programs and collections for teens)	Percentage of FTE allocated to teen services exclusively
<b>All</b>	<b>7,451</b>	<b>87</b>	<b>1%</b>
100,000+	5,589	57	1%
50,000<100,000	813	6	1%
15,000<50,000	732	15	2%
5,000<15,000	174	5	3%
<5,000	143	4	3%

- For most libraries, a Full-Time Equivalent (FTE) is a staff member who works 35 hours per week.

**Do you have people who plan and present teen programs who are not regular staff members?**

	% Yes
<b>All</b>	<b>25%</b>
100,000+	60%
50,000<100,000	33%
15,000<50,000	30%
5,000<15,000	4%
<5,000	14%

- In the largest libraries, teen service staff are more likely to have masters degrees. In smaller libraries, teen staff are more likely to be library technicians or hold other qualifications.

**What level of education do your dedicated teen services persons have?**

	Masters	Undergraduate	Library technician	Early childhood education	N/A	Other (not listed above)
<b>All</b>	<b>26%</b>	<b>23%</b>	<b>16%</b>	<b>5%</b>	<b>24%</b>	<b>20%</b>
100,000+	65%	48%	13%	0%	9%	9%
50,000<100,000	50%	44%	25%	0%	31%	6%
15,000<50,000	37%	31%	17%	11%	20%	11%
5,000<15,000	7%	7%	14%	4%	36%	25%
<5,000	0%	7%	16%	4%	24%	36%

\* of all respondents

## INTERNET USAGE

	<b>Do you filter teen access to the Internet? %Yes</b>	<b>Do you restrict internet access in other ways? %Yes</b>	<b>If internet access is restricted, is this any different than the restrictions on adult access? % Yes</b>	<b>Online gaming is allowed for teens at your library % Yes</b>
<b>All</b>	<b>21.4%</b>	<b>34.8%</b>	<b>16.5%</b>	<b>81.0%</b>
100,000+	40.9%	31.8%	23.8%	86.4%
50,000<100,000	6.3%	37.5%	8.3%	81.3%
15,000<50,000	15.2%	26.5%	11.5%	88.2%
5,000<15,000	11.5%	50.0%	15.0%	76.0%
<5,000	27.9%	32.6%	20.0%	75.0%

- The data collected on internet filtering for teens is surprisingly similar to the data on internet filtering collected for children. The 2009 children's survey reported that close to 66% of libraries restricted children's usage of the internet.
- More than 80% of libraries on average allow online gaming. This is an activity that has grown immensely in popularity over the past five years.



## PROGRAMMING

	Average programs budget	Average budget for teen programming	Average teen programming budget as percentage of total program budget
<b>All</b>	<b>\$8,716</b>	<b>\$1,041</b>	<b>11.94%</b>
100,000+	\$29,904	\$3,268	10.93%
50,000<100,000	\$11,871	\$1,753	14.76%
15,000<50,000	\$6,067	\$976	16.08%
5,000<15,000	\$2,198	\$226	10.29%
<5,000	\$996	\$87	8.69%

<ul style="list-style-type: none"> <li>When compared to the 2009 children's survey, libraries charge less for teen programs than children's programs (29 % vs 7.6%). This trend is in response to the fact that fees are a barrier for teens attending programs independently of their parents.</li> </ul>	Does your library charge for teen programs? % Yes
	<b>All</b>
100,000+	4.8%
50,000<100,000	12.5%
15,000<50,000	10.3%
5,000<15,000	0.0%
<5,000	7.1%

	Do you have alternate sources for funding for teen programming? % Yes	Friends of the library % Yes	Service clubs % Yes	Sponsorships % Yes	Government grants % Yes	Other (not listed above) % Yes
<b>All</b>	<b>30.0%</b>	<b>55.6%</b>	<b>44.4%</b>	<b>14.8%</b>	<b>29.6%</b>	<b>22.2%</b>
100,000+	38.1%	37.5%	25.0%	37.5%	25.0%	25.0%
50,000<100,000	26.7%	50.0%	50.0%	0.0%	25.0%	25.0%
15,000<50,000	27.6%	50.0%	37.5%	0.0%	37.5%	37.5%
5,000<15,000	25.0%	100.0%	33.3%	0.0%	0.0%	0.0%
<5,000	30.8%	75.0%	100.0%	25.0%	50.0%	0.0%

\* of libraries that have alternate sources of funding

- Libraries serving populations up to 100,000 have larger support from Friends of the Library.

## PROGRAMS & ACTIVITIES

<b>All</b>	
<b>Does your library offer programs specifically for teens?</b>	68.1%
<b>Book clubs</b>	61.7%
<b>Youth advisory groups</b>	50.0%
<b>Film and video programs</b>	42.6%
<b>Summer reading club for teens</b>	60.6%
<b>Gaming</b>	62.8%
<b>Arts &amp; crafts</b>	63.8%
<b>Music programs</b>	23.4%
<b>Creative writing programs</b>	47.9%
<b>Homework help</b>	28.7%
<b>Teen parenting</b>	7.4%
<b>D &amp; D programs</b>	2.1%
<b>Contests</b>	59.6%
<b>Lesbian/Gay/Bisexual/Transgender (LGBT)</b>	4.3%
<b>Class visits</b>	69.1%
<b>Leadership programs</b>	14.9%
<b>Red Maple /White Pine (OLA Forest of Reading programs)</b>	38.3%
<b>Battle of the Books</b>	21.3%
<b>Co-op opportunities</b>	54.3%
<b>Anime clubs</b>	20.2%
<b>Cartooning</b>	23.4%
<b>Job search</b>	37.2%
<b>Other</b>	21.3%
* of libraries that offer programming for teens	

- The most prevalent teen programming offered include book clubs, youth advisory groups, summer reading clubs, gaming, arts and crafts, contests, class visits and co-op opportunities.
- Smaller communities did not offer programming for teen parenting, LGBT, leadership, Battle of the Books, Anime, cartooning or the game Dungeons & Dragons.
- Other programs noted included the loan of Kobo readers pre-loaded with teen books, coffeehouse programs, online clubs, teen-parent programs and after-hours programs.

<b>Does your library measure outcomes or impacts of teen programming?</b>	<b>% Yes</b>
<b>All</b>	<b>46.7%</b>
100,000+	38.1%
50,000<100,000	40.0%
15,000<50,000	46.4%
5,000<15,000	75.0%
<5,000	42.9%

- Less than 50% of the libraries reported measuring outcomes or impacts of teen programming, although several libraries did note that they are planning to implement outcome-based measurement in the future.

Activities that teens are involved with at the library	Belong to a teen advisory group	Participate in the library strategic plan process	Create or advise on the library website design	Advise on physical teen space design	Advise on collections	Participate as a teen representative on the library board	Are there any other opportunities for teens to participate in your library?		
							Yes	No	% Yes
<b>All</b>	<b>31%</b>	<b>14%</b>	<b>18%</b>	<b>23%</b>	<b>53%</b>	<b>1%</b>	<b>42</b>	<b>36</b>	<b>53.8%</b>
100,000+	74%	39%	48%	52%	61%	0%	9	6	60.0%
50,000<100,000	38%	19%	13%	31%	63%	0%	7	1	87.5%
15,000<50,000	40%	17%	17%	23%	49%	0%	12	9	57.1%
5,000<15,000	18%	4%	11%	18%	50%	4%	7	7	50.0%
<5,000	7%	2%	9%	9%	51%	0%	7	13	35.0%

\* of all respondents

- Teens are most involved in advising libraries on teen collections. Few libraries report having a teen representative on their library boards. However, this may be trend that is gaining momentum. Several libraries noted that they are in the process of reviewing opportunities for teens in their systems.

## PROMOTION OF TEEN PROGRAMS

	Website	Facebook	Newspaper	Radio	Community bulletin boards	Schools	Local stores	Teen drop in centres	Community centres	Other
<b>All</b>	95%	77%	69%	28%	77%	85%	39%	33%	41%	20%

- A library's website is the overwhelming choice for the promotion of teen services, followed by schools, then Facebook. These are the least expensive promotional avenues for interacting with the teens in a community.

## AGENCIES RELATING TO TEEN SERVICES

Library partnerships with other agencies	Schools	Health unit	College	Social service agencies	Home schooling groups	Other agency (cooperate/partner)	Does your library have established partnerships with other teen-serving community groups?
<b>All</b>	<b>73%</b>	<b>26%</b>	<b>18%</b>	<b>28%</b>	<b>32%</b>	<b>14%</b>	<b>21%</b>
100,000+	91%	43%	39%	52%	35%	43%	57%
50,000<100,000	94%	50%	6%	44%	50%	19%	25%
15,000<50,000	86%	17%	14%	20%	23%	6%	17%
5,000<15,000	64%	18%	11%	21%	43%	11%	11%
<5,000	51%	20%	18%	20%	24%	7%	11%

\* of all respondents

- Across the board, libraries partner with other teen-serving community agencies, most notably schools.
- Of the agencies listed, colleges and universities are the least partnered with, perhaps a reflection of the fact that not all communities have universities or colleges nearby.
- Some of the “other agencies” noted include teen parent programs, parks and recreation departments, violence prevention programs and community midwife associations.

## OUTREACH VISITS

Does your library participate in outreach to area schools for grades 7-12? % Yes	Promote teen program	Promote resources for students	Demonstrate databases	Book talks	Author visit	Battle of the Books	Other staff activity (not listed above)
<b>All</b>	<b>68.7%</b>	<b>80.9%</b>	<b>86.8%</b>	<b>66.2%</b>	<b>48.5%</b>	<b>30.9%</b>	<b>10.3%</b>
100,000+	95.0%	84.2%	89.5%	94.7%	52.6%	36.8%	10.5%
50,000<100,000	76.9%	100.0%	100.0%	70.0%	50.0%	30.0%	10.0%
15,000<50,000	77.8%	90.5%	90.5%	57.1%	52.4%	28.6%	14.3%
5,000<15,000	71.4%	50.0%	80.0%	50.0%	50.0%	30.0%	0.0%
<5,000	32.0%	62.5%	62.5%	37.5%	25.0%	25.0%	12.5%

\* of libraries who participate in outreach to area schools

- Larger libraries are more likely to participate in outreach to schools than smaller libraries. This may be the result of fewer hours of staff time devoted to teen services.
- Promotion of teen resources and teen programs are most often offered as part of school outreach.

## CO-OP OPPORTUNITIES

	Does your library offer the opportunity for teens to earn their OSSGD volunteer 40 hour requirement? % Yes	Does your library offer co-op placements? % Yes
<b>All</b>	<b>94.2%</b>	<b>48.5%</b>
100,000+	100.0%	81.0%
50,000<100,000	93.8%	37.5%
15,000<50,000	90.9%	51.5%
5,000<15,000	100.0%	42.3%
<5,000	90.2%	37.5%

- Libraries offer opportunities for teens to fulfill volunteer requirements and earn work experience.

## POLICY STATEMENTS REGARDING TEENS

Library policy statement regarding teens	Materials selection?	Programming?	Censorship/ intellectual freedom?	Internet use?	Code of conduct?	Other teen policy statement?	Has your library adopted the "Teen's / Child's Rights in the Public Library" statement?
	% Yes	% Yes	% Yes	% Yes	% Yes	% Yes	% Yes
<b>All</b>	41%	25%	18%	33%	22%	5%	48.0%

- While it is interesting to note the varying types of library policy statements regarding teens, in many libraries policy statements may relate to all services and not specifically to teens. This, perhaps, accounts for the low percentages noted here.

## Appendix A

### OPLA Child and Youth Services Committee Survey of Public Library Teen Services

#### COUNTING OPINIONS

The OPLA Teen Services survey was conducted online using the Counting Opinions survey tool.

Counting Opinions (SQUIRE) Ltd., (CO) is a co-sponsor of this OPLA Teen Services survey.

Counting Opinions (SQUIRE) Ltd., (CO) provides evidence-based management services for libraries and related organizations in support of Continuous Improvement and Advocacy. CO's LibSat, LibPAS and InformsUs services are web-based enabling ease of capturing, management and reporting/re-purposing of qualitative and quantitative results.

For more information please contact CO at:  
www.countingopinions.com  
info@countingopinions.com

#### GENERAL INFORMATION

*Details about contributing library and contact.*

Library System Name \_\_\_\_\_  
Primary Survey Contact \_\_\_\_\_  
Contact Email \_\_\_\_\_  
Total Population Served \_\_\_\_\_  
Total Population of Teens \_\_\_\_\_

#### BUDGET

TOTAL MATERIALS BUDGET  
Budget for teen materials \$ \_\_\_\_\_  
Total programs budget \$ \_\_\_\_\_  
Budget for teen programming \$ \_\_\_\_\_

#### AGE RANGE FOR TEENS

*Please define the age range for Teens that you are using in your response to this survey.*

Starting Age for teens \_\_\_\_\_ Ending Age for teens \_\_\_\_\_

#### COLLECTIONS

Does your Collection Development Plan include teen materials?  Yes  No

#### TOTAL LIBRARY HOLDINGS

Total Library print holdings (Volumes) \_\_\_\_\_ Total Library non-print holdings (Volumes) \_\_\_\_\_

#### TEEN HOLDINGS

Total Teen print holdings (Volumes) \_\_\_\_\_ Total Teen non-print holdings (Volumes) \_\_\_\_\_

#### TEEN MATERIALS

*Please indicate the materials available in the Teen collection (Check all that apply)*

Print:  Fiction  Non-fiction  Graphic novels  Magazines  
Non-Print:  DVDs  CDs  Downloadable ebooks  e-Audiobooks  Video games  
 Other (Please specify) \_\_\_\_\_

#### CIRCULATION

Total Circulation \_\_\_\_\_ Total Circulation of teen materials \_\_\_\_\_

#### LIBRARY CARD

Does your library offer a special teen card?  Yes  No  
Does your library identify an age that children/teens must be in order to register for their own card?  Yes – What Age? \_\_\_\_\_  No

**COMPUTER RESOURCES / USAGE FOR TEENS**

*Please indicate the electronic resources that are provided to teens*

Do you have a designated computer area for teens?  Yes  No

Do you filter teen access to the Internet?  Yes  No

Do you restrict Internet access in other ways?  Yes  No

Please describe other ways that internet access is restricted. \_\_\_\_\_

If internet access is restricted, is this any different than the restrictions on adult access?

Please describe how internet access restrictions differ.

Is online gaming allowed for teens at your library?  Yes  No

**PHYSICAL FACILITIES**

Do you have a separate area for teens?  Yes  No

Number of library locations/branches open to the public. \_\_\_\_\_ Total floorspace (all locations) \_\_\_\_\_

Number of locations providing physical space specific to teens. \_\_\_\_\_ The total floorspace dedicated to teens \_\_\_\_\_

Is the teen area adjacent to your children's area?  Yes  No

Does the teen area include leisure space where teens can hang out in groups?  Yes  No

**STAFFING**

Total number of hours/week in your definition of one Full-Time-Equivalent (FTE) \_\_\_\_\_

Total number (FTEs) of full and part time staff \_\_\_\_\_

FTE allocated to teen services exclusively (programs and collections for teens) \_\_\_\_\_

Do you have people who plan and present teen programs who are not regular staff members?  Yes  No

Please describe (e.g., partnership with community partners, paid presenters, etc.)

**SERVICE AREAS**

*Which service areas (age groups) are FTE responsible for? (Select all that apply)*

Adult  Children  Senior

**LEVEL OF EDUCATION**

*What Level of education do your dedicated teen services persons have? (Select all that apply)*

Masters  Undergraduate  Library technician  Early childhood education  N/A

Other (Please specify)

**TEEN PROGRAMMING**

Does your library offer programs specifically for teens?  Yes  No

**TEEN LIBRARY PROGRAMS**

*Please indicate below what programs you offer or have offered for youth*

- |  |  |  |  |
|--|--|--|--|
| <input type="checkbox"/> Book clubs              | <input type="checkbox"/> Creative writing programs | <input type="checkbox"/> Leadership programs   | <input type="checkbox"/> Job search          |
| <input type="checkbox"/> Youth advisory groups   | <input type="checkbox"/> Homework help             | <input type="checkbox"/> Red Maple /White Pine | <input type="checkbox"/> Other (Please list) |
| <input type="checkbox"/> Film and video programs | <input type="checkbox"/> Teen parenting            | (OLA Forest of Reading                         | _____  |
| <input type="checkbox"/> Summer Reading Club for | <input type="checkbox"/> D & D programs            | programs)                                      | _____  |
| Teens  | <input type="checkbox"/> Contests                  | <input type="checkbox"/> Battle of the Books   | _____  |
| <input type="checkbox"/> Gaming                  | <input type="checkbox"/> Lesbian/Gay/Bisexual/     | <input type="checkbox"/> Co-op opportunities   | _____  |
| <input type="checkbox"/> Arts & crafts           | Transgender (LGBT)                                 | <input type="checkbox"/> Anime clubs           | _____  |
| <input type="checkbox"/> Music programs          | <input type="checkbox"/> Class visits              | <input type="checkbox"/> Cartooning            | _____  |

# The OPLA Child and Youth Services Committee

## TEEN PROGRAMMING MEASUREMENT/CHARGES/FUNDING

- Does your library measure outcomes or impacts of teen programming?  Yes  No  
Does your library charge for teen programs?  Yes  No  
How much do you charge on average? \$ \_\_\_\_\_  
Do you have alternate sources for funding for teen programming?  Yes  No

## ALTERNATE FUNDING SOURCES

*Please select all alternate funding sources that apply*

- Friends of the library  Sponsorships  
 Service Clubs  Government Grants  
 Other (Please specify)

---

## PROMOTING TEEN PROGRAMS

*How and where does your library promote teen programs? (Check all that apply)*

- Website  Radio  Local stores  
 Facebook  Community bulletin boards  Teen drop in centres  
 Newspaper  Schools  Community centres  
 Other (Please describe)

---

## TEEN PARTICIPATION

- Does your Library offer the opportunity for teens to earn their OSSGD volunteer 40 hour requirement?  Yes  No  
Does your library offer co-op placements?  Yes  No  
Please describe the duties co-op students are responsible for.

---

## TEEN ACTIVITIES

*Please identify all activities that teens are involved with in your library. (Check all that apply)*

- Belong to a teen advisory group  Advise on physical teen space design  
 Participate in the library strategic plan process  Advise on collections  
 Create or advise on the library website design  Participate as a teen representative on the library board

Are there any other opportunities for Teens to participate in your library?  Yes  No

Other opportunities for teens to participate? (Please describe)

---

## COMMUNITY PARTNERSHIPS

*Please indicate the agencies with whom you cooperate/partner/communicate specifically relating to Teen services.*

- Schools?  Social service agencies?  Other Agency (Cooperate/Partner)  
 Health unit?  Home schooling groups?  
 College?  Ontario Early Years Centres?

Please list and describe other agencies that you cooperate/partner with for teen services.

---

Does your library have established partnerships with other teen-serving community groups?  Yes  No

OTHER PARTNERSHIPS

Please list and describe.

---

---

Does your library participate in outreach to area schools for grades 7-12?  Yes  No

STAFF OUTREACH ACTIVITIES

What do staff do during these visits? (Check all that apply)

- |  |  |
|--|--|
| <input type="checkbox"/> Promote teen program                  | <input type="checkbox"/> Book talks          |
| <input type="checkbox"/> Promote resources for students        | <input type="checkbox"/> Author visit        |
| <input type="checkbox"/> Demonstrate databases                 | <input type="checkbox"/> Battle of the Books |
| <input type="checkbox"/> Other staff activity (Please specify) |  |

---

---

MANAGEMENT

Please indicate if you have policy statements that refer specifically to teens or teen services, for the following topics:

- |  |  |
|--|--|
| <input type="checkbox"/> Materials selection             | <input type="checkbox"/> Internet use                |
| <input type="checkbox"/> Programming                     | <input type="checkbox"/> Code of conduct             |
| <input type="checkbox"/> Censorship/intellectual freedom | <input type="checkbox"/> Other teen policy statement |

Please describe any other teen policy statements.

---

---

Has your Library adopted the "Teen's / Child's Rights in the Public Library" statement?  Yes  No

## Teen 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.

## 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**

## The OPLA Child and Youth Services Committee

The following is the purpose and principal functions of the OPLA Child and Youth Services Committee.

### PURPOSE

The committee will serve as the vehicle through which children's and youth services in the public library may be analyzed, understood and proactively planned for.

### PRINCIPAL FUNCTIONS

- To provide a forum through which children's and youth services staff can meet, exchange ideas, and promote services
- To honour excellence in service to children and youth
- To ensure educational opportunities (workshops, seminars, Super Conference sessions) are provided for staff working with children and youth
- To advocate on behalf of children and youth in public libraries
- To raise the standards and strengthen the guidelines for children's and youth services province-wide
- To explore and encourage connections with other organizations which provide services for children and youth

For more information on the Committee, please visit the Ontario Library Association's website at: [www.accessola.com/opla](http://www.accessola.com/opla).







∴ ontario public library association

a division of the

**Ontario Library Association**  
50 Wellington St. East, Suite 201  
Toronto, ON M5E 1C8

416-363-3388 or 1-866-873-9867  
FAX: 416-941-9581 or 1-800-387-1181  
[www.accessola.com](http://www.accessola.com)