



Standards for Public Library Services for Young People Aged 14-16

1. Introduction

Libraries offer resources and support to young people, helping them to become independent and resourceful, able to research and access information so that they can become active well informed citizens.

Libraries play a part in the learning and social and emotional development of a young person.

Libraries exist to develop enquiring minds, encourage a love of reading and stimulate the imagination and creativity of young people.

The public Library Service in Moray is committed to:

- Allowing every young person the opportunity to develop an enjoyment of books, offering support in this and so ensuring that they acquire a joy of reading and essential lifetime skills.
- Providing high quality services that meet the educational, information, cultural and leisure needs of all young people in Moray.
- Using the most appropriate media to support a young person's development.

Service Entitlement

2.1 Equality of Access

Young people can expect:

- A high quality service regardless of their gender, ability, ethnic, cultural or religious background or sexual orientation
- As wide an access as possible to reading, listening and viewing material, within available resources
- Free access to appropriate ICT and internet provision
- No fines and request charges while under 16
- Loan charges for adult (but not junior) spoken word CDs, music CDs and DVDs

- Opportunities to provide feedback on the services delivered and have their ideas listened to and acted upon where appropriate

2.2 Resources that Promote Literacy and Support Lifelong Learning

In accessing the Libraries Service's resources young people can expect:

- A wide range of materials reflecting their abilities, interests and needs
- A good range of quality fiction titles and genres, in good physical condition, that promote the enjoyment of reading and develop literacy skills
- A good range of non-fiction material, in good physical condition, for learning and leisure
- Relevant and reliable information and reference sources provided in the most appropriate formats
- Access to appropriate formal and informal learning that supports a range of learning and leisure experiences
- Free access to internet sites that support reading, learning and information handling
- Sufficient choice of material to meet individual needs, supported by a request service
- Spoken word and music CDs
- DVDs
- Appropriate material and information about their local community at their local library

2.3 Attractive, Safe and Welcoming Environments

In visiting their library young people can expect:

- A setting which is as relaxed and informal as possible
- Friendly and supportive trained staff who can give advice on reading, listening and viewing material

2.4 Activities and Promotion

From their library service or at their library, young people can expect:

- An introductory tour of the library explaining services and how to access these
- Targeted events for groups with specific needs
- Targeted learning sessions assisting young people gain the skills and confidence needed to use libraries to their full potential
- Information, ideas and activities via free internet provision at all libraries
- Posters, leaflets, bookmarks and information giving ideas for reading, listening and viewing

- Information about the service, activities and ideas for reading, listening and viewing on the Moray Council website www.moray.gov.uk
- Support from library staff in gaining skills and confidence in using libraries and all types of material

2.5 Support to Parents and Carers

- Support in identifying appropriate material for the young person in their family
- Information on relevant groups in communities via MorInfo
- For identified groups with a particular need, access at their local library to basic and more advanced computer and information handling familiarisation sessions that will assist in supporting their child's use of IT for homework and learning
- Information, including free access to selected high quality internet sites on childcare, child development and young people's learning needs
- Libraries working in partnership with relevant colleagues and agencies in going out into the community and supporting those in greatest need, for example delivering appropriate family literacy and other programmes

2.6 Support to Schools and Teachers

- Local libraries, where practicable, to display the work of schools
- Access to on-line reference services, including Britannica
- Online access to the library catalogue and Morinfo
- Work placement for pupils in Buckie, Elgin, Forres, Keith and Lossiemouth Libraries
- Invitations to attend public library events and author visits

2.7 Support to Public Library Staff

In delivering essential library and information services to young people, public library staff can expect:

- Advice, support, information and appropriate materials from the Senior Librarian, Young People's Services
- Clear guidelines on working with young people and youth organisations, including examples for reading levels/abilities
- Stock selection guidance and development
- Support to all staff to ensure that young people are treated with care, understanding and respect

- The dissemination of best practice, co-ordinated by the Senior Librarian, Young People's Services
- Information on appropriate support material, eg leisure reading, topic based resources being disseminated across the service with guidance being provided as how best to exploit this material
- Training and support to ensure best use of ICT and website information to support young people's library and information needs and activities