Youth Quality Performance Improvement
After School Zones
Youth Services | 2019 | Central & Neighborhood Libraries
HPL Programs\Central Library + 39 Neighborhood Libraries

Programs Offered
- Children
- Tween/Teens
- Adult
What does a library do when:

A large number of students come into the library after school to “hang out”

Other customers complain about the students using all the computers, being loud, etc.

Teens do not participate in library programs/events.

After School Zones

Background
Answer with a program!
After School Zones
YPQI
Y.P.Q.I.: Impact assessment
Youth Voice – Youth Services Staff
Improvement:
Why Learning Modules/KITS for surveys?

- Youth and staff surveys distributed as part of kit
- Completed surveys returned with kit for refurbishment
- Youth surveys tell us what they like and do not like
- Youth surveys tell us program impact
- Staff surveys tell us what to change
Impact: Surveys

After School Zone Survey Measures

I understand how the science I learned today can be applied to everyday life.
I am more confident that I can learn science and/or new technologies.
I want to spend more time learning about science and technology.
I am more aware of resources and services provided by the library.

- **Strongly Disagree**
- **Disagree**
- **Agree**
- **Strongly Agree**

www.houstonlibrary.org
Impact: Surveys based on Y.Q.P.I.

After School Zone Attendance
March, 2018 - March, 2019

Frequency of Library Visits
✓ Gave Youth Services staff more training during meetings and offered one-on-one training

✓ Gave some of the same training to Managers at Manager’s meeting

✓ Give staff time to **play** and familiarize themselves with the kit before program.
✓ Give the youth time to **play** and figure out how to make it work.

✓ Give youth a chance to discuss what is going on.

✓ Give youth opportunities to plan a program or take the lead on an activity.

✓ Complete the kit survey.

✓ Have the youth complete surveys. You may record responses for surveys on their behalf.
Branded After School Zone

Highlighted Programs by Category

STEM  Crafts  Movies  Art  Photography  Manga  Anime Club

Example:
Online Events Calendar Title = Anime Club
Tags = #Anime #ASZ #AfterSchoolZone #Cultural
QUESTIONS?
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