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

# Teen Services Benchmarking & Statistical Report 2018

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# 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.

**RESPONSIBILITIES/OBJECTIVES:**

- 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 Public Library Association's website at **www.accessola.com/opla.**

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# EXECUTIVE SUMMARY

This is the second OPLA Child and Youth Services survey focused exclusively on teens and teen services. The first teen services benchmarking survey was conducted in 2013. In 2015, OPLA conducted a Children's Services Benchmarking survey.

While children's materials and services continue to represent a larger portion of libraries' overall collection and budgets, since 2013, we have seen **an increased investment in both teen materials and services** across the province.

## Here are some highlights from this report:

- Teen non-print holdings are growing. This increase in non-print holdings correlates with an increased diversity of non-print holdings, including DVDs, e-books, e-audiobooks and video games.

- Most library teen holdings are in English – with English representing on average 94.33% of library teen collections. 5.21% of teen holdings were in French, 0.16% in Indigenous languages and 0.29% in other languages.

- 51.3% of Ontario libraries reported having a makerspace at their library - including 50% of libraries serving fewer than 5,000 people.

- 71.3% of libraries reported offering a separate area for teens, up from 63.8% in 2013. This is compared with 79% of libraries offering a separate area for children, according to the Children's Services Benchmark and Statistical Report 2016.

- Libraries are increasingly reporting that their Policy Statements refer specifically to Teens or Teen Services, with 52% of libraries reporting that their Materials Selection policy referred specifically to Teens, up from 41% in 2013.

- Resources dedicated to teen programming have increased, with 24.12% of library programs budgets in 2017 dedicated to teen services, up from 11.94% in 2013.

- Teen programming has evolved, with more libraries offering teen programming that focuses on: LGBTQ+ specific programming, homework help, and leadership programs. Fewer are now offering book clubs and anime clubs.

# INTRODUCTION

The Ontario Public Library Association (OPLA) Child and Youth Services Committee is pleased to present the second-ever Ontario Benchmarking and Statistical Report exclusively devoted to Teen Services. The information reported here was collected through an online survey of teen services from November 2017 to February 2018. Respondents represented a wide variety of communities from across the province, providing a snapshot of library teen services offered across Ontario.

The purpose of this report is to showcase the current landscape of teen services in Ontario public libraries, but also to track changes longitudinally.

This committee envisions that the report will be used to advocate for teen services across the province. There is an ever-growing need for libraries to better serve their teen patrons through technology and engagement, and by creating a welcoming space and environment.

In this report, we break down teen services at the library by population size, highlighting the unique challenges of different sized libraries.

The majority of questions asked are benchmarking questions, similar to questions posed in previous surveys to ensure comparison between surveys and to identify trends. Where available and relevant, this report includes 2013 data to track change over time.

New questions added to the 2018 survey reflect the changing environment of teen services in Ontario, particularly the opportunities created by new technologies. For instance, this survey asked questions regarding library makerspaces, digital media spaces and technology lending. We have also expanded questions regarding how services are adapted to marginalized communities and the languages of collections.

## Respondents

In 2017,123 of 309 Ontario public library systems completed or partially completed OPLA's electronic survey, for a participation rate of 39.8%, this is down 6.5% from the 2013 Survey. Despite this lower response rate, respondents do represent a wide range of library systems, both large and small, from across the province.

- 19% of respondents represented libraries serving a population of over 100,000 (23 systems)

- 16% of respondents represented libraries serving a population of between 50,000 and 100,000 (20 systems)

- 28% of respondents represented libraries serving a population of between 15,000 and 50,000 (35 systems)

- 20% of respondents represented libraries serving a population of between 5,000 and 15,000 (25 systems)

- 16% of respondents represented libraries serving a population of under 5,000 (20 systems)

Compared with 2013 respondents, when 73% of respondents represented library systems with a population of between 15,000 and 50,000, respondents in 2017 represented a more even distribution of library size.

## Special Notes

- The total population served by respondents of the 2017 survey was 11,901,047.

- Teens represented 8.75% of the populations served.

- Libraries categorized teens as between 12 to 18 years of age.

## About this survey

- This report presents aggregated data of teen services in Ontario, with the majority of data split based on library size.

- Many survey respondents, particularly those representing smaller library systems, providing incomplete responses to this survey. Questions that required more detailed responses, such as the square footage of teen area, circulation figures and budgets, had more uneven response rates. The data presented in this report represents the most complete data available, based on responses.

- The questions asked are included in Appendix A.

# TRENDS FROM THIS SURVEY

### Non-print holdings on the rise
Library non-print holdings (both teen and general) have increased significantly since 2013. This increase in non-print holdings correlates with an increased diversity of non-print formats, with libraries now offering items such as DVDs, e-books, e-audiobooks and video games.

### Language of teen collection
On average 94.33% of library teen collections are in English, with 5.21% in French. Only 0.16% of teen collections were in Indigenous language and 0.29% in other languages.

### Diversity of programming offered
Teen programming has evolved, with more libraries offering teen programming that focuses on: LGBTQ+ specific programming, homework help, and leadership programs. Fewer are offering book clubs and anime clubs than previously reported.

More than half of Ontario's libraries are offering some kind of maker programing for teens, with just under half offering digital technology/media, STEM and robotics programming.

### More dedicated space for teens
71.3% of libraries reported offering a separate area for teens, and 92% reported having a multi-use space available for teen programming. Similarly, 53.1% of branches had a teen space, up from 40% in 2013.

### Programming budget
24.12% of library programs budgets were dedicated to teen services, up from 11.94% in 2013.

### Policy Statements referring to Teens
Libraries are increasingly reporting that their Policy Statements refer specifically to teens or teen services. This year, 52.0% of libraries reported that their Materials Selection policy referred specifically to teens or teen services, up from 41% in 2013.

13% of libraries indicated that they had "other" teen policy statements. Respondents in this group most often indicated that they had a general teen services policy, covering materials, programming, space etc. Many also referred specifically to the "OPLA Teen/Child Rights in the Public Library" statement.

### Teen engagement
Compared with 2013, more libraries are providing opportunities for teens to be involved in the library by participating in teen advisory groups, strategic planning, and advising on physical teen space.

### Gaming at the library
Almost all libraries (95.25%), reported allowing online gaming for teens (up from 81% in 2013)

### Makerspaces
51.3% of Ontario libraries reported having a makerspace at their library - including 50% of libraries serving fewer than 5,000 people.

### Community Partnerships
More libraries reported partnering with various community agencies related to teen services, especially schools (82.1% of libraries) and social services agencies (49.6%)

# RECOMMENDATIONS FROM THE COMMITTEE

### Gains:

The 2017 survey shows that libraries are heading in the right direction when it comes to youth library service. Notably the committee wishes to highlight the following positive trends:

1. **Dedicated resources:** There has been an increase in funding for teen services and dedicated spaces for teens in the library.

2. **Teen engagement:** More libraries are focusing on actively engaging with teens and the community in the development of teen programming, through youth advisory groups and partnerships with community agencies.

3. **Responsive programming:** New programming is reflecting the changing needs of the community, with an increase in number of libraries offering LGBTQ+ programming, leadership programming and homework help.

4. **Making the most of technology**: A focus on technology-based programs, with makerspaces being utilized to serve teens, equipping them with STEM related skills and other 21st century literacies.



### Opportunities for Improvement:

The survey results identify areas that libraries can focus on to continue to evolve programs, collections, and space to effectively serve the needs of teens in their communities. This committee has noted the following areas for improvement:

1. **Inclusivity of teen programming and materials:** Only 14.9% of libraries have a strategy for serving marginalized youth. We see more programs being offered to reach these youth (e.g., teen parenting programming, LGBTQ+ specific programs, etc.), but it is uncommon for libraries to have a strategy in mind when starting these kinds of initiatives.

2. **Accessibility of teen collections:** Not all libraries are providing access to programming and materials for teens with disabilities. Not all libraries appear to be aware that they have free access to the accessible books and resources provided by the Centre for Equitable Library Access (CELA). OLA can continue to raise awareness about this valuable resource.

3. **Measuring Impact of programming:** Fewer than 40% of libraries are measuring the qualitative impact of teen programming. Measurement and evaluations of programming are important for libraries to advocate for the impact and importance of new programming, to improve their programming over time, to respond to community feedback, and to ensure library services are relevant to the needs and priorities of their broader communities.

## THE COMMITTEE

**Amanda Wilk**
Co-Chair 2017-2018
Kitchener Public Library

**Cameron Ray**
Co-Chair 2017-2018
Toronto Public Library
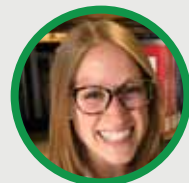
**Jordan Graham**
Woodstock Public Library
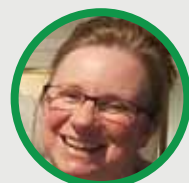
**Sara Forsyth**
Georgina Public Library

**Ryan Eduardo Moniz**
Markham Public Library

**Brooke Windsor**
Richmond Hill Public Library

## FUTURE RESEARCH

The purpose of this report is to showcase and demonstrate the importance of children's and teen services in the library. Since it was introduced in 1997, OPLA's Child and Youth services surveys have helped to clarify the role of children's and teen services in the library, and helped to track the evolution in how these services are resourced and delivered.

Looking forward, the Child and Youth Services Committee is re-examining it's approach to data collection and dissemination. This will be the last general Teen Services Benchmarking Report in this format, as the committee moves towards a more focused approach for future surveys.

If you have questions or suggestions of what questions future research on Children's and Teen services should address, please contact one of the committee members.

## Demographics

**SURVEY RESPONDENTS**

| Population Bracket | Respondents to 2017 Survey | | All Ontario Public Libraries* | |
|---|---|---|---|---|
| | # | % | # | % |
| **Total** | **123** | | **309** | |
| 100K + | 23 | 19% | 28 | 9% |
| 50K - 100K | 20 | 16% | 24 | 8% |
| 15K - 50K | 35 | 28% | 49 | 16% |
| 5K - 15K | 25 | 20% | 63 | 20% |
| 5K | 20 | 16% | 145 | 47% |

**123 of 309 Ontario Public Library systems completed or partially completed OPLA's electronic survey.**

# Larger library systems more likely to respond to this survey.

While there are 145 library systems in Ontario who serve populations of fewer than 5,000 patrons, only **13.8%** of those (20 libraries) responded to this survey. This is compared with **82.1%** (23) library systems serving 100,000 patrons or more who responded to this survey.

Additionally, smaller library systems were more likely to provide incomplete responses to this survey. Questions that required more detailed responses, such as the square footage of teen area, circulation figures and budgets, had more uneven response rates. Anecdotally, we've heard from some libraries that the process of filling in this survey itself can be time-consuming, and that smaller library systems with fewer resources may be unable to dedicate resources to fully respond.

*   According to Ministry of Tourism, Culture and Sport 2016 Library Annual Report: https://www.ontario.ca/data/ontario-public-library-statistics

## POPULATION SERVED

| Population Bracket | Total Population Served | % of Population are Teens |
|---|---|---|
| **All Responses** | **11,901,047** | **8.75%** |
| 100,000+ | 9,118,996 | 8.72% |
| 50,000<100,000 | 1,474,099 | 9.02% |
| 15,000<50,000 | 1,030,042 | 8.67% |
| 5,000<15,000 | 241,831 | 9.01% |
| <5,000 | 36,079 | 7.81% |

Almost all responding libraries categorized teens as between 12-18 years of age.

The total population served by responding libraries in 2013 was 11,207,993.

In 2017, the total population served by responding libraries was 11,901,047. Of these, 8.75% were teens.**

** This figure is calculated using only responses from libraries who provided information on the total population of teens in their area.

# Library Holdings and Circulation*

## MATERIALS BUDGET

| | Population Bracket | Teen Materials Budget as % of Total Materials Budget | Average Materials Budget | Average Budget for Teen Materials |
|---|---|---|---|---|
| **2017 Responses** | **All Responses** | **4.48%** | **$650,263.95** | **$29,144.21** |
| | 100,000+ | 4.58% | $2,360,836.58 | $108,190.46 |
| | 50,000<100,000 | 3.42% | $357,269.25 | $12,208.15 |
| | 15,000<50,000 | 4.58% | $138,104.09 | $6,328.53 |
| | 5,000<15,000 | 7.58% | $24,339.18 | $1,844.29 |
| | <5,000 | 12.80% | $4,920.00 | $630.00 |
| | 2013 – All Responses | 4.76% | $386,188 | $18,365 |

There is little change across library systems in the percentage of total materials budget allocated to teen materials.

The average materials budget in 2017, both for teen materials and for all materials was significantly higher compared with 2013. This may, however, be due to the profile of respondents, with more larger library systems reporting in 2017 compared with the 2013 respondents.



\* Holdings are library materials that can be lent to library users. Circulation consists of the activities around the lending of items by the library.

## AVERAGE LIBRARY HOLDINGS

| | Library Print Holdings | | | Library Non-Print Holdings | | |
|---|---|---|---|---|---|---|
| **Population Bracket** | Average Library Print Holdings (Volumes) | Average Teen Print Holdings (Volumes) | Teen Print Holding % of Print Holdings | Average Library Non-Print Holdings (Volumes) | Average Teen Non-Print Holdings (Volumes) | Total Teen Non-Print Holdings % of Total Non-Print Holdings |
| **All Responses** | **235,785** | **8,871** | **3.76%** | **68,506** | **5,330** | 7.78% |
| 100,000+ | 832,842 | 29,814 | 3.58% | 194,781 | 16,842 | 8.65% |
| 50,000<100,000 | 142,542 | 5,610 | 3.94% | 95,575 | 6,168 | 6.45% |
| 15,000<50,000 | 69,565 | 3,739 | 5.37% | 45,335 | 3,003 | 6.62% |
| 5,000<15,000 | 49,566 | 1,387 | 2.80% | 3,817 | 261 | 6.83% |
| <5,000 | 17,728 | 861 | 4.86% | 2,925 | 325 | 11.09% |
| 2013 – All Responses | 202,594 | 8,335 | 3.36% | 22,950 | 1,403 | 4.05% |

**2017 Responses**



**93.1%** of libraries includes teen materials in their Collections Development Plan

**10.3%** of libraries e-book collection is for teens

**15.7%** of libraries place restrictions on how teens use library resources, apart from the Internet

## PERCENTAGE OF LIBRARIES WITH EACH TYPE OF MATERIAL AVAILABLE IN THEIR TEEN COLLECTION*

| | Population Bracket | Teen Print | | | | | Teen Non-Print | | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| | | Fiction | Non-Fiction | Graphic Novels | Maga-zines | Comics | DVDs | CDs | e-Books | e-Audio-books | Video games | e-Music | e-Movies |
| **2017 Responses** | **All Responses** | **93%** | **75%** | **87%** | **71%** | **54%** | **60%** | **43%** | **77%** | **74%** | **43%** | **39%** | **37%** |
| | 100K + | 96% | 74% | 91% | 83% | 61% | 43% | 43% | 91% | 91% | 52% | 48% | 43% |
| | 50K - 100K | 95% | 75% | 85% | 85% | 60% | 60% | 50% | 95% | 95% | 60% | 55% | 60% |
| | 15K - 50K | 94% | 74% | 91% | 80% | 54% | 54% | 40% | 77% | 80% | 40% | 46% | 43% |
| | 5K - 15K | 84% | 64% | 84% | 56% | 60% | 60% | 40% | 60% | 52% | 20% | 28% | 20% |
| | 5K | 95% | 90% | 80% | 45% | 35% | 90% | 45% | 65% | 50% | 50% | 15% | 15% |
| | 2013 – All Responses | 89% | 74% | 84% | 68% | N/A | 52% | 45% | 69% | 63% | 29% | N/A | N/A |

## Since 2013, Ontario's libraries saw a significant increase in teen non-print holdings.

### Increase in non-print holdings

While libraries' print holdings have remained consistent, non-print holdings (both teen and general) have increased significantly since 2013. This coincides with an increase the number of libraries holding non-print items in their collections, such as DVDs, e-books, e-audiobooks and video games.

### Teen holdings by population

At 3.76%, teen print holding as a percentage of print holdings remains low. Teens represent 8.75% of the population served by responding libraries.

However, both the teen non-print holdings as a percentage of non-print holdings (7.78%) and teen holdings in e-books collections (10.3%) approach and exceed this proportion.

Both the circulation of teen materials and total teen holdings remain significantly lower than those reported for children in 2015.

*   Note: Percentages displays libraries who answered "yes" to the respective questions. N/A indicates that benchmarking data is not available for the questions.

## CIRCULATION OF PRINT AND NON-PRINT MATERIALS

|  | Population Bracket | Average Circulation of Library Materials | Average Circulation of Teen Materials | Teen Circulation as a Percentage of Total Circulation | Average Circulation Per Population | Average Teen Circulation Per Teen Population |
|---|---|---|---|---|---|---|
|  | **All Responses** | **1,095,588** | **27,055** | **2.47%** | **9.18** | **2.61** |
| 2017 Responses | 100K + | 3,960,424 | 96,218 | 2.43% | 9.74 | 2.74 |
|  | 50K - 100K | 529,866 | 15,543 | 2.93% | 6.91 | 2.34 |
|  | 15K - 50K | 225,340 | 4,918 | 2.18% | 7.65 | 1.91 |
|  | 5K - 15K | 51,230 | 1,324 | 2.58% | 6.16 | 1.57 |
|  | 5K | 8,127 | 704 | 8.66% | 3.36 | 4.02 |
|  | 2013 – All Responses | 796,393 | 41,871 | 3.36% | 8.05 | 2.96 |

## Average circulation of teen materials has dropped

While the average circulation of teen materials has dropped slightly, the circulation of materials as a ratio of teen population has remained consistent. That means that on average, for every teen in the catchment area, 2-3 "teen" items are borrowed from the library each year.

*Note that circulation of teen materials reflects what materials are circulating, rather than who is borrowing – these figures may include adults borrowing teen materials. Likewise, they do not include teens borrowing adult materials.*

Small library systems serving fewer than 5,000 reported a very high teen circulation as a percentage of total circulation (8.66%). While most libraries in this category reported that their teen circulation was 1% to 3%, data was skewed by three libraries in this group who reported that 20% to 30% of their total material circulation was teen materials.

The circulation of teen materials remains significantly lower than that of children's materials – which in 2015 accounted for 24.11% of the materials circulated (13.27% of population served was children).

# Library Resources: Physical Facilities

## TEEN AREA

| | Population Bracket | Separate area for teens | Multi-use space that can also be used for teen services and programming | Teen area adjacent to children's area* | Teen area includes leisure space where teens can hang out in groups |
|---|---|---|---|---|---|
| | **All Responses** | **71.3%** | **92.0%** | **34.5%** | **72.4%** |
| 2017 Responses | 100K + | 87.0% | 100.0% | 20.0% | 81.0% |
| | 50K <100K | 95.0% | 100.0% | 36.8% | 80.0% |
| | 15K < 50K | 82.4% | 88.2% | 39.3% | 78.8% |
| | 5K < 15K | 64.0% | 85.7% | 37.5% | 73.7% |
| | <5,000 | 20.0% | 87.5% | 50.0% | 25.0% |
| | 2013 – All Responses | 63.8% | N/A | 34.1% | 74.7% |

* of respondents with teen area

Multi-use space for teen services are varied, but often libraries indicated an all-purpose room/programming room or their makerspace was available for teen services.

For libraries without multi-use space for teens, some indicated that a small library size was a factor. Library size is a also factor in libraries offering a separate area for teens, with only 20% of smaller libraries reporting that they offer a separate area for teens.

## TEEN FLOOR SPACE

| | | Percentage of total branches with teen space | Percentage of floor space dedicated to teens | Average floor space (sq. ft.) | Average floor space dedicated to teens |
|---|---|---|---|---|---|
| | **All Responses** | **53.1%** | **2.7%** | **58,329.30** | **1,580.73** |
| 2017 Responses | 100K + | 62.2% | 2.7% | 220,622.65 | 5,869.85 |
| | 50K <100K | 39.0% | 3.0% | 43,427.83 | 1,307.06 |
| | 15K < 50K | 52.4% | 2.5% | 21,701.53 | 539.00 |
| | 5K < 15K | 42.9% | 3.4% | 5,927.38 | 200.90 |
| | < 5K | 28.6% | 3.9% | 2,731.64 | 107.29 |
| | 2013 – All Responses | 40% | 1.47% | 57,033.00 | 1,479.00 |

*Note: the response rate for this question, particularly among smaller library systems, was very low.*

There is an increase in both the proportion of branches with a dedicated space for teens as well as the overall percentage of floor space dedicated to teens. Despite this increase, overall, fewer libraries designate a space for teens than designate a space for children. For comparison, according to the 2016 Children's survey, 78.6% of library branches had a children's space.

To truly welcome teens, a dedicated space for teens to be teens is important. Teen spaces give room for young library users to be noisy, to socialize, to relax. A little noise from teens is developmentally appropriate, and a space that does not put undue pressure on teens to behave in a particular way can help to increase youth membership and library usage. This also goes a long way to making teens feel more welcome and that they are being advocated for.

# Staffing and Volunteers

## TEEN SERVICES STAFFING LEVELS

| | | Percentage of FTE allocated to teen services exclusively | Libraries with a person in charge of teen services | Average staff time spent on teen services* |
|---|---|---|---|---|
| | **All Responses** | **1.21%** | **60%** | **18.01%** |
| 2017 Responses | 100K + | 1.10% | 77% | 30.65% |
| | 50K <100K | 0.90% | 74% | 23.31% |
| | 15K < 50K | 2.16% | 60% | 12.85% |
| | 5K < 15K | 1.44% | 54% | 8.92% |
| | < 5K | 2.27% | 29% | 9.25% |
| 2013 – All Responses | | 1% | \* of libraries with a person in charge of teen services only | |

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

## TEEN SERVICES VOLUNTEERS

| | Population Bracket | Libraries with people who plan and present teen services who are not regular staff members | Libraries with adult volunteers who assist with teen services |
|---|---|---|---|
| | **All Responses** | **25%** | **15%** |
| 2017 Responses | 100K + | 55% | 24% |
| | 50K <100K | 40% | 11% |
| | 15K < 50K | 8% | 7% |
| | 5K < 15K | 8% | 18% |
| | < 5K | 17% | 19% |
| 2013 – All Responses | | 25% | |

## STAFF LEVELS OF EDUCATION

| Population Bracket | Master's | Undergraduate | Library Technician | Early Childhood Education | N/A | Other (not listed above) |
|---|---|---|---|---|---|---|
| **All Responses** | **26.0%** | **24.4%** | **15.4%** | **7.3%** | **7.3%** | **9.8%** |
| 100K + | 13.0% | 43.5% | 26.1% | 0.0% | 4.3% | 8.7% |
| 50K <100K | 7.3% | 45.0% | 25.0% | 5.0% | 5.0% | 0.0% |
| 15K < 50K | 4.9% | 17.1% | 5.7% | 11.4% | 0.0% | 5.7% |
| 5K < 15K | 0.8% | 16.0% | 16.0% | 4.0% | 12.0% | 8.0% |
| < 5K | 0.0% | 5.0% | 10.0% | 15.0% | 20.0% | 30.0% |
| 2013 – All Responses | 26% | 23% | 16% | 5% | 24% | 20% |

*(Population brackets under "2017 Responses")*

## PROFESSIONAL DEVELOPMENT

| Population Bracket | Libraries providing professional development opportunities for Teen Services staff | ASSOCIATION MEMBERSHIPS | | | |
|---|---|---|---|---|---|
| | | Ontario Library Association | Federation of Ontario Public libraries | Young Adult Library Services Association | American Library Association |
| **All Responses** | **76.0%** | **97.0%** | **89.6%** | **18.4%** | **44.4%** |
| 100K + | 81.8% | 95.5% | 94.7% | 38.5% | 64.7% |
| 50K <100K | 83.3% | 100.0% | 76.9% | 0.0% | 33.3% |
| 15K < 50K | 95.5% | 100.0% | 92.3% | 20.0% | 50.0% |
| 5K < 15K | 88.9% | 100.0% | 94.1% | 20.0% | 20.0% |
| < 5K | 18.8% | 86.7% | 86.7% | 0.0% | 20.0% |
| 2013 – All Responses | N/A | N/A | N/A | N/A | N/A |
| 2016 Children's survey – All Responses | N/A | 73.4% | N/A | N/A | 12.4% |

*(Population brackets under "2017 Responses")*

As in 2013, in the largest libraries, teen services staff are more likely to have master's degrees. In smaller libraries, teen staff are more likely to be library technicians or hold other qualifications.

Of those who indicated "Other," many libraries noted that their librarians had completed the Southern Ontario Library Service's EXCEL program, a distance education course. Several also indicated staff members had a Bachelor's of Education.

Almost all respondents (97%) indicated that staff had a membership to the Ontario Library Association. Compared with the children's survey in 2016, there is also a significant increase in libraries who are members of the American Library Association (44%, up from 12.4% in 2016).

Some respondents indicated that they were members of "other" associations, including Administrators of Rural and Urban Public Libraries of Ontario (4), Northern Lights Library Network (2), Southern Ontario Library Association (SOLS) (2), Ontario Library Service – North (OLS-N) (1), Public Library Association (a division of ALA) (1), Canadian Children's Book Centre (1), and Young Adult Library Services Association (YALSA) (1).

# Library Resources: Technology
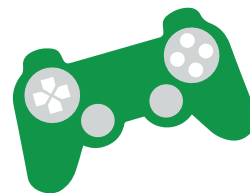
## COMPUTERS AND WIFI

| Population Bracket | Designated computer area for teens | Offers Wi-Fi |
|---|---|---|
| **All Responses** | **23.8%** | **92.7%** |
| 100K + | 30.4% | 100.0% |
| 50K <100K | 22.2% | 90.0% |
| 15K < 50K | 25.8% | 97.1% |
| 5K < 15K | 27.8% | 88.0% |
| < 5K | 6.7% | 85.0% |

**95% of responding libraries allow online gaming for teens.**

Most libraries reported offering Wi-Fi to library patrons. For teens without access to a computer at home, the public library can be a vital resource for connecting with their community, doing homework, and building digital literacy skills.

According to a 2017 report by the Canadian Radio-television and Telecommunications Commission (CRTC), in 2015, 84.5% of households in Canada had a home computer, and 86.1% owned a cellphone. Lower-income household are less likely to own either.*

According to the 2016 General Social Survey,

59% of Canadians aged 15 and over say life is better with technology, "77% of Canadians aged 15 and older reported that technology helps them to communicate with others, 66% felt that it saves time, 52% stated that it helps to make more informed decisions, and 36% felt that it helps one to be more creative. In each case, Canadians in younger age groups were more likely to affirm these benefits than their older counterparts."**

While most libraries indicated that these electronic resources were not dedicated for use by teens, this does not necessarily mean that these electronic resources are not available to teens.

## ELECTRONIC RESOURCES DEDICATED FOR USE BY TEENS

| Population Bracket | Internet stations | Charging stations | Office Software | Multimedia software | Laptops | Tablets / portable smart devices | E-book readers | PLAY-AWAYS | Video Game Systems | Other |
|---|---|---|---|---|---|---|---|---|---|---|
| **All Responses** | **47.2%** | **25.2%** | **23.6%** | **22.8%** | **13.0%** | **15.4%** | **10.6%** | **11.4%** | **26.0%** | **7.3%** |
| 100K + | 100.0% | 39.1% | 13.0% | 26.1% | 17.4% | 13.0% | 13.0% | 4.3% | 4.3% | 26.1% |
| 50K <100K | 35.0% | 35.0% | 30.0% | 25.0% | 15.0% | 10.0% | 10.0% | 15.0% | 45.0% | 10.0% |
| 15K < 50K | 28.6% | 17.1% | 22.9% | 25.7% | 2.9% | 11.4% | 8.6% | 8.6% | 25.7% | 0.0% |
| 5K < 15K | 40.0% | 20.0% | 28.0% | 16.0% | 20.0% | 20.0% | 8.0% | 12.0% | 24.0% | 4.0% |
| < 5K | 40.0% | 20.0% | 25.0% | 20.0% | 15.0% | 25.0% | 15.0% | 20.0% | 35.0% | 0.0% |

## RESTRICTIONS ON ELECTRONIC RESOURCES

| | Population Bracket | Online gaming allowed for teens | Teen access to the Internet is filtered | Internet access is restricted in other ways | Restrictions are different from those place on adults |
|---|---|---|---|---|---|
| | **All Responses** | **95.2%** | **19.6%** | **42.1%** | **16.0%** |
| 2017 Responses | 100K + | 95.5% | 26.1% | 47.8% | 20.0% |
| | 50K <100K | 93.3% | 10.0% | 50.0% | 27.3% |
| | 15K < 50K | 100.0% | 30.0% | 35.0% | 22.2% |
| | 5K < 15K | 89.5% | 8.3% | 36.0% | 0.0% |
| | < 5K | 100.0% | 25.0% | 42.1% | 0.0% |
| | 2013 – All Responses | 81% | 21.4% | N/A | N/A |

Almost all libraries reported allowing online gaming for teens (up from 81% in 2013). Some libraries also indicate that they allow access to additional gaming consoles and/or host game nights at the library.

Fewer libraries are restricting teen access to the Internet (down from 21.4% in 2013), and according to most respondents, the restrictions placed on teens accessing the Internet are typically the same as those placed on any library user. The most common restrictions noted were filters (for instance, using a "Net Nanny" to restrict explicit/sexual content). Several libraries indicated that only computers in children's / teen areas carry additional filters and that teens do have access to the public access computers where these additional restrictions are not in place. Others indicated a time-limit on use of computers/ Internet.

In several cases parental permission is required to access Internet/computers. As many teens visit the library without their parents, the requirement of parental permissions for use of technology can be a barrier to access for teens.



\*    Canadian Radio-television and Telecommunications Commission (CRTC), Communications Monitoring Report 2017: Canada's Communication System: An Overview for Canadians. Retrieved online: https://crtc.gc.ca/ eng/publications/reports/policy-monitoring/2017/cmr2.htm

\*\*   Statistics Canada, The Internet and Digital Technology. Retrieved online: https://www150.statcan.gc.ca/ n1/pub/11-627-m/11-627-m2017032-eng.htm

# Programming

## PROGRAMMING BUDGET

| | Population Bracket | Average Programs Budget | Average Budget for Teen Programming | Teen Programming Budget as % of Total Program Budget |
|---|---|---|---|---|
| | **All Responses** | **$22,963.22** | **$ 5,539.31** | **24.12%** |
| **2017 Responses** | 100K + | $84,079.47 | $22,780.13 | 27.09% |
| | 50K <100K | $17,035.08 | $ 2,555.69 | 15.00% |
| | 15K < 50K | $ 8,604.29 | $ 1,531.61 | 17.80% |
| | 5K < 15K | $ 2,396.43 | $ 468.57 | 19.55% |
| | < 5K | $ 1,640.00 | $ 620.00 | 37.80% |
| | 2013 – All Responses | $8,716 | $1,041 | 11.94% |

## ALTERNATE FUNDING

| | Population Bracket | Libraries with alternate sources for funding for teen programming |
|---|---|---|
| | **All Responses** | **25.8%** |
| **2017 Responses** | 100K + | 30.0% |
| | 50K <100K | 26.3% |
| | 15K < 50K | 28.6% |
| | 5K < 15K | 15.8% |
| | < 5K | 7.1% |
| | 2013 – All Responses | 30.0% |

## PROGRAMMING FOR YOUTH

| Population Bracket | Libraries offering programs specifically for teens | Library programs require pre-registration | | |
|---|---|---|---|---|
| | | Never | Sometimes | Always |
| **All Responses** | **83.9%** | **4.71%** | **87.06%** | **8.24%** |
| 100K + | 100.0% | 0.00% | 100.00% | 0.00% |
| 50K <100K | 94.7% | 0.00% | 100.00% | 0.00% |
| 15K < 50K | 93.9% | 6.45% | 87.10% | 6.45% |
| 5K < 15K | 68.2% | 13.33% | 60.00% | 26.67% |
| < 5K | 50.0% | 0.00% | 80.00% | 20.00% |

Increasingly, libraries are serving their communities as a community hub and through the provision of programming. Overall, this report indicates a significant increase in the budget dedicated to teen programming, both as an actual number and as a percentage of total programs budget.

The overall number of libraries that report alternative sources of funding for their teen services has decreased compared with 2013 data.

Of those with alternate sources of funding, most had multiple sources of funding. The most common sources of funding were Friends of Library (67%), and Service Clubs (42%), followed by Sponsorship (33%) and Government Grants (38%). 33% also indicated that they had "other" sources of funding, including foundations (such as Trillium Foundation, United Way, local community foundations), private donations, and cost recovery from participants.

In general, smaller library systems are less likely to have diverse sources of funding for their teen services.

**24.12% of library programs budgets were dedicated to teen services, up from 11.94% in 2013.**

## OUTCOMES MEASUREMENT: EVALUATION/TRACKING

| | Population Bracket | Libraries measuring outcomes or impacts of teen programming | Libraries measuring qualitative outcomes or impacts of teen programs and/or services (beyond quantitative outputs) | Libraries using an online system to register or track teen program activity |
|---|---|---|---|---|
| | **All Responses** | **54.5%** | **37.1%** | **30.8%** |
| 2017 Responses | 100K + | 63.6% | 40.9% | 59.1% |
| | 50K <100K | 60.0% | 50.0% | 42.1% |
| | 15K < 50K | 60.6% | 40.0% | 32.4% |
| | 5K < 15K | 40.9% | 22.2% | 0.0% |
| | < 5K | 38.5% | 25.0% | 9.1% |
| | 2013 – All Responses | 46.7% | N/A | N/A |

**There is modest growth in libraries measuring outcomes/ impacts of teen programming.**



There is a modest growth in libraries measuring outcomes/impacts of teen programming (up from 46.7%). These are, however, still largely focused on quantitative measures with only 37.1% of libraries reporting that they measure qualitative outcomes.

Measuring qualitative outcomes or impacts of teen programming can help libraries to advocate for the impact and importance of new programming, improve their programming over time, respond to community feedback and ensure library services are relevant to the needs and priorities of their broader communities.

There has been an increase in the number of libraries offering LGBTQ+ specific programming, homework help, and leadership programs for teens. At the same time, there is a notable decrease in the number of libraries offering book clubs and anime clubs.

More than half of Ontario's libraries are offering some kind of maker programing for teens, with just under half offering Digital Technology/ Media, STEM, and Robotics programming.

## TEEN PROGRAMMING

| | Programs Offered for Teens (2017) (by population bracket) | | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- |
| | 100K + | 50k < 100K | 15k < 50K | 5k < 15K | > 5K | ALL | 2013 |
| Book Clubs | 83% | 70% | 51% | 48% | 20% | **54%** | 61.7% |
| Summer Reading Club for Teens | 83% | 85% | 69% | 28% | 40% | **61%** | 60.6% |
| Digital Gaming | 61% | 40% | 43% | 24% | 35% | **41%** | N/A |
| Arts & Crafts | 83% | 75% | 74% | 40% | 50% | **65%** | 63.8% |
| Music programs | 48% | 20% | 20% | 12% | 5% | **21%** | 23.4% |
| Creative Writing Programs | 78% | 45% | 49% | 24% | 30% | **46%** | 47.9% |
| Homework help | 57% | 35% | 31% | 24% | 25% | **34%** | 28.7% |
| Teen parenting | 17% | 15% | 0% | 4% | 5% | **7%** | 7.4% |
| Tabletop Gaming | 65% | 50% | 54% | 24% | 40% | **47%** | N/A |
| Contests | 96% | 75% | 60% | 28% | 35% | **59%** | 59.6% |
| Lesbian/Gay/Bisexual/ Transgender (LGBT) | 48% | 25% | 9% | 8% | 0% | **17%** | 4.3% |
| Class visits | 100% | 80% | 71% | 44% | 45% | **68%** | 69.1% |
| Leadership programs | 61% | 20% | 11% | 12% | 5% | **21%** | 14.9% |
| Red Maple/White Pine (OLA Forest of Reading® programs) | 48% | 45% | 26% | 24% | 15% | **31%** | 38.3% |
| Battle of the Books | 39% | 25% | 20% | 8% | 5% | **20%** | 21.3% |
| Anime clubs | 39% | 10% | 20% | 4% | 0% | **15%** | 20.2% |
| Cartooning | 52% | 25% | 9% | 8% | 0% | **18%** | 23.4% |
| Job search | 78% | 35% | 29% | 8% | 30% | **35%** | 37.2% |
| Literacy | 65% | 40% | 29% | 36% | 20% | **37%** | N/A |
| Maker | 96% | 70% | 54% | 24% | 20% | **53%** | N/A |
| Digital Technology/ Media | 87% | 65% | 40% | 24% | 25% | **47%** | N/A |
| STEM | 78% | 75% | 40% | 12% | 20% | **44%** | N/A |
| Robotics | 83% | 60% | 31% | 12% | 15% | **39%** | N/A |
| After Hours Programming | 39% | 30% | 20% | 24% | 20% | **26%** | N/A |
| Health and Wellness | 57% | 45% | 23% | 12% | 20% | **30%** | N/A |
| Programming for youth with disabilities | 22% | 35% | 9% | 8% | 5% | **15%** | N/A |

## CHARGING FOR TEEN PROGRAMMING

| | Charging for Teen Programming (2017) | | |
|---|---|---|---|
| | Never | Sometimes | Always |
| Book Clubs | 98.33% | 1.67% | 0.00% |
| Summer Reading Club for Teens | 95.59% | 2.94% | 1.47% |
| Digital Gaming | 88.64% | 11.36% | 0.00% |
| Arts & Crafts | 70.42% | 28.17% | 1.41% |
| Music programs | 77.78% | 14.81% | 7.41% |
| Creative Writing Programs | 90.38% | 9.62% | 0.00% |
| Homework help | 97.62% | 2.38% | 0.00% |
| Teen parenting | 100.00% | 0.00% | 0.00% |
| Tabletop Gaming | 94.23% | 5.77% | 0.00% |
| Contests | 93.65% | 4.76% | 1.59% |
| Lesbian/Gay/Bisexual/ Transgender (LGBT) | 94.74% | 5.26% | 0.00% |
| Class visits | 98.63% | 1.37% | 0.00% |
| Leadership programs | 91.67% | 4.17% | 4.17% |
| Red Maple/White Pine (OLA Forest of Reading® programs) | 97.30% | 2.70% | 0.00% |
| Battle of the Books | 91.30% | 0.00% | 8.70% |
| Anime clubs | 95.24% | 4.76% | 0.00% |
| Cartooning | 70.00% | 25.00% | 5.00% |
| Job search | 91.89% | 8.11% | 0.00% |
| Literacy | 95.00% | 5.00% | 0.00% |
| Maker | 56.14% | 40.35% | 3.51% |
| Digital Technology/Media | 74.51% | 25.49% | 0.00% |
| STEM | 66.00% | 30.00% | 4.00% |
| Robotics | 64.29% | 28.57% | 7.14% |
| After Hours Programming | 76.92% | 15.38% | 7.69% |
| Health and Wellness | 75.00% | 21.88% | 3.13% |
| Programming for youth with disabilities | 94.44% | 5.56% | 0.00% |

In 2013, the survey asked respondents "does your library charge for teen programs." The 2017 survey asked for more detail about the frequency of these charges by types of program.

Overall in 2013, only 7.6% of libraries charged for their teen services. In 2017, 1.79% of libraries reported that they "Always charged" for teen services, 12.65% "Sometimes charged" for teen services, and 85.55% never charged for teen services.

The programs that were most likely to charge were Maker, Robotics, STEM, followed by Digital Technology/Media and Health and Wellness.

# Makerspace and Digital Media/Technology Labs

New questions were added to the teens services survey in 2017 regarding makerspace and digital media programming at the library.

Makerspaces can be many things, but in general, these are programs and tools that empower community members to create with technology. In the makerspace, libraries offer access to a range of programming and items from the high tech to the low-tech, and can include everything from laser cutters, to 3D printers, to sewing machines to hand tools. While there is a significant focus on providing public makerspaces at libraries across Ontario, many systems are opting for more "low-tech" and cost effective approaches to entering the Maker world.

Makerspaces in the public library support Connected Learning: the idea that young people learn best when that learning is connected to their passions, desires, and interests. Connected Learning is realized when a young person is able to pursue a personal interest or passion with the support of friends and caring adults, and is in turn, able to link this learning and interest to academic, career success or civic engagement. Tools and programming in makerspaces create opportunities for youth that relates back to their professional and school lives in new and different ways.
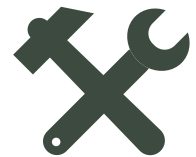
**Just over half of respondents indicated that their library had a makerspace. This is an area to grow as technology is becoming more and more prevalent and widely available.**

## MAKERSPACE

| Population Bracket | Libraries with a makerspace | Libraries with a makerspace designated toward teen services |
|---|---|---|
| **All Data** | **51.3%** | **21.3%** |
| 100K + | 65.2% | 18.8% |
| 50K <100K | 70.0% | 14.3% |
| 15K < 50K | 41.2% | 21.4% |
| 5K < 15K | 37.5% | 22.2% |
| < 5K | 50.0% | 37.5% |
| | | * of libraries with a Makerspace |

Typical, across Ontario public libraries, makerspaces are open to all ages, but offering open studio time designated for youth only is an important way that libraries can make these spaces accessible for youth. Many teens may not feel comfortable engaging when there are other adults in the space.

## EQUIPMENT IN MAKERSPACE

| Population Bracket | Green Screen/ Room | Robots | Program-mable Toys | 3D Printer | Laser Cutter | Vinyl Cutter | Sewing Machines / Knitting Machines | Button Maker | Hand Tools | Other |
|---|---|---|---|---|---|---|---|---|---|---|
| **All** | **42.3%** | **37.4%** | **39.0%** | **40.7%** | **8.1%** | **15.4%** | **20.3%** | **37.4%** | **5.7%** | **25.2%** |
| 100K + | 65.2% | 73.9% | 73.9% | 91.3% | 21.7% | 39.1% | 34.8% | 65.2% | 0.0% | 34.8% |
| 50K <100K | 55.0% | 45.0% | 50.0% | 55.0% | 5.0% | 25.0% | 10.0% | 50.0% | 5.0% | 25.0% |
| 15K < 50K | 42.9% | 40.0% | 34.3% | 42.9% | 8.6% | 14.3% | 20.0% | 37.1% | 8.6% | 25.7% |
| 5K < 15K | 24.0% | 16.0% | 20.0% | 4.0% | 0.0% | 0.0% | 12.0% | 24.0% | 8.0% | 16.0% |
| < 5K | 25.0% | 10.0% | 20.0% | 10.0% | 5.0% | 0.0% | 25.0% | 10.0% | 5.0% | 25.0% |
| | | | | | | | | | | * of all respondents |

Some of the items that are most commonly offered in library makerspaces were green screens (42.3%), 3D printers (40.7%), and programmable toys (39.0%).

Many libraries indicated that other equipment was available in their makerspaces, with a wide range of items, including: virtual reality, electronics & robotics kits (computers, circuitry kits, etc.); practical arts equipment (sewing machines, craft supplies etc.); building equipment (LEGO® blocks); and digital media arts (3D pens, printers, laser cutters, etc.).

Some libraries, who reported not having a makerspace, did report having various pieces of "maker" equipment.

## DIGITAL TECHNOLOGY / MEDIA LABS

| Population Bracket | Libraries with a digital technology/ media lab | Libraries with a digital technology/ media lab designated toward teen services | Libraries offering teen designated time within their digital technology/media lab |
|---|---|---|---|
| All Data | 27.6% | 26.5% | 41.7% |
| 100K + | 39.1% | 11.1% | 62.5% |
| 50K <100K | 35.0% | 14.3% | 33.3% |
| 15K < 50K | 28.6% | 20.0% | 25.0% |
| 5K < 15K | 8.0% | 100.0% | N/A |
| < 5K | 30.0% | 50.0% | 50.0% |
| | | * of libraries with a digital technology lab | * of libraries whose digital technology lab is not designated to teens |

## EQUIPMENT IN DIGITAL TECHNOLOGY/MEDIA LABS

| Population Bracket | Virtual Technology | Recording Equipment | Scanners | Editing Software | Other (describe): |
|---|---|---|---|---|---|
| All Data | 22.0% | 24.4% | 49.6% | 31.7% | 7.3% |
| 100K + | 39.1% | 34.8% | 56.5% | 43.5% | 13.0% |
| 50K <100K | 30.0% | 40.0% | 50.0% | 50.0% | 15.0% |
| 15K < 50K | 5.7% | 20.0% | 45.7% | 28.6% | 8.6% |
| 5K < 15K | 16.0% | 16.0% | 32.0% | 20.0% | 0.0% |
| < 5K | 30.0% | 15.0% | 70.0% | 20.0% | 0.0% |

Digital Technology / Media Labs provide community members the opportunity to create and manipulate digital media. Like makerspaces, there is a focus on empowering community members to learn and create through access to technology. In Digital Technology / Media Labs the focus is on digital technologies, like editing software and scanners.

Some libraries who did not report having a Digital Technology/Media Lab did report offering some of the technologies – particularly scanners, but also editing software.

# Teen Participation

| Population Bracket | **OPPORTUNITIES FOR TEEN INVOLVEMENT** | | | | | | |
|---|---|---|---|---|---|---|---|
| | 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 | Other opportunities for teens to participate |
| **All** | **45.5%** | **23.6%** | **12.2%** | **29.3%** | **50.4%** | **1.6%** | **66.1%** |
| 100K + | 78.3% | 34.8% | 30.4% | 47.8% | 69.6% | 4.4% | 77.8% |
| 50K <100K | 50.0% | 15.0% | 5.0% | 35.0% | 40.0% | 0.0% | 70.0% |
| 15K < 50K | 60.0% | 37.1% | 11.4% | 42.9% | 62.9% | 2.9% | 72.2% |
| 5K < 15K | 24.0% | 12.0% | 4.0% | 12.0% | 40.0% | 0.0% | 25.0% |
| < 5K | 5.0% | 10.0% | 10.0% | 0.0% | 30.0% | 0.0% | 62.5% |
| 2013 – All Responses | 31% | 14% | 18% | 23% | 53% | 1% | 53.8% |

(2017 Responses)

**Compared with 2013, more libraries are providing opportunities for teens to be involved in the library through teen advisory groups, strategic planning, and advising on the design of teen space.**

# Marketing and Promotion

## METHODS OF PROMOTION

| | Population Bracket | Web-site | Face-book | Twitter | Instagram | Snapchat | Pinterest | Flyers | Book-marks | News-letter | e-News letter |
|---|---|---|---|---|---|---|---|---|---|---|---|
| **2017 Responses** | **All Responses** | **87%** | **85%** | **60%** | **50%** | **8%** | **15%** | **66%** | **44%** | **50%** | **45%** |
| | 100K + | 96% | 96% | 91% | 70% | 17% | 17% | 74% | 61% | 48% | 70% |
| | 50K <100K | 100% | 100% | 95% | 70% | 10% | 5% | 75% | 40% | 60% | 65% |
| | 15K < 50K | 97% | 94% | 69% | 63% | 3% | 20% | 89% | 49% | 51% | 51% |
| | 5K < 15K | 76% | 72% | 28% | 28% | 4% | 12% | 40% | 40% | 48% | 24% |
| | < 5K | 60% | 60% | 15% | 15% | 10% | 15% | 40% | 25% | 40% | 10% |
| | 2013 – All responses | 95% | 77% | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A |

## METHODS OF PROMOTION CONTINUED

| | Population Bracket | Community Service Guide | News-paper | Radio | Community bulletin boards | Schools | Local stores | Teen drop in centres | Com-munity centres | Other (Please describe) |
|---|---|---|---|---|---|---|---|---|---|---|
| **2017 Responses** | **All Responses** | **32%** | **51%** | **25%** | **51%** | **72%** | **30%** | **29%** | **40%** | **10%** |
| | 100K + | 22% | 39% | 22% | 57% | 83% | 22% | 48% | 74% | 17% |
| | 50K <100K | 35% | 70% | 40% | 50% | 70% | 30% | 45% | 50% | 10% |
| | 15K < 50K | 54% | 66% | 31% | 57% | 86% | 31% | 26% | 37% | 14% |
| | 5K < 15K | 20% | 36% | 20% | 52% | 60% | 32% | 20% | 20% | 0% |
| | < 5K | 15% | 40% | 10% | 35% | 50% | 35% | 10% | 20% | 5% |
| | 2013 – All responses | N/A | 69% | 28% | 77% | 85% | 39% | 33% | 41% | 20% |

Ontario's libraries use a wide range of both digital and analog tools to promote their teen programming. The most popular methods of promotion in 2017 were: websites, Facebook, schools, flyers, and Twitter.

"Other" methods of promotion were varied, including outreach to local shelters, word of mouth, radio/TV, and in-house promotional materials.

# Cooperating Agencies and Institutions

| | Population Bracket | Schools | Health Unit | College | Social Service agencies | Home schooling groups | Parks and Re-crea-tion | Maker Organ-izations | Group Homes | Volunteer/ Career resource centres | Other |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | **AGENCIES WITH WHOM LIBRARIES COOPERATE/PARTNER/ COMMUNICATE SPECIFICALLY RELATING TO TEEN SERVICES** | | | | | | | | | | |
| **2017 Responses** | **All** | **82.1%** | **38.2%** | **30.1%** | **49.6%** | **37.4%** | **35.0%** | **14.6%** | **19.5%** | **37.4%** | **36.6%** |
| | 100K + | 95.7% | 60.9% | 60.9% | 87.0% | 43.5% | 52.2% | 34.8% | 39.1% | 60.9% | 65.2% |
| | 50K <100K | 95.0% | 50.0% | 30.0% | 70.0% | 40.0% | 50.0% | 25.0% | 30.0% | 55.0% | 55.0% |
| | 15K < 50K | 65.7% | 25.7% | 28.6% | 37.1% | 25.7% | 25.7% | 8.6% | 17.1% | 37.1% | 28.6% |
| | 5K < 15K | 92.0% | 32.0% | 24.0% | 40.0% | 52.0% | 36.0% | 8.0% | 8.0% | 16.0% | 24.0% |
| | < 5K | 70.0% | 30.0% | 5.0% | 20.0% | 30.0% | 15.0% | 0.0% | 5.0% | 20.0% | 15.0% |
| | 2013 – All Responses | 73% | 26% | 18% | 28% | 32% | N/A | N/A | N/A | N/A | 14% |

Since 2013, there has been a significant increase in the number of libraries reporting that they are working with community agencies to support youth. Almost half (49.6%) of libraries surveyed indicated that they are working in partnership with social service agencies (up from 28% in 2013).

This year, we added several new categories to this question, including parks and recreation, maker organization, group homes, volunteer/career centres, providing new insight into the wide variety of partnerships and collaborations underway at local libraries.

In this question, respondents indicated a wide variety of "other" agencies, from local youth councils to snowboarding clubs.

**Almost half (49.6%) of libraries surveyed indicated that they are working in partnership with social service agencies (up from 28% in 2013).**

# Teen Outreach

## SCHOOL OUTREACH

| Population Bracket | | Libraries participating in outreach to schools | Libraries offering outreach beyond school visits | Libraries with a staff member dedicated to teen outreach |
|---|---|---|---|---|
| | **All Responses** | **78.0%** | **42.4%** | **29.8%** |
| 2017 Responses | 100K + | 100.0% | 77.3% | 54.5% |
| | 50K <100K | 82.4% | 43.8% | 22.2% |
| | 15K < 50K | 87.5% | 43.5% | 40.9% |
| | 5K < 15K | 75.0% | 22.2% | 15.8% |
| | < 5K | 31.3% | 7.7% | 0.0% |
| 2013 – All Responses | | 68.7% | N/A | N/A |

In 2017, there was an increase in the percentage of libraries who reported doing outreach to teens at schools.

This was the first year the survey asked if libraries offered outreach beyond school visits. 42% of libraries reported offering teen outreach beyond school visits.

## ACTIVITIES DURING SCHOOL OUTREACH VISITS

| Population Bracket | | Promote teen program | Promote resources for students | Demonstrate databases | Book Talks | Author visit | Battle of the Books | Other staff activity (not listed above) |
|---|---|---|---|---|---|---|---|---|
| | **All Responses** | **88.5%** | **93.6%** | **64.1%** | **60.3%** | **30.8%** | **20.5%** | **35.9%** |
| 2017 Responses | 100K + | 95.7% | 91.3% | 87.0% | 73.9% | 21.7% | 34.8% | 43.5% |
| | 50K <100K | 92.9% | 100.0% | 78.6% | 57.1% | 28.6% | 21.4% | 64.3% |
| | 15K < 50K | 95.2% | 100.0% | 66.7% | 61.9% | 42.9% | 14.3% | 28.6% |
| | 5K < 15K | 73.3% | 86.7% | 26.7% | 40.0% | 33.3% | 13.3% | 20.0% |
| | < 5K | 60.0% | 80.0% | 20.0% | 60.0% | 20.0% | 0.0% | 0.0% |
| 2013 – All responses | | 80.9% | 86.8% | 66.2% | 48.5% | 30.9% | 23.5% | 10.3% |

\* of libraries who participate in outreach to area schools

The most common activities reported in school visits were promoting resources for students (93.6%) and promoting teen programming (88.5%).

# Teen Cards

## TEEN CARDS OFFERED

| Population Bracket | Libraries offering a special teen card | Libraries with minimum age to register for their own card | Minimum age |
|---|---|---|---|
| **All Responses** | **20.0%** | **77.6%** | **14** |
| 100,000+ | 30.4% | 87.0% | 14 |
| 50,000<100,000 | 31.6% | 94.7% | 14 |
| 15,000<50,000 | 17.2% | 75.0% | 15 |
| 5,000<15,000 | 5.6% | 66.7% | 13 |
| <5,000 | 12.5% | 62.5% | 13 |
| 2013 – All Responses | 6.5% | 72.9% | 14 |

*(2017 Responses — rows from All Responses through <5,000)*

## UNIQUE CHARACTERISTIC OF TEEN DESIGNATED CARD

| Population Bracket | Lower fines | Borrowing restrictions | Internet restrictions | Other |
|---|---|---|---|---|
| **All Responses** | **9.8%** | **9.8%** | **4.9%** | **4.1%** |
| 100K + | 17.4% | 13.0% | 0.0% | 0.0% |
| 50K <100K | 20.0% | 20.0% | 5.0% | 0.0% |
| 15K < 50K | 5.7% | 0.0% | 0.0% | 11.4% |
| 5K < 15K | 4.0% | 12.0% | 8.0% | 4.0% |
| < 5K | 5.0% | 10.0% | 15.0% | 0.0% |

For many libraries, who selected "other," the difference is related to the design/graphics.

More libraries are offering a special teen card, compared with data collected in the 2013 Teen Survey.

There is also a small increase in the number of libraries who identify an age that children/teens must be in order to register for their own card.

While some libraries require government issued identification to acquire a teen card, many youth aged 12-16 do not have government identification with the appropriate information. It is important for libraries to consider how any ID requirements can create a barrier of access for youth. Evidence of how library systems are overcoming this barrier to access are unknown within the parameters of this survey.

# Accessibility and Inclusivity

## LANGUAGE OF COLLECTIONS

| | Percentage of the teen collections by language | | | |
|---|---|---|---|---|
| Population Bracket | English | French | Indigenous languages | Other languages |
| **All Responses** | **94.33%** | **5.21%** | **0.16%** | **0.29%** |
| 100K + | 96.43% | 2.67% | 0.00% | 0.90% |
| 50K <100K | 97.32% | 2.32% | 0.05% | 0.32% |
| 15K < 50K | 95.27% | 4.67% | 0.03% | 0.03% |
| 5K < 15K | 90.76% | 8.80% | 0.36% | 0.08% |
| < 5K | 92.21% | 7.11% | 0.42% | 0.26% |



## Multilingual collections and languages spoken

This question was new in 2013 in order to gain insight into the degree to which libraries across the province are providing multilingual materials in their teen collections.

Ontario teens speak many languages, with data from Statistics Canada indicated that of teens aged 15 to 19, 2.92% speak French as a first language, 1.36% of teens speak French and English as a first language, and 0.25% speak neither French nor English.* Ontario is home to the largest Francophone population in Canada outside of Quebec.

**On average, 94.33% of library teen collections were in English, 5.21% of teen holdings were in French, 0.16% in Indigenous languages and 0.29% in other languages.**

## PROGRAMMING AND RESOURCES

| Population Bracket | Programs are accessible for teens with disabilities | Alternative format resources offered for teens who have a print disability | Library has a strategy for serving marginalized teens | Library has funding specifically set aside for teen programming |
|---|---|---|---|---|
| **All Responses** | **95.7%** | **87.4%** | **14.9%** | **4.1%** |
| 100K + | 100.0% | 100.0% | 30.0% | 12.5% |
| 50K <100K | 90.0% | 68.4% | 5.6% | 5.6% |
| 15K < 50K | 93.9% | 93.5% | 10.3% | 3.6% |
| 5K < 15K | 95.7% | 81.8% | 14.3% | 0.0% |
| < 5K | 100.0% | 88.2% | 15.4% | 0.0% |
| 2016 Children's survey – All Responses | 75.97% | 63.64% | | |

(Rows 100K+ through < 5K are grouped under "2017 Responses".)

While this question was not asked in the 2013 Teen survey, we are seeing an increase in libraries who are making programs accessible for teens with disabilities and those that offer alternative format resources for teens who have a print disability compared with what was reported in the 2016 Children's Services Benchmark and Statistical Report.

There are still some libraries, especially libraries serving populations of 50,000 to 100,000, who do not report offering materials in alternative formats.

Many libraries who reported that programs are made accessible for teens with disabilities referred to the physical accessibility of their programming space. Many also noted that they are able to modify programming, as needed, to ensure that anyone who wants to participate is able to. One respondent noted, "The space in which we do our programming is an open space that is accessible with an elevator. The programs offered have a variety of options for those who attend, so that there is something for everyone to do."

Libraries reported carrying a wide range of alternative print formats, including books in braille, large print collections, audiobooks, and e-audiobooks, DAISY readers, Overdrive, and Hoopla. Many also noted that their websites are accessible with Browse Aloud.

The library can be an important place of refuge for marginalized teens. However, very few libraries reported having a strategy in place to serve marginalized teens. A strategy to serve these teens can be an important tool to ensure that staff have the proper resources and support to make the library a welcoming environment for all who use it.

**Interested in making your teen collections more accessible for people who have a print disability?**

The Centre for Equitable Library Access (CELA) provides Canadians with print disabilities, and the libraries that support them, access to materials in a broad range of reading materials in the accessible format of their choice. In Ontario, the Government of Ontario provides funding to CELA to ensure that all public libraries have access. For more information on CELA, visit their website: celalibrary.ca.

# Co-op and Volunteering

| | Population Bracket | Libraries offering volunteer opportunities to teens | Libraries offering Co-op Placements | Libraries that place restrictions on Co-op placements |
|---|---|---|---|---|
| | **All** | **93.0%** | **56.6%** | **54.5%** |
| **2017 Responses** | 100K + | 100.0% | 52.4% | 63.6% |
| | 50K <100K | 78.9% | 42.1% | 57.1% |
| | 15K < 50K | 93.9% | 56.3% | 75.0% |
| | 5K < 15K | 100.0% | 85.0% | 40.0% |
| | < 5K | 88.2% | 42.9% | 16.7% |
| | 2013 – All Responses | 94.2% | 48.5% | |

Libraries are a significant supporter in communities for teen volunteer and employment experience.

As part of the Ontario Secondary School Diploma (OSSD) requirements, students are required to complete a minimum of 40 hours of community involvement activities. 93% of responding libraries offer the opportunity for teen to volunteer towards their OSSD volunteer 40 hours requirement.

Volunteer duties include participating in teen advisory groups/committees, helping with events and programming, tutoring or acting as a reading buddies, shelving books, etc.

56.6% of libraries also offer Co-op placements at their library, an increase from 48.5% of responding libraries in 2013.

Co-op duties similarly include helping with events/programming, but are more likely to centre on circulation and page duties. Many libraries also prioritize job shadowing for Co-op placements.

Most libraries who offer Co-op placements at their library do place restrictions on the work they do. Most often, Co-op duties must not duplicate regular staff or union jobs. Additional restrictions included requiring supervision and restricted access to confidential/ sensitive information.

# Policy Statements

## TEEN POLICY STATEMENTS

| Population Bracket | | Materials Selection | Collection Development | Programming | Censorship/ Intellectual Freedom | Internet Use | Code of Conduct | Other teen policy statement |
|---|---|---|---|---|---|---|---|---|
| | **All** | **52.0%** | **45.5%** | **39.8%** | **26.0%** | **34.1%** | **26.0%** | **13.0%** |
| **2017 Responses** | 100K + | 60.9% | 56.5% | 26.1% | 17.4% | 21.7% | 8.7% | 26.1% |
| | 50K <100K | 30.0% | 30.0% | 20.0% | 30.0% | 20.0% | 10.0% | 10.0% |
| | 15K < 50K | 42.9% | 37.1% | 45.7% | 22.9% | 31.4% | 22.9% | 11.4% |
| | 5K < 15K | 76.0% | 60.0% | 60.0% | 40.0% | 48.0% | 40.0% | 12.0% |
| | < 5K | 50.0% | 45.0% | 40.0% | 20.0% | 50.0% | 50.0% | 5.0% |
| 2013 – All Responses | | 41% | N/A | 25% | 18% | 33% | 22% | 5% |

| Population Bracket | | Libraries adopted the "Teen's / Child's Rights in the Public Library" statement | Libraries with a formal strategic plan specific to teens |
|---|---|---|---|
| | **All** | **59.6%** | **13.1%** |
| **2017 Responses** | 100K + | 57.1% | 15.8% |
| | 50K <100K | 50.0% | 5.3% |
| | 15K < 50K | 80.0% | 12.5% |
| | 5K < 15K | 65.0% | 22.7% |
| | < 5K | 33.3% | 6.7% |
| 2013 – All Responses | | 48% | N/A |



Libraries are increasingly reporting that their Policy Statements refer specifically to teens or teen services. This year, 52.0% of libraries reported that their Materials Selection Policy made reference to teens, up from 41% in 2013.

13% of libraries indicated that they had other Teen Policy Statements, most often specifying that they had a general teen services policy, covering materials, programming, space, etc. Many also referred specifically to the "OPLA Teen/Child Rights in the Public Library" statement.

# Appendix A

## TEEN SERVICES SURVEY QUESTIONS - 2017
Teen Services in Ontario

### GENERAL INFORMATION

Library System Name _____
Primary Survey Contact _____
Contact Email _____
Total population of Teens _____
Total population Served _____
(prefilled with 2015 ON data)

### 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
Note: teen materials are defined as those items targeted for teens.
If you are not able to find the exact teen information, please provide your best estimate

Does your Collection Development Plan include teen materials        ☐ Yes      ☐ No
Do you have restrictions on how teens use library resources,
apart from the Internet?                                            ☐ Yes      ☐ No

### TOTAL LIBRARY HOLDINGS
Total Library print holdings (Volumes)         _____
Total Library non-print holdings (Volumes)     _____

### TOTAL TEEN HOLDINGS
Total Teen print holdings (Volumes)            _____
Total Teen non-print holdings (Volumes)        _____

### E-BOOKS
What Percentage of your e-book collection is for Teens?

### TEEN MATERIALS
Please indicate the types of materials available in the Teen Collection (check all that apply)

### TEEN MATERIALS - PRINT

Fiction              Magazines
Non-fiction          Comics
Graphic novels

### NON-PRINT - NON-PRINT
Please indicate the types of materials available in the Children's Collection. Check all that apply:

DVDs/BluRays         e-Books
CDs                  e-Audiobooks
Video games          e-Music
                     e-Movies

**LANGUAGE**
What percentage of the teen collection is available in English:
What percentage of the teen collection is available in French:
What percentage of the teen collection is available in Indigenous languages:
What percentage of the teen collection is available in other languages:

**CIRCULATION**
*If you are not able to find the exact information for teen materials, please provide your best estimate*

Total Circulation (prefilled with 2015 data, if available, please update with most recent data available)
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      ☐   No
What Age?

**Teen Library Card**
What is unique about your library's teen designated card? (check all that apply)
    Lower fines
    Borrowing restrictions
    Internet restrictions
    Other

**COMPUTER RESOURCES & USAGE**
*Please indicate the electronic resources that are provided to teens.*
Do you have a designated computer area for teens?        ☐   Yes      ☐   No
Do you offer Wi-Fi?                                        ☐   Yes      ☐   No

**Which electronic resources do you offer that are dedicated for use by teens?**

| | |
|---|---|
| Internet stations | PLAYAWAYS |
| Charging stations | Tablets / portable smart devices |
| Office software | E-book readers |
| Multimedia software | Video game systems |
| Laptops | Other |

**Is online gaming allowed for teens at your library?**      ☐   Yes      ☐   No
Please Explain

**Internet Access**
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 children or adult access?                 ☐   Yes      ☐   No
Please describe how Internet access restrictions differ.

**MAKERSPACE**
Do you have a Makerspace?                                 ☐   Yes      ☐   No
Is the Makerspace designated toward teen services?        ☐   Yes      ☐   No

What do you offer? (Check all that apply)

| | |
|---|---|
| Green Screen/Room | Vinyl Cutter |
| Robots | Sewing Machines |
| Programmable Toys | /Knitting Machines |
| 3D Printer | Button Maker |
| Laser Cutter | Hand Tools |
| | Other: |

**Digital Technology/Media Space**

| | | | |
|---|---|---|---|
| Do you have a digital technology/media space? | ☐ Yes | ☐ No |
| If yes, is the digital technology/media space designated toward teen services? | ☐ Yes | ☐ No |
| If no, do you offer teen designated time within the digital technology/media space? | ☐ Yes | ☐ No |

What do you offer? (Check all that apply)

Virtual Technology                    Editing Software
Recording Equipment                   Other (describe):
Scanners

**PHYSICAL FACILITIES**

Do you have a separate area for teens?                                          ☐ Yes    ☐ No
Number of library locations/branches open to the public (prefilled with 2015 ON data)
Number of locations providing physical space specific to teens.
Total floorspace (all locations)        Sq. Ft.
The total floorspace dedicated to teens        Sq. Ft.
Do you have multi-use space that can also be used for teen services and programming? ☐ Yes    ☐ No
Please Explain
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) (prefilled with 2015 ON data)
Total number (FTEs) of full and part time staff (prefilled with 2015 ON data)
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
Do you have a person in charge of teen services?                               ☐ Yes    ☐ No
If yes, what percentage of their time is spent on teen services?
Do you have people who plan and present teen programs who are not
regular staff members?                                                         ☐ Yes    ☐ No
Do you have adult volunteers who assist with teen services? (We will ask
about teen volunteers in a future section)                                     ☐ Yes    ☐ No

**Level of Education**

What Level of education does your dedicated teen services staff have? Select all that apply

Master's Degree                       Early Childhood
Undergraduate                         Education
Library Technician                    Other (not listed above)
N/A                                   Other (please specify)

**PROFESSIONAL DEVELOPMENT**

Does your library provide professional development opportunities for teen services staff? ☐ Yes    ☐ No
Please describe

**Memberships**

Please indicate the organizations with which your library is currently a member.
Ontario Library Association?
Young Adult Library Services Association
American Library Association?
Other? please describe

**MANAGEMENT**

Please indicate if you have policy statements that refer specifically to Teens or Teen services, for the following topics.

Materials Selection?                  Code of Conduct?
Collection Development                Other teen policy statement?
Programming?                          Please describe any other
Censorship/Intellectual Freedom?      Teen policy statements.
Internet Use?

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

**Strategic Planning**
Does your library have formal strategic plan specific to teens ?   ☐   Yes   ☐   No

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

| | | |
|---|---|---|
| Schools? | Home schooling groups? | Volunteer/Career |
| Health Unit? | Parks and Recreation? | resource centres? |
| College? | Maker Organizations? | Other Agency |
| Social Service agencies? | Group Homes? | (Cooperate/Partner)? |

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?

## STAFF OUTREACH
Does your library participate in outreach to area schools for grades 7-12?   ☐   Yes   ☐   No
Does your library offer outreach beyond school visits that is specific to teen services?   ☐   Yes   ☐   No
If yes, what does this look like?
Do you have a staff member dedicated to teen outreach?   ☐   Yes   ☐   No

What do staff do during these visits? Please check all that apply:

| | |
|---|---|
| Promote teen program | Author visit |
| Promote resources for students | Battle of the Books |
| Demonstrate databases | Other staff activity (not listed above) |
| Book Talks | Other Staff activity (Please describe) |

## TEEN PROGRAMMING
Does your library offer programs specifically for teens?
Do your programs require pre-registration?

**Teen Library Programs**
Please indicate below what programs you offer or have offered for youth:

| | | | |
|---|---|---|---|
| Homework help | Cartooning | Job search | Robotics |
| Book Clubs | Creative Writing Programs | Class visits | Tabletop Gaming |
| Summer Reading Club for | Music programs | Contests | Digital Gaming |
| teens | Arts & Crafts | Literacy | After Hours Programming |
| Red Maple or White Pine | Teen parenting | Maker | Health and Wellness |
| Battle of the Books | LGBTQ+ Programming | Digital Technology/Media | Programming for youth |
| Anime clubs | Leadership programs | STEM | with disabilities |

**Teen Programming Evaluation/Tracking**
Does your Library measure outcomes or impacts of Teen Programming?   ☐   Yes   ☐   No
Beyond quantitative outputs (e.g. attendance statistics), does your library measure
qualitative outcomes or impacts of teen programs and/or services?   ☐   Yes   ☐   No
Do you use an online system to register or track teen program activity?   ☐   Yes   ☐   No
Do you have alternate sources for funding for teen programming?   ☐   Yes   ☐   No

**Alternate Funding Sources**
Do you have alternate sources for funding for teen programming? Please select all alternate funding sources that apply

| | | |
|---|---|---|
| Friends of the library | Sponsorships | Other (not listed above) |
| Service Clubs | Government Grants | Other (Please describe) |

## TEEN PARTICIPATION
Does your Library offer the opportunity for teens to earn their OSSD volunteer 40-hour requirement?   ☐   Yes   ☐   No
In what capacity do your teens volunteer?
Does your library offer Co-op Placements?   ☐   Yes   ☐   No
Please describe the duties Co-op students are responsible for.
Are there any restrictions? If so, what? If so, what?

**Teen Engagement**
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
Please describe other opportunities for Teen to participate in your library

**Promoting Teen Programs**
How and where does your library promote teen programs? Check all that apply.

| | | | |
|---|---|---|---|
| Website | Bookmarks | Schools | Local stores |
| Facebook | Community Service | Community bulletin | Please describe any other |
| Twitter | Guide | boards | promotional tools used to |
| Instagram | Newsletter | Teen drop in centres | promote teen pro |
| Snapchat | e-Newsletter | Community centres | grams |
| Pinterest | Newspaper | Other (Please de | |
| Flyers | Radio | scribe) | |

**ACCESSIBILITY AND INCLUSIVITY**
Do you make programs accessible for teens with disabilities? Please explain                   ☐  Yes        ☐  No
Do you offer alternative format resources for teens who have a print disability? Please explain   ☐  Yes        ☐  No
Does your library have a strategy for serving marginalized teens? Please explain               ☐  Yes        ☐  No
Do you have funding specifically set aside for these programs?                                 ☐  Yes        ☐  No

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# OLA Position on 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.

**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 endeavours 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 endeavour 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 endeavours 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.**

# /opla

:. ontario public library association