

# Teen Services Evaluation Tool



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## Information for Library Trustees:

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 is a way for library administrators, teen services librarians, and members of the community to assess the level of service provided to teens at their library. This 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* was 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 a library trustee, you can use this tool to evaluate the success of your library's teen services program, and to identify areas for enhancement. It can serve as a guide to approving budget requests, policies, procedures, and strategic plans to ensure the best possible service to teens.

Download the tool at:

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

### Did you know that today's teens:

Are known as "digital natives" because they cannot recall life before the Internet?

Are second in size only to the Baby Boomers?

Are the most ethnically and racially diverse generation ever?

## 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)