

# Teen Services Evaluation Tool



50 E. Huron St.  
Chicago, IL 60611  
800.545.2433 x4390  
yalsa@ala.org

## Information for Library Administrators:

The Young Adult Library Services Association (YALSA), a division of the American Library Association, supports library services to teens, aged 12-18. YALSA has developed a tool to evaluate public library services to teens. This tool will allow your library to support services that already exemplify the highest level of achievement as well as identify gaps in services and areas to improve.

*The Teen Services Evaluation Tool* is meant to complement YALSA's *Competencies for Librarians Serving Youth: Young Adults Deserve the Best*. However, unlike the *Competencies*, this tool is intended to evaluate an

institution's program, rather than an individual librarian. The tool rates library services to teens on a continuum from "below basic" to "distinguished" and provides a framework for improvement and advocacy.

As an administrator, you can use this tool to identify areas in which your staff members could use training. It will also help you identify to your trustees or funding boards areas in which the library budget, policies, and/or strategic plan could be modified to better meet the needs of the community, its teens and their families.

**Download the tool at:**

**[www.ala.org/yalsa/competencies](http://www.ala.org/yalsa/competencies)**



## The tool covers the following areas:

### **Leadership & Professionalism:**

Librarians that work with teens excel at and are committed to connecting teens and libraries.

### **Knowledge of Client Group:**

Teen Services Librarians are familiar with the developmental and cultural needs of young adults in their community.

### **Communication, Marketing &**

**Outreach:** Libraries and librarians foster relationships with teens both in and out of the

library building to effectively communicate about library services and programs.

### **Administration:**

Libraries will identify and strategically address the needs and rights of their teen population in the areas of budget, programming, spaces and more.

**Knowledge of Materials:** library will maintain a current and diverse teen collection, guided by

a collection development policy with the expertise of teen services staff.

**Access to Information:** Teen Services Librarians will provide access to and instruction on a wide variety of collections and topics.

**Services:** Teen Services Librarians will offer the best possible programs that meet the needs and interests of teens both in and out of the library.

## Additional resources available at [www.ala.org/yalsa/competencies](http://www.ala.org/yalsa/competencies)

- Competencies for Librarians Serving Youth (national guidelines for teen services librarians)
- Back to Basics: Updated Guidelines for Everyday (60 minute webinar)
- Flowers, Sarah. Young Adults Deserve the Best: YALSA Competencies in Action (ALA Editions, 2010)