

# Children's Library Services

## Quality Frameworks for Community and Education Services





## **Children's Library Services: Quality Frameworks for Community and Education Services**

These quality frameworks for education and community library services have been produced by the Youth and Education Working Party of the Library and Information Services Council (Northern Ireland). The work was undertaken largely in response to recent developments such as the "Start with the Child" report which clearly sets out the benefits that a seamless integrated approach to library service provision gives to children.

Public library, school library and education library services all impact on the delivery of the curriculum and the development of the independent life long learner. The quality frameworks provide a practical working tool in the form of a checklist that can be used by library staff to measure current levels of provision and to set clear service development goals for both medium and enhanced services.

This document is strongly committed to the recommendations of the "Start with the Child report" and has a vision of library services to schools and community-based services that are child-centred, dynamic and responsive. Such services will help children achieve their full potential. The frameworks will enable library staff to determine areas where services can be improved in a systematic and planned way. It is envisaged that by using the framework a basic standard level of service entitlement can quickly be established for all children and young people and for schools throughout Northern Ireland. The clearly determined benchmarking criteria which are in place will then enable services to move towards medium and enhanced status as resources become available.

LISC (NI) 2007

1	Basic	Medium	Enhanced
<p><b>Access &amp; Environment</b></p>	<p>Opening hours for children and young people equal to adult provision</p> <p>Inclusion policy including all section 75 groups</p> <p>A safe and welcoming environment, taking account of:</p> <ul style="list-style-type: none"> <li>• Health and Safety aspects including disability access</li> <li>• Child protection safeguards eg sufficient staff to conform to established guidelines for children and young people's events</li> </ul>	<p>All static libraries should offer a late night opening and Saturday morning opening</p>	<p>Larger libraries in each board to open maximum hours 9.00am - 8.00pm every day including Sundays</p>
	<p>Welcoming to family groups</p>	<p>Nappy changing facilities, pram parking etc</p>	
	<p>Dedicated areas or zones for children in static community libraries</p> <p>Dedicated children's OPACs</p>		<p>Children and Young People's "Centre of Excellence" in each authority's area</p>

1	Basic	Medium	Enhanced
<b>Access &amp; Environment</b>	Signage and labelling of children and young people's areas and resources		
	Guides to library resources	Guides to library resources in community languages	
	<p>Technology to support reading development and access to information. Adaptive technology.</p> <p>Furniture and equipment tailored to needs of children and young people</p> <p>Resources in community languages tailored to local need</p> <p>A range of activities offered to children and young people eg:</p> <ul style="list-style-type: none"> <li>• study/ homework/ learner support</li> <li>• creative activities</li> <li>• story telling and book related activities</li> </ul>	Programmes developed to exploit ICT for children and young people to support reading and information skills	

2	Basic	Medium	Enhanced
<b>Consultation</b>	<p>Children and young people's survey to be run on a 3 yearly basis</p> <p>Consultation strategy for children including process for feedback and action planning [should include non users]</p>	<p>Regular children and young people's focus groups to discuss library provision and input into stock buying</p>	<p>Children and young people's library users' committee</p> <p>Online consultation on service delivery with children and young people</p>
	<p>Children and young people included as part of library focus groups</p>	<p>Regular consultations eg</p> <ul style="list-style-type: none"> <li>• new library</li> <li>• children and young people's facilities</li> <li>• new services</li> </ul>	
	<p>Resource selection - views on stock expressed through websites and/or suggestion box</p>		<p>Advisory group with budget to make recommendations for stock purchase</p>

3	Basic	Medium	Enhanced
<b>Promotion/ Marketing</b>	Marketing strategy specifically for children and young people and families.		Northern Ireland children and young people marketing strategy.
	Publicity material in libraries, promoting services and resources for children and young people and families	Publicity material in appropriate community buildings.  Links with outside agencies eg social services, schools, playgroups, community / youth groups.	Promotional budget earmarked for authority wide and individual library promotions.  Commercial advertising.
	Children and young people's area on NI Library Portal Introductory pack for children and young people Community library service staff visiting schools and community groups to promote service Community library service staff promoting service to specific groups eg parents through presentations to DELTA, Surestart groups etc.	High quality interactive children and young people's area on NI Library Portal.	Service information in other formats in libraries and other locations eg Health Centres

4	Basic	Medium	Enhanced
<b>Resources</b>	Children and young people's stock fund equal to % of children and young people in authority's area. (Separate from education library service funding)		
	<p>Range of current, high quality resources for all age groups and abilities in a variety of appropriate formats, to include materials</p> <ul style="list-style-type: none"> <li>• to develop children and young people as independent learners and support their information needs</li> <li>• to support children and young people's personal and leisure interests</li> </ul> <p>A wide range of imaginative fiction</p> <p>Materials in community languages appropriate to user needs.</p> <p>Magazines for children and young people</p> <p>Materials to support resource lists and other promotions.</p>	Special collections appropriate to local needs eg study support or children and young people's issues.	Resources for special initiatives eg materials for NTSN/Lifetime opportunities programmes

5	Basic	Medium	Enhanced
<b>Services And Service Delivery</b>	<p>Standards in place for all services to children and young people</p> <p>Resource selection by specialist staff tailored to user needs</p>		
	<p>Advice and information to children and young people, parents and carers</p>		<p>Tailored advice as appropriate and talks to groups eg teachers, CASS and other professionals working with children</p>
	<p>Provision of loans to playgroups</p>	<p>A range of early years activities eg Rhyme Time at all static service points</p> <p>Storytelling service on request</p>	<p>A dedicated playgroup collection in each authority</p>

5	Basic	Medium	Enhanced
<b>Services and Service Delivery</b>	All primary schools in the authority's catchment area invited annually to participate in a class visit programme	Rolling programme to ensure that all local children have the opportunity to be involved in a class visit once during KS1 and KS2	Class visit programme in the Post Primary sector
	A reading group established in 20% of libraries	A reading group established in 50% of libraries	A reading group established in 75% of libraries
	Participation in UK and Northern Ireland events		<p>An ongoing programme of children's activities in all libraries including an evaluation system</p> <p>Budget for high profile events eg Author visits, performers, etc.</p>

5	Basic	Medium	Enhanced
<p><b>Services and Service Delivery</b></p>	<p>Guides to library resources in all formats for all age groups and in all community languages as requested</p> <p>Dedicated inter-active activities and websites for children and young people</p> <p>Information for children on the web updated regularly</p> <p>Talks by specialist staff to groups, parents children and teachers</p>	<p>Resource guides on request for special situations for all age groups eg bullying</p>	<p>Resource lists available in annotated form</p>
	<p>Advice and guidance to Parenting Support Services eg Surestart or Bookstart</p>		<p>Funding to deliver added value services</p>

6	Basic	Medium	Enhanced
<b>Staff</b>	A member of Library Senior Management Team within each authority to co-ordinate education library service and children and young people's services	Northern Ireland children and young people's advisory group	
	Joint working between education and children and young people's librarians within each authority	Working group and regular 'project working' between children and young people's librarians	Groups working regularly with outside partnerships
	<p>Core competencies for all children and young people's staff:</p> <ul style="list-style-type: none"> <li>• customer care re children and young people</li> <li>• sound stock knowledge</li> <li>• information handling skills</li> <li>• setting up displays</li> <li>• IT skills</li> <li>• accredited qualification in ICT skills eg ECDL or equivalent standard</li> <li>• communication skills</li> </ul>	Knowledge of curriculum needs of children and young people	The ability to recommend resources suitable for all age groups in all situations

6	Basic	Medium	Enhanced
<b>Staff</b>	<ul style="list-style-type: none"> <li>• knowledge of relevant library management system</li> <li>• storytelling</li> <li>• reader development</li> <li>• reading groups</li> <li>• class visits</li> </ul>		
	Trained in Child Protection		
	<p>Additional competencies for children and young people specialist staff:</p> <ul style="list-style-type: none"> <li>• management and supervisory skills</li> <li>• ability to teach information skills</li> <li>• budgetary management</li> <li>• presentation skills</li> <li>• reader development skills</li> </ul>	<ul style="list-style-type: none"> <li>• facilitator skills for ICT</li> <li>• advocacy skills</li> <li>• publicity and marketing skills</li> <li>• monitoring and evaluation</li> <li>• financial and strategic planning</li> <li>• awareness of issues and developments in education</li> </ul>	<ul style="list-style-type: none"> <li>• enhanced IT skills eg website content management</li> <li>• delivery of on-line training</li> </ul>



8	Basic	Medium	Enhanced
<b>Partnerships</b>	Education Library Service / Community Library Service Booktrust (Bookstart) Health Trusts Local schools The Reading Agency Chatterbooks (Orange) Childcare partnerships eg BT BS ASCEL MLA(GB) LISC(NI) Local Authority Youth Service Social Services(LAC) Other library authorities for: <ul style="list-style-type: none"> <li>• large/joint initiatives</li> <li>• training</li> <li>• information exchange etc</li> </ul>	Local Arts Officers and organisations Creative Youth Partnerships Arts Council Language/Ethnic Groups Library suppliers Booksellers Publishers Authors/illustrators Writer's Agencies CASS	Business or other commercial sponsorships Funding agencies eg NOF



**Quality Framework:**  
**Education Library Service**



1	Basic	Medium	Enhanced
<p><b>Access and Environment</b></p>	<p>Education Library Service accessible 9-00am - 5-00pm Monday - Friday</p> <p>A safe and welcoming environment-taking account of</p> <ul style="list-style-type: none"> <li>• Disability access to all services</li> <li>• Appropriate signage and labelling of areas and resources</li> <li>• Technology to support access to information</li> <li>• Adaptive technology for users</li> <li>• Requests for information/resources/projects accepted via e-mail</li> </ul>	<p>24x7 access to Education Library Service catalogues via internet</p>	<p>Education Library Service accessible 5 hours per week outside standard opening hours</p>
	<p>1 mobile visit per year to all schools (where appropriate)</p>	<p>2 mobile visits per year to primary schools (where appropriate)</p> <p>Resource exchange offered to all schools</p>	<p>Dedicated nursery school provision in all authorities</p> <p>Hospitality area for users</p>

2	Basic	Medium	Enhanced
<b>Consultation</b>	<b>Pupil consultation</b>		
	Consultation strategy for pupils including process for feedback and action planning	Regular pupil focus groups to discuss provision and input into stock buying, library design and services	Online consultation with pupils on school library provision
	Pupils included as part of library focus groups Views on resources expressed through websites, suggestion box		User committees at different levels - Primary school Post primary school
	<b>School librarian/teacher consultation</b>		
	Evaluation by school librarians on service delivery and aspects of service e.g. projects  Evaluation sheets for assessing advisory visits by Education Library Service staff	Schools surveyed on a 3 yearly basis on services provided by Education Library Service	User committee to include school librarians and teachers

3	Basic	Medium	Enhanced
<p><b>Promotion and Marketing</b></p>	<p>Develop Marketing Strategy for Education Library Service as part of Service Development Plan</p>	<p>Education Library Service staff promoting Education Library Service and Community Library Service to schools, parents' groups etc.</p>	<p>Annual promotion budget established for Education Library Service.</p>
	<p>Education Library Service publicity materials in all schools and relevant centres eg Teachers' Centres, CASS.</p> <p>Materials promoting resources available to all schools eg book lists</p> <p>Promote Education Library Service via links with Board officers eg Literacy team</p> <p>All talks to teachers and school librarians should promote use of ELS</p>	<p>Education Library Service staff promoting service via INSET courses to teachers, principals, governors etc.</p>	<p>High quality Northern Ireland promotional materials (print and electronic)</p> <p>Access to services of Promotions and Marketing officer or equivalent.</p>

3	Basic	Medium	Enhanced
	<p>Education Library Service information accessible on authority website and NI Library Portal and LearningNI</p>	<p>Education Library Service and Community Library Service promoted via links with outside agencies and programmes promoting literacy eg DELTA, Surestart.</p>	<p>Exploit NI Online to promote Education Library Service</p>

4	Basic	Medium	Enhanced
<p><b>Resources</b></p>	<p>Range of current, high quality resources for all age groups and abilities in a variety of appropriate formats, to include materials</p> <ul style="list-style-type: none"> <li>• to support the curriculum</li> <li>• to develop children and young people as independent learners</li> <li>• to support children and young people's personal and leisure interests</li> </ul> <p>A wide range of imaginative fiction</p> <p>Resources in community languages appropriate to pupil needs.</p>	<p>Additional provision for schools with low pupil numbers or in areas of high deprivation</p>	
	<p>Minimum of 8 items per capita in each school.</p>	<p>10% stock in each school library replaced annually</p>	<p>All schools resourced to DE recommended figures (11 items per pupil in Primary Schools, 13 items per pupil in Post Primary Schools)</p> <p>An average of 80% of resources in school libraries less than 5 years old.</p>

5	Basic	Medium	Enhanced
<p><b>Services and Service Delivery</b></p>	<p>Standards in place for service and service delivery</p> <p>Specialist staff selecting resources tailored to user needs</p>		
	<p>Provision of relevant resources to all schools</p> <p>Stock purchase scheme</p>	<p>Provision of special collections eg materials for Paired Reading</p> <p>Provision of relevant resources for loan to Educational Guidance Centres, CASS etc</p>	
	<p>Pro-active advisory visits to schools by Education Library Service staff</p> <p>All schools having DE inspection offered pre-inspection and follow up visit.</p> <p>Advice and guidance to develop school libraries and promote literacy (on request)</p>		<p>Rolling programme of advisory visits. All schools visited within 5 year cycle</p>

5	Basic	Medium	Enhanced
<p><b>Services and Service Delivery</b></p>	<p>Support for reader development / literacy activities in all schools (on request) eg storytelling and book talks</p>	<p>Programmes of reader development / literacy activities offered to schools in areas of high deprivation</p>	<p>Develop with a group of schools a pilot for literacy/reader development activities for use in all schools</p> <p>Support for school based summer literacy schemes</p> <p>Funding for added value services or special initiatives</p>
	<p>Advice and guidance to school management on staff recruitment and selection for school libraries Induction training provided to all new school based library staff</p> <p>Additional training of school based library staff (on request)</p>	<p>Regular training programme for school based library staff</p> <p>Training and support for Self Evaluation of school libraries</p>	

5	Basic	Medium	Enhanced
	<p>Advice and guidance on developing information skills for pupils</p> <p>Education Library Service support for CASS / INSET training courses</p>	<p>Development and provision of information handling skills packs</p> <p>Information skills package available on line</p>	<p>Information skills packs in community languages as appropriate</p>

6	Basic	Medium	Enhanced
<b>Staff</b>	A member of Library Senior Management Team within each authority to co-ordinate Education Library Service and Children and Young People's services	Northern Ireland children and young people's advisory group	
	Joint working between Education Library Service and children and young people's librarians in each authority	Working group and regular 'project working' between Education Library Service and children and young people's librarians	Groups working regularly with outside partners
	<p>Core competencies for all staff</p> <ul style="list-style-type: none"> <li>• customer care re children and young people</li> <li>• sound stock knowledge</li> <li>• IT skills, Accredited qualification in ICT skills eg ECDL or equivalent standard</li> <li>• Information handling skills</li> <li>• Communication skills</li> <li>• Knowledge of relevant computer library management system</li> </ul> <p>Trained in:</p> <ul style="list-style-type: none"> <li>• Child protection</li> </ul>	<p>Trained in</p> <ul style="list-style-type: none"> <li>• reader development</li> <li>• storytelling</li> </ul>	

6	Basic	Medium	Enhanced
<p><b>Staff</b></p>	<p>Additional competencies for specialist staff</p> <ul style="list-style-type: none"> <li>• Management / supervisory skills</li> <li>• Learning resource management</li> <li>• Budgetary management</li> <li>• Ability to teach information skills</li> <li>• Presentation skills</li> <li>• Reader development and storytelling skills</li> <li>• Knowledge of the curriculum and issues and developments in education</li> <li>• Knowledge of children and young people's literature</li> <li>• Self evaluation</li> </ul>	<ul style="list-style-type: none"> <li>• Advocacy skills</li> <li>• Publicity and marketing skills</li> <li>• Monitoring and evaluation</li> <li>• Financial and strategic planning</li> </ul>	<ul style="list-style-type: none"> <li>• Enhanced IT skills eg website content management</li> <li>• Delivery of on-line training programmes</li> </ul>

7	Basic	Medium	Enhanced
<p><b>Policies And Plans</b></p>	<p>Education Library Service policy defining core service and appropriate standards            Stock Policy            School Library Guidelines (Northern Ireland)            Child Protection Policy (Northern Ireland)</p>	<p>Inclusion strategy/ policy</p> <p>All policies available on website</p> <p>Policies available in other community languages and formats</p>	

8	Basic	Medium	Enhanced
<p><b>Partnerships</b></p>	<p>Education Library Service/Community Library Service            CASS            Teacher's Centres            Local schools            Reading Agency            Other library authorities for large/joint initiatives,            information exchange, training etc            LearningNI</p>	<p>Arts Council            Booksellers            Publishers            Writer's agencies            Youth Service            Creative Youth            Partnerships</p>	



Children's Library Services

**Quality Frameworks for Community and Education Services**

**LISC (NI)**