

**EVERYTHING YOU
WANTED TO KNOW
ABOUT
YOUTH SERVICES**

BUT WERE TOO SCARED TO ASK!

HOW THIS WILL WORK

- 60 minutes!
- Three questions collected from survey:
 - Children's Services (Policy)
 - Teen Services (Advocacy)
 - Diversity & Inclusion
- Submit additional questions via chat:
- How can KDLA provide follow up support – future webinar & training topics?



QUICK WORD ON ETIQUETTE

- Harassment-Free Space
- There is no such thing as a “dumb question”
- Be mindful of each other’s experiences
- Do not take criticisms or debates personally. Be ready to defend your perspective with resources.
- Please share resources & url’s in the chat; will be collected into a handout available to participants via webinar archive.



QUESTION #1

**CHILDREN'S SERVICES
POLICIES & PROCEDURES**



**ARE YOU ALLOWED TO CALL THE
PARENTS OF A CHILD BEING
DISRUPTIVE IN THE LIBRARY?**

**HOW DO YOU EVEN FIND THE
PARENTS' NUMBER IF YOU
WANTED TO TALK TO THEM
ABOUT THEIR CHILD'S
BEHAVIOR?**

**(WE GET SEVERAL AFTER-SCHOOL
KIDS ON FOOT WITH NO
SUPERVISION.)**

FROM THE COMMISSIONER'S DESK:

- This is potentially a hard question, and there is no one “correct” answer – like most things involving people, it depends upon the situation (or as they say in legal circles, it is “fact specific”).
- In Kentucky patron privacy is permissive in nature – libraries are not required to release the patron’s information, but neither are they forbidden from doing so.
- If there is a legitimate reason for the information to be released, the library may do so without violation of law – though there could be civil liability if the information were misused and the release were not reasonable.
 - KRS Statute/ Immunity for “Good Faith” reporting:
<http://www.lrc.ky.gov/Statutes/statute.aspx?id=45319>
- In no state is it legal to leave children less than eight years old without supervision – and the library should not undertake the supervision of underage children.

KENTUCKY LAW

<http://www.lrc.ky.gov/Statutes/statute.aspx?id=41833>

- Kentucky has no minimum age at which children may be left alone.
- Under KRS 620.030(1) any person who knows or has reasonable cause to believe that a child is dependent, neglected or abused shall immediately cause an oral or written report to be made to a local law enforcement agency or the Kentucky State Police; the cabinet or its designated representative; the Commonwealth's attorney or the county attorney; by telephone or otherwise



KENTUCKY CABINET FOR HEALTH & FAMILY SERVICES

- <http://chfs.ky.gov/>
- <http://chfs.ky.gov/dcbs/dpp/childsafety.htm>
- Kentucky Cabinet for Health and Family Services investigates instances where a child less than eight is left unattended.
- **Child Protection Hot Line:**
 - 1-877-KYSAFE I
 - 1-877-597-2331
(Toll Free)
- Reporting Abuse in KY Booklet:
 - <http://chfs.ky.gov/NR/rdonlyres/0984FD14-A494-4055-9C10-98CDD433F8C9/0/ChildAbuseandNeglectBooklet.pdf>

The screenshot shows the official website of the Kentucky Cabinet for Health and Family Services. The header includes the Ky.gov logo and a search bar. The main navigation menu lists: About CHFS, Contact Us, Forms and Documents, and Información en Español. The page features a large banner image of a child and a baseball player. Below the banner, there is a section for Medical Review Panels (MRPs) with a detailed description of their purpose and a link for more information. A sidebar on the left contains a menu for Programs and Services, including Agencies, License, Permits and Certifications, Newsroom, Public Resources, Resources for Providers, Contact Us, and Office of the Secretary. The main content area also includes a 'Kentucky Health' logo, a 'Diabetes Resources' section with an image of a child holding a sign, and a 'Popular Pages' section with links to Vital Statistics, Medicaid Services, and Child Support. At the bottom, there are sections for 'Programs and Services' for Seniors and Adults, with sub-links for Aging Services and Adult Health.

PART II – PATRON PRIVACY

- *If you know the name of the child and know that they have a library card, are you legally allowed to look them up in your system and look for parental contact information, or is that breaking patron privacy guidelines?*
- Patron privacy does not apply to legitimate in-house use.
- Any staff member with a legitimate need may have access to patron records, and in the case of a minor the parent is legally responsible – therefore they have a legal right to know about overdues or behavioral problems (for instance).
- Staff should not be allowed to browse patron records just out of curiosity or for any prurient interest.

IN LOCO PARENTIS

(ADV. \ IN- ' LŌ-KŌ-Pə- ' REN-TəS \)

- *Definition:*
 - *In the place of a parent*
 - School officials acting *in loco parentis*
- Source: <https://www.merriam-webster.com/dictionary/in%20loco%20parentis>
- In Kentucky patron privacy is permissive in nature – libraries are not required to release the patron's information, but neither are they forbidden from doing so.
- If there is a legitimate reason for the information to be released, the library may do so without violation of law – though there could be civil liability if the information were misused and the release were not reasonable.

ADDITIONAL RESOURCES

- The National SAFEKIDS Campaign recommends that no child under the age of 12 be left at home alone.
 - <https://www.safekids.org/safe-kids-coalitions-united-states>
- Prevent Child Abuse Kentucky
 - <https://www.pcaky.org/>
- Code Adam
 - <http://codeadam.missingkids.org/>



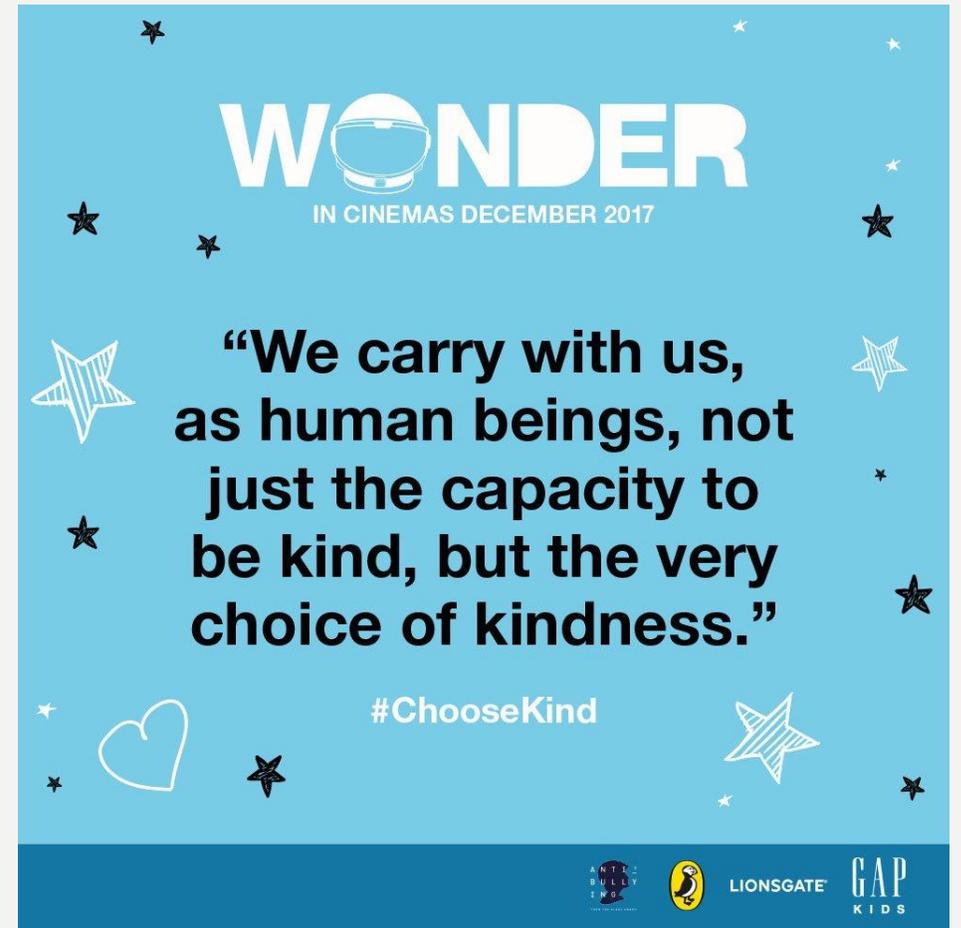
IS YOUR LIBRARY SERVING ALL KIDS?

- Being proactive and interacting with the children will go a long way toward controlling disruptive behavior.
- Is your programming interesting and engaging to the juvenile population found in the library? Everybody loves pre-school story time, but it doesn't really offer much if the kids present are a junior-high group.
- Routine – and boundaries - are key for tweens & teens!
- Don't reinvent the wheel; create a reoccurring after-school program schedule.



EMPATHY & TRAUMA INFORMED CARE

- Are you practicing empathy?
- It is unfortunately true that people want to serve the people they like, provide the services they understand and value, and that everyone views the world through a lens of their socio-economic status, upbringing and background.
- The key is for staff to understand and to seek alternative viewpoints and backgrounds, and strive to serve all elements of the community.
- Kentucky Strengthening Families
 - <https://kidsnow.ky.gov/professionals/kysf/Pages/starter-kit.aspx>





QUESTIONS?

MOVING ON TO NEXT TOPIC...

QUESTION #2

TEEN SERVICES ADVOCACY



**HOW CAN I CONVINC MY
ADMINISTRATION THAT TEENS
ARE IMPORTANT PATRONS AND
NOT TO BE INSTANTLY
SUSPICIOUS OF THEM?**

**HOW CAN I CREATE A FUN YA SPACE WHEN I
CONSTANTLY RUN UP AGAINST LIBRARY STAFF
CONCERNED ABOUT NOISE AND VANDALISM FROM
TEENS?**

**THEY ARE AGAINST ENCOURAGING TEENS TO USE
THE LIBRARY?**

TEEN LIBRARY USE: FACT VS. FICTION

- Three-quarters of Americans believe it is a high priority for local public libraries to offer a safe place where teenagers can study and congregate.
- One-third of teens between the ages of 12–18 visited the public library ten times a year or more.
- 60% who go online use public library Internet access
- Only half of public libraries employ a full-time staff person dedicated to teen services.

**BECAUSE MORE
THAN A
QUARTER OF U.S.
HOUSEHOLDS
DON'T HAVE A
COMPUTER WITH
AN INTERNET
CONNECTION.**

**LIBRARIES
TRANSFORM™**

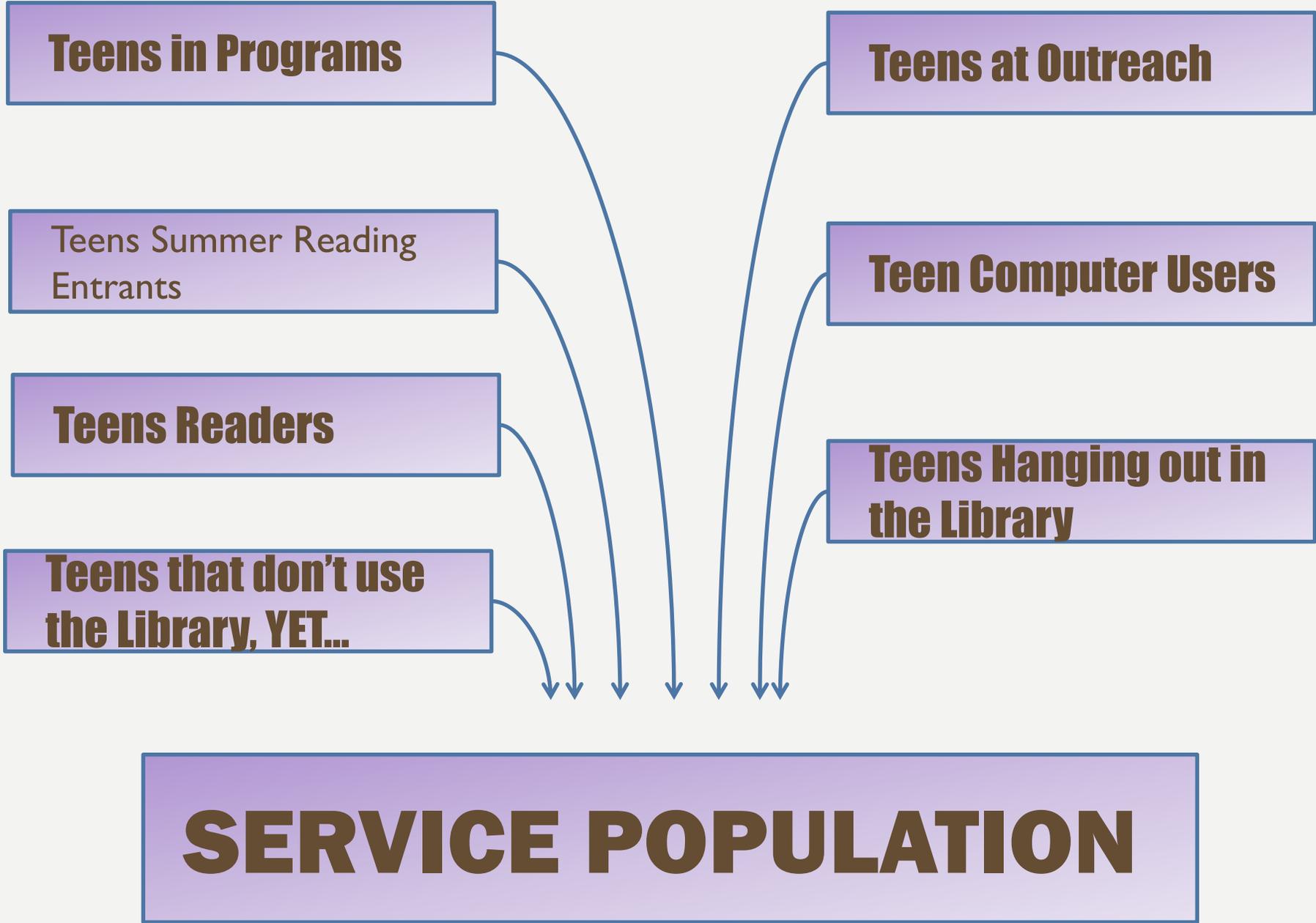
ALA American Library Association | **LIBRARIES TRANSFORM.ORG**

WHY DO WE NEED TEENS?

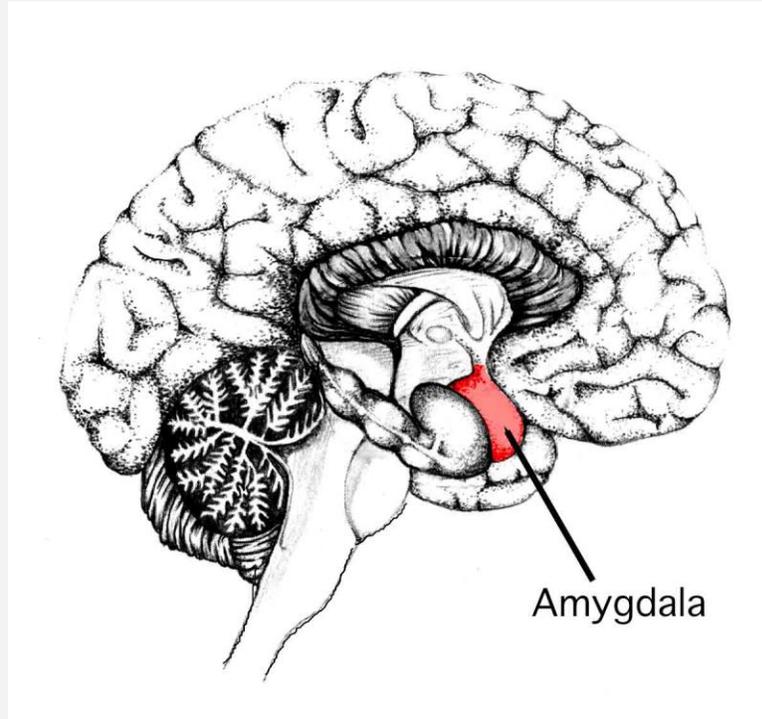
- Volunteer help for the library...
- Advocates for the library
- Advocates for each other!

Teens are future tax payers!





TEEN BRAINS - STUDIES

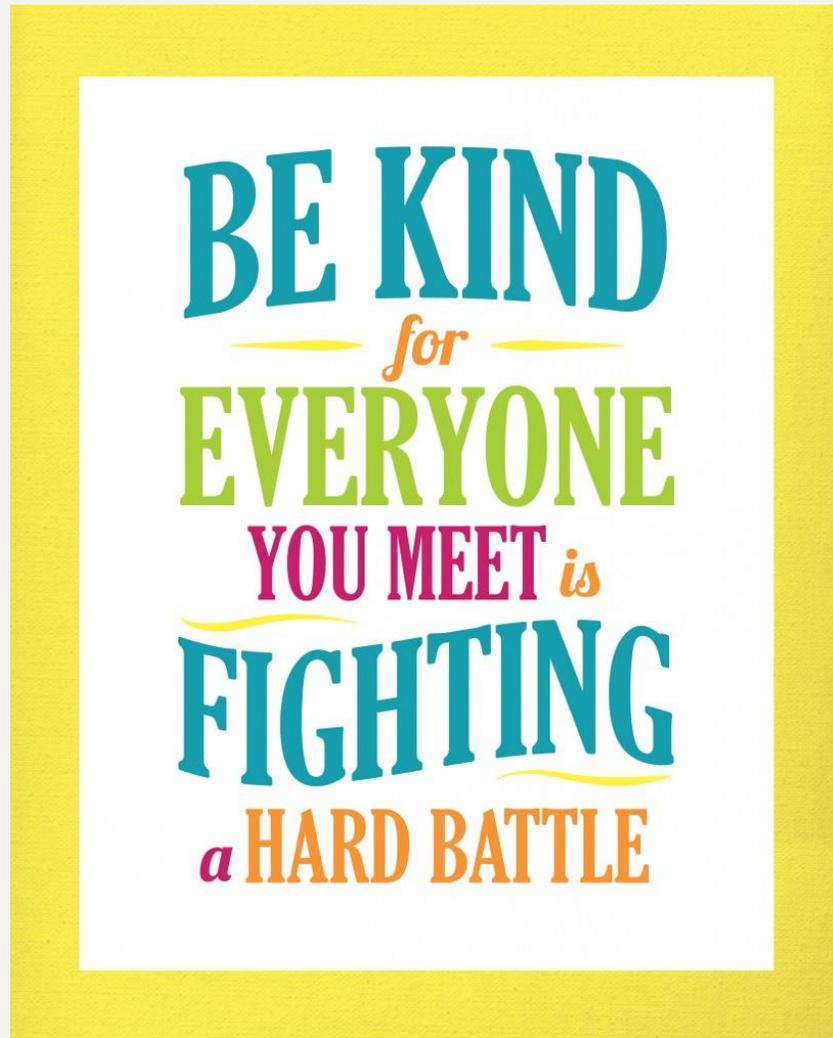


- Teens - Amygdala
- Process information and make judgments
- Associated with emotional and “gut” responses

The Mysterious Workings of the Adolescent Brain by Sarah-Jayne Blakemore



- ▶ The brain continues to develop right throughout adolescence and into the '20s and '30s.
- ▶ During adolescence, there's a significant decline in gray matter volume in prefrontal cortex
- ▶ Region of brain governing social decisions and thinking about other people is more active in adolescents than it is in adults
- ▶ Environment, including teaching, can and does shape the developing adolescent brain
- ▶ Ability to take another person's perspective is still undergoing development



[ACE'S VIDEO](#)

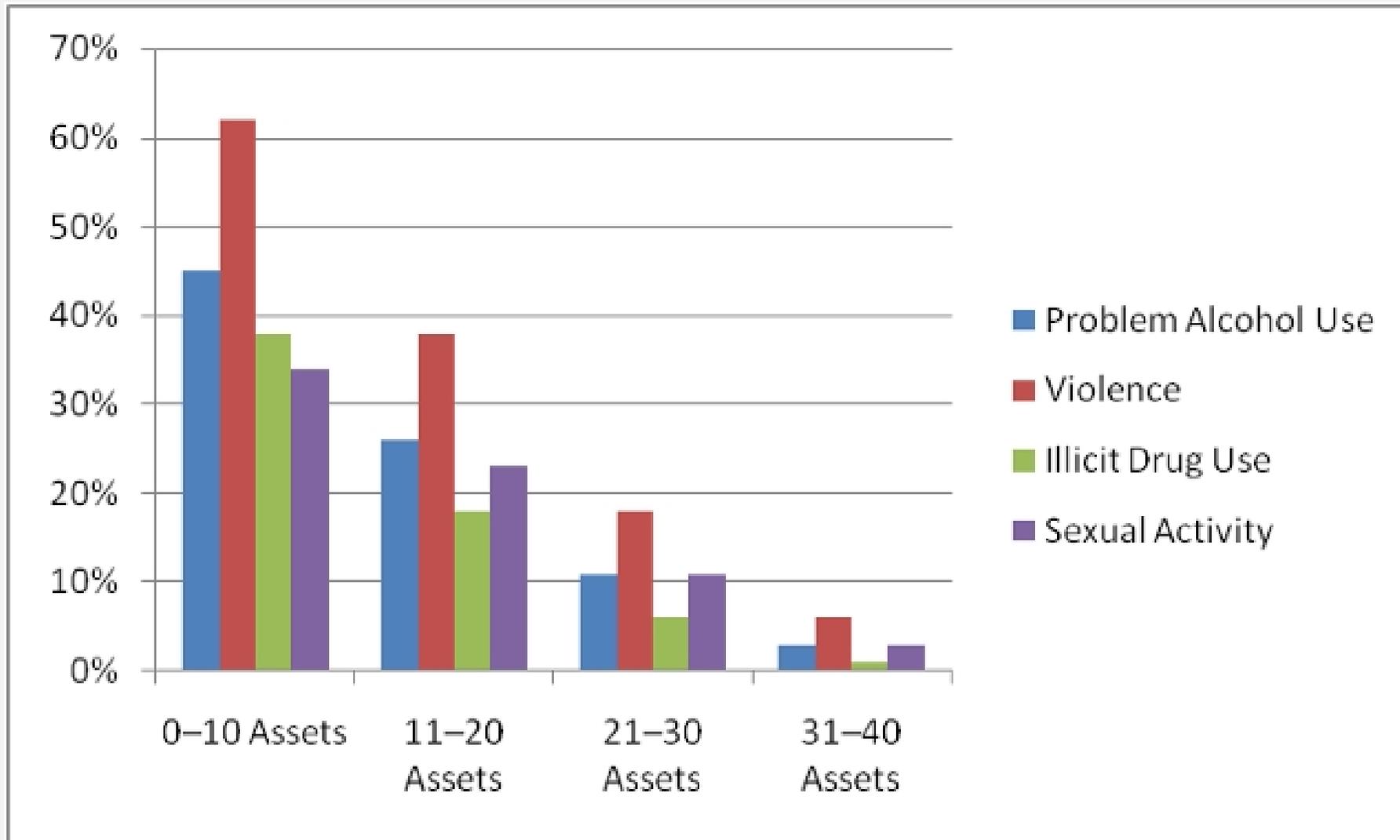
“...BAD
BEHAVIOR
COMES FROM
SOMEWHERE
...”

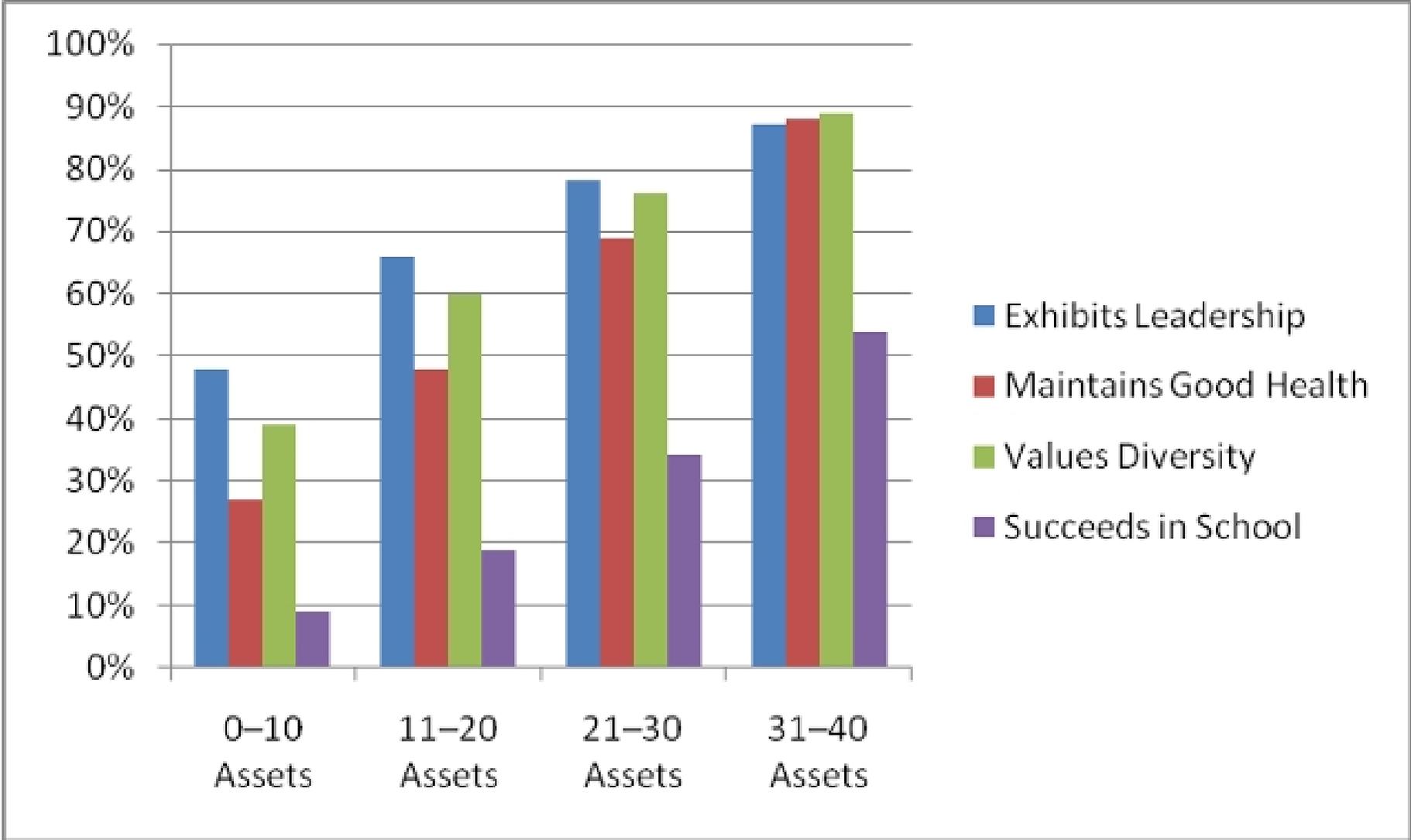
~Letters to a Young Librarian blog,
“Dealing with Difficult Patrons”, 1/24/12

SEARCH INSTITUTE'S 40 DEVELOPMENTAL ASSETS

- For Adolescents (ages 12-14)
- What are we already doing to address these?
- Where can we play a bigger part?

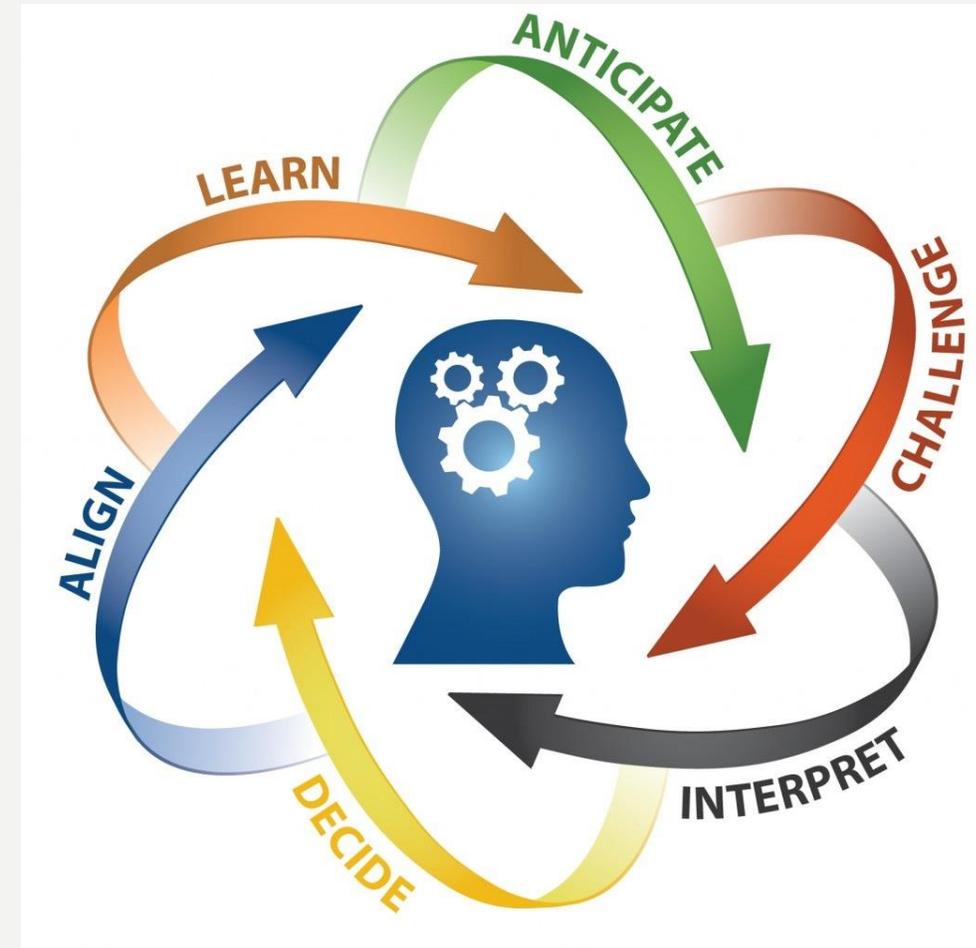




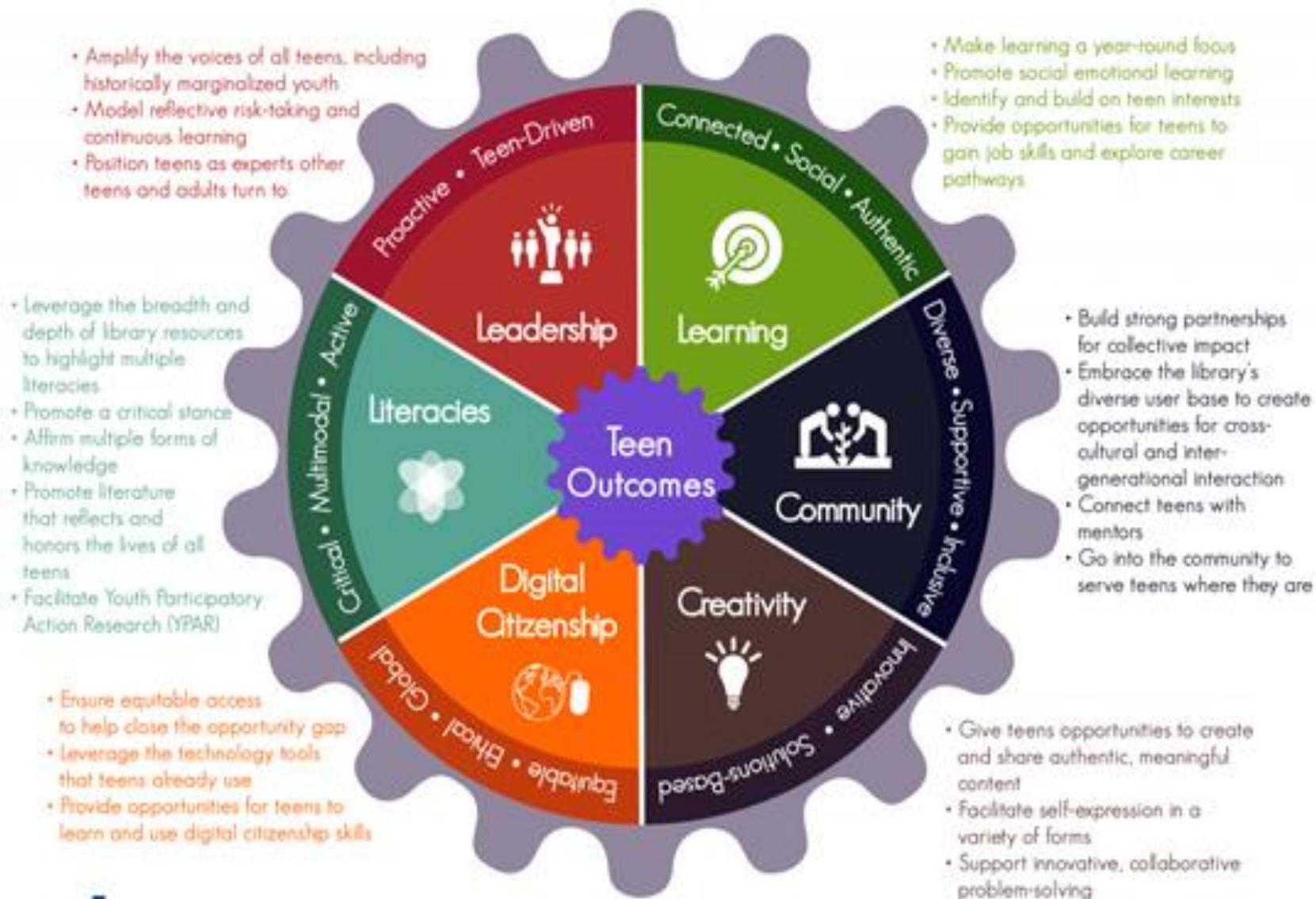


TO ADDRESS TEENS' PRIORITIES, LIBRARIES NEED TO...

1. Assess what type of teens libraries are reaching and why.
2. Assess amount of library staff dedicated to teen services.
3. Assess current library programming, outreach, and marketing models to reality of teens needs and daily lives.

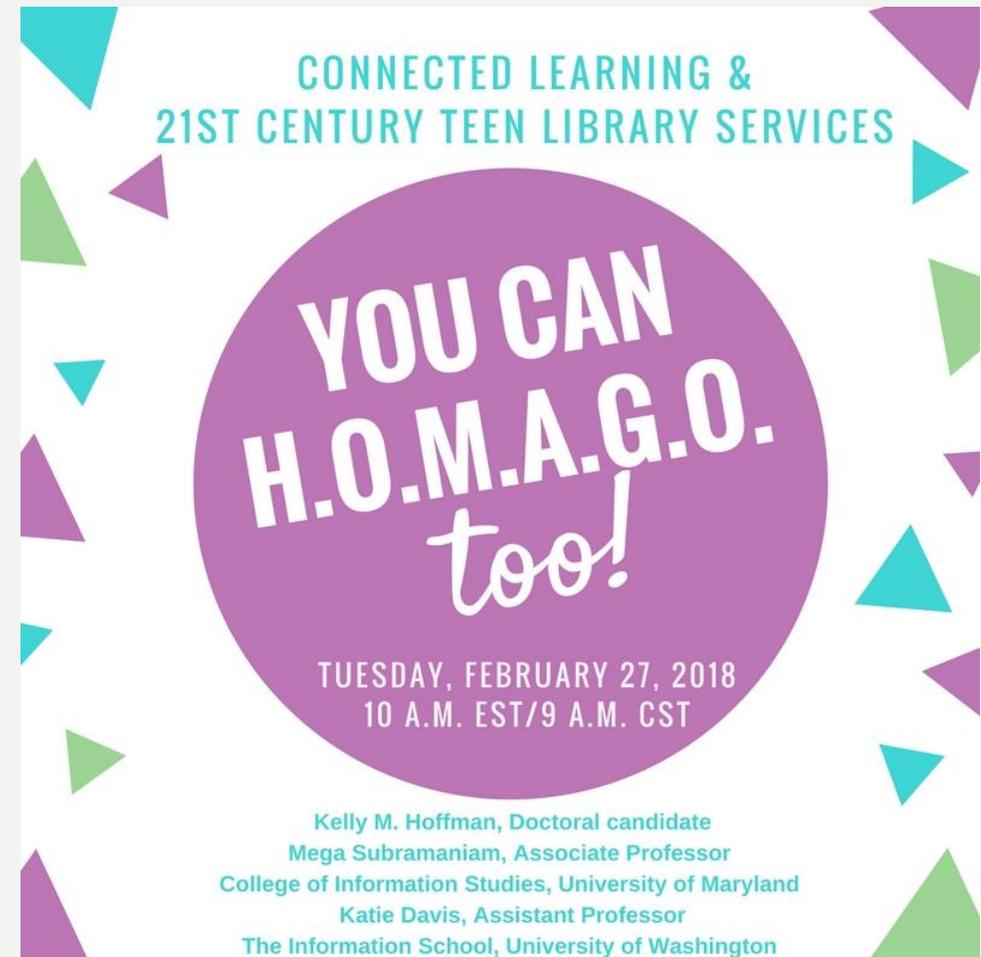


REIMAGINED LIBRARY SERVICES FOR AND WITH TEENS



TEEN PROGRAM PRIMER

- Pop Culture
- Structure & Audience
- HOMAGO – KDLA Webinar!
- **A checklist for what you need to know and be as a teen librarian:**
<http://www.ala.org/ala/mgrps/divs/yalsa/profdev/yacompetencies/competencies.cfm>





QUESTIONS?

MOVING ON TO NEXT TOPIC...

QUESTION #3

SERVING DIVERSE COMMUNITIES



**HOW DO YOU
ENCOURAGE
DIVERSITY IN A
SMALL, RURAL
COMMUNITY?**

MYTHS AROUND RURAL DIVERSITY

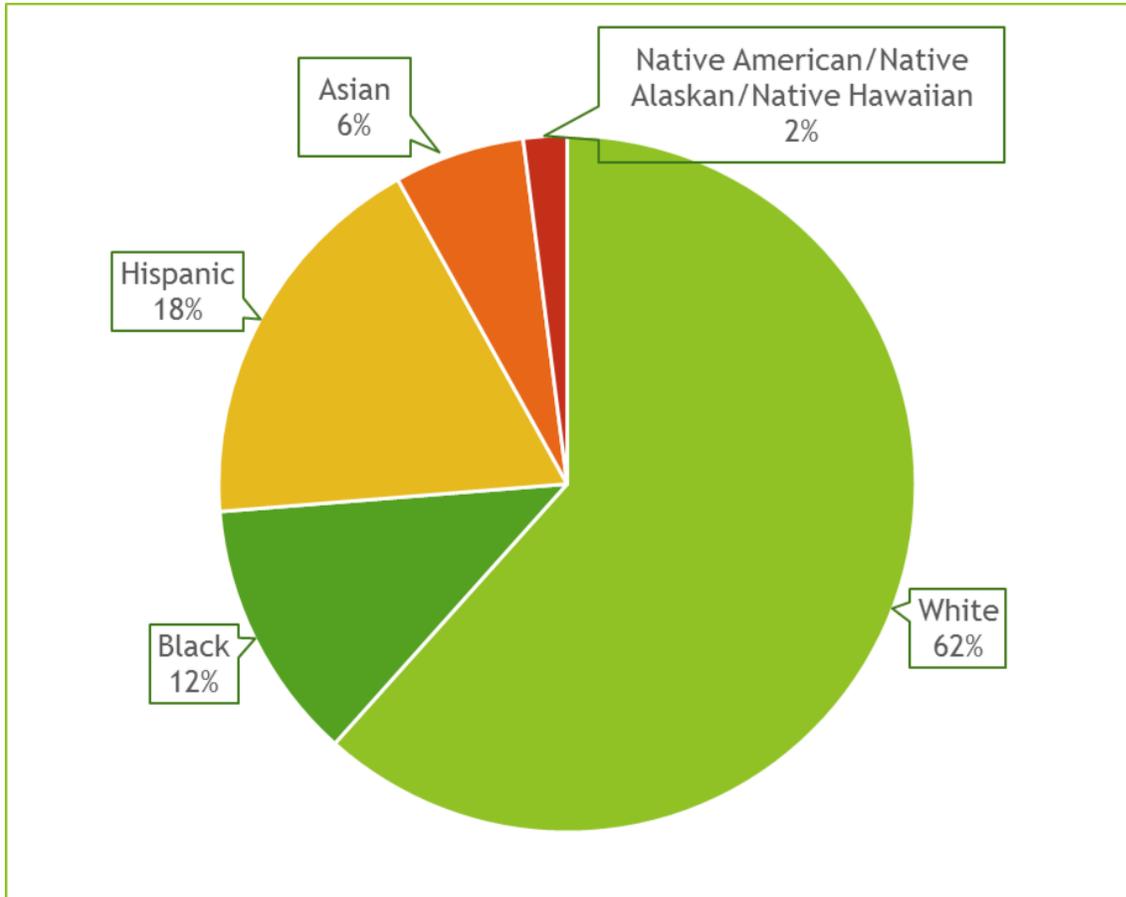
- Rural Communities are not monocultural
- One-Fourth of students in rural communities are not white
- Placed-Based Learning & Problem Solving
- **Extensive and ongoing community participation is critical to the success of a multicultural place.**

Works Cited:

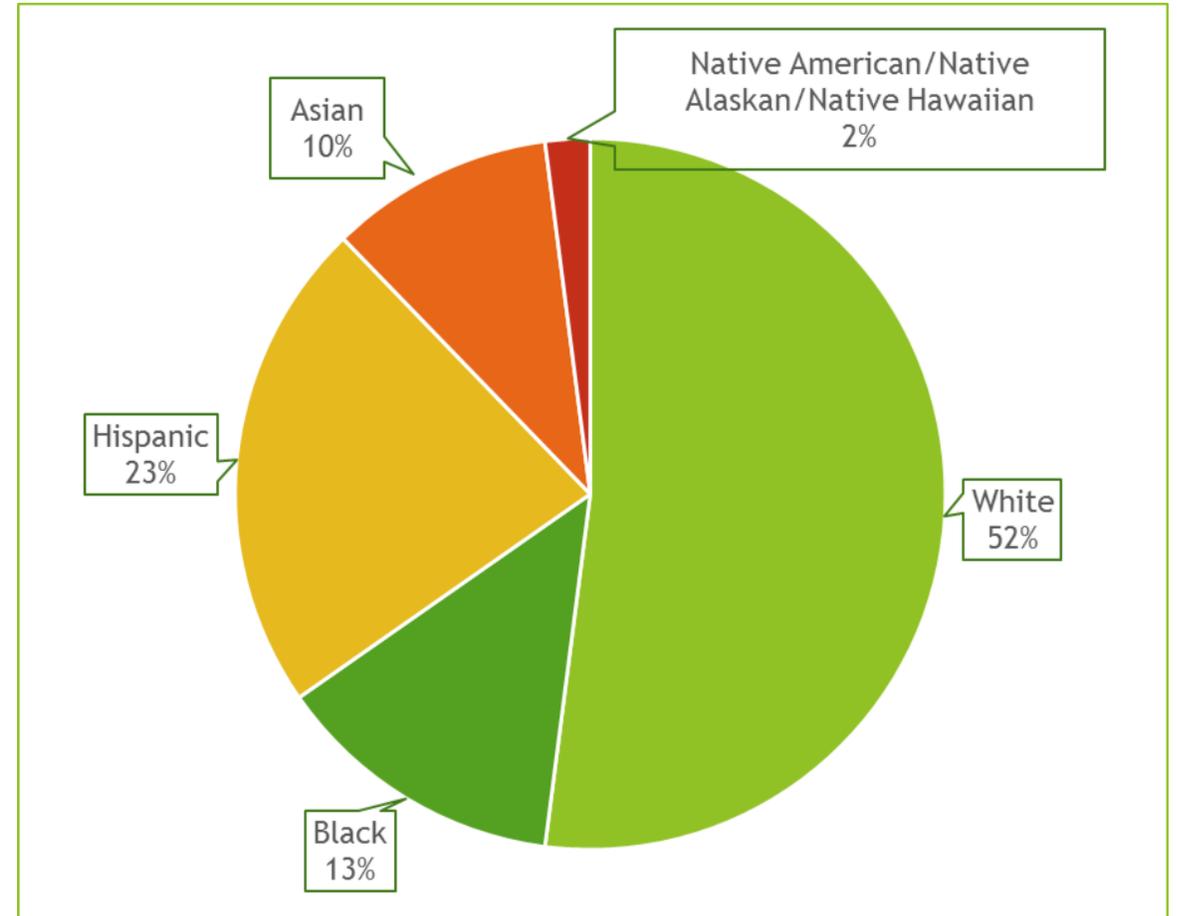
- Appreciate the Diversity in Rural Places (Teaching Tolerance, 2011)
 - <https://www.tolerance.org/magazine/appreciate-the-diversity-in-rural-places>



American Racial Demographics

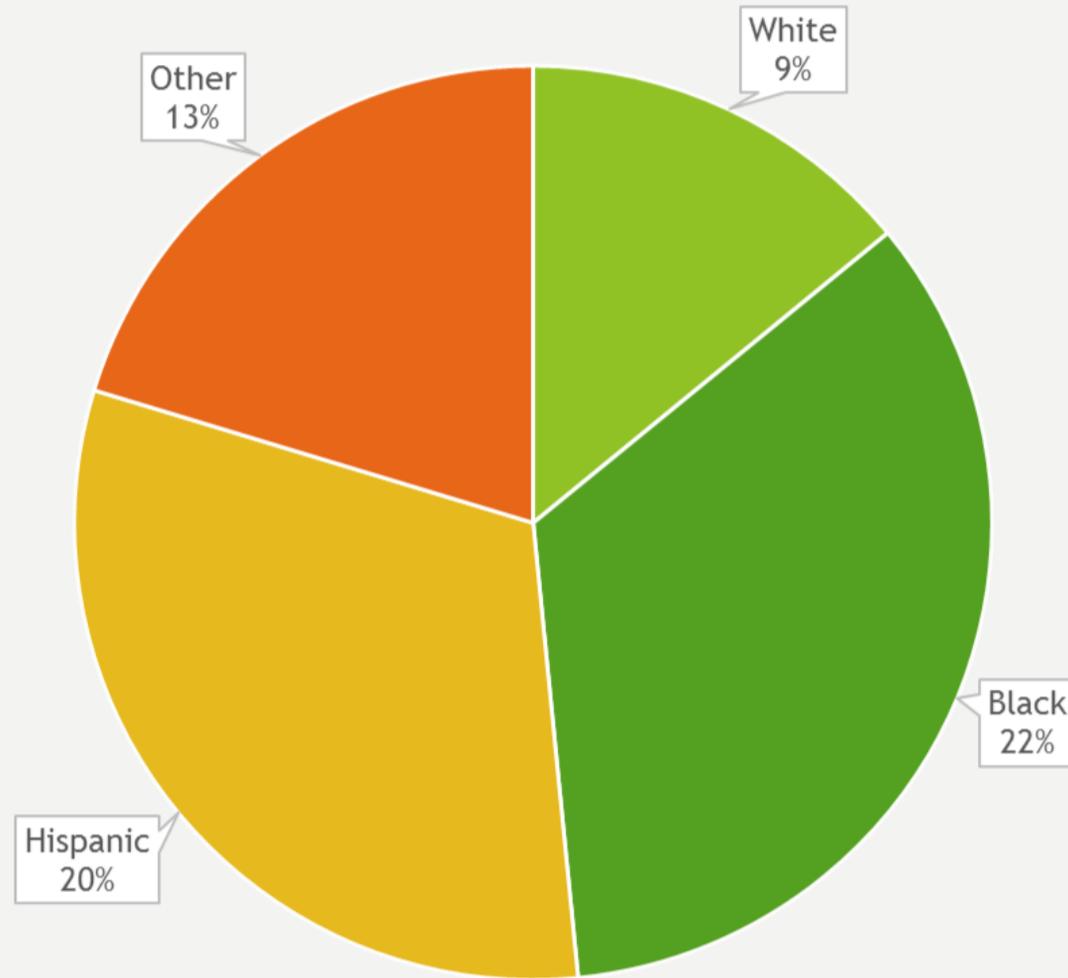


Population Distribution by Race/Ethnicity,
2016
KFF



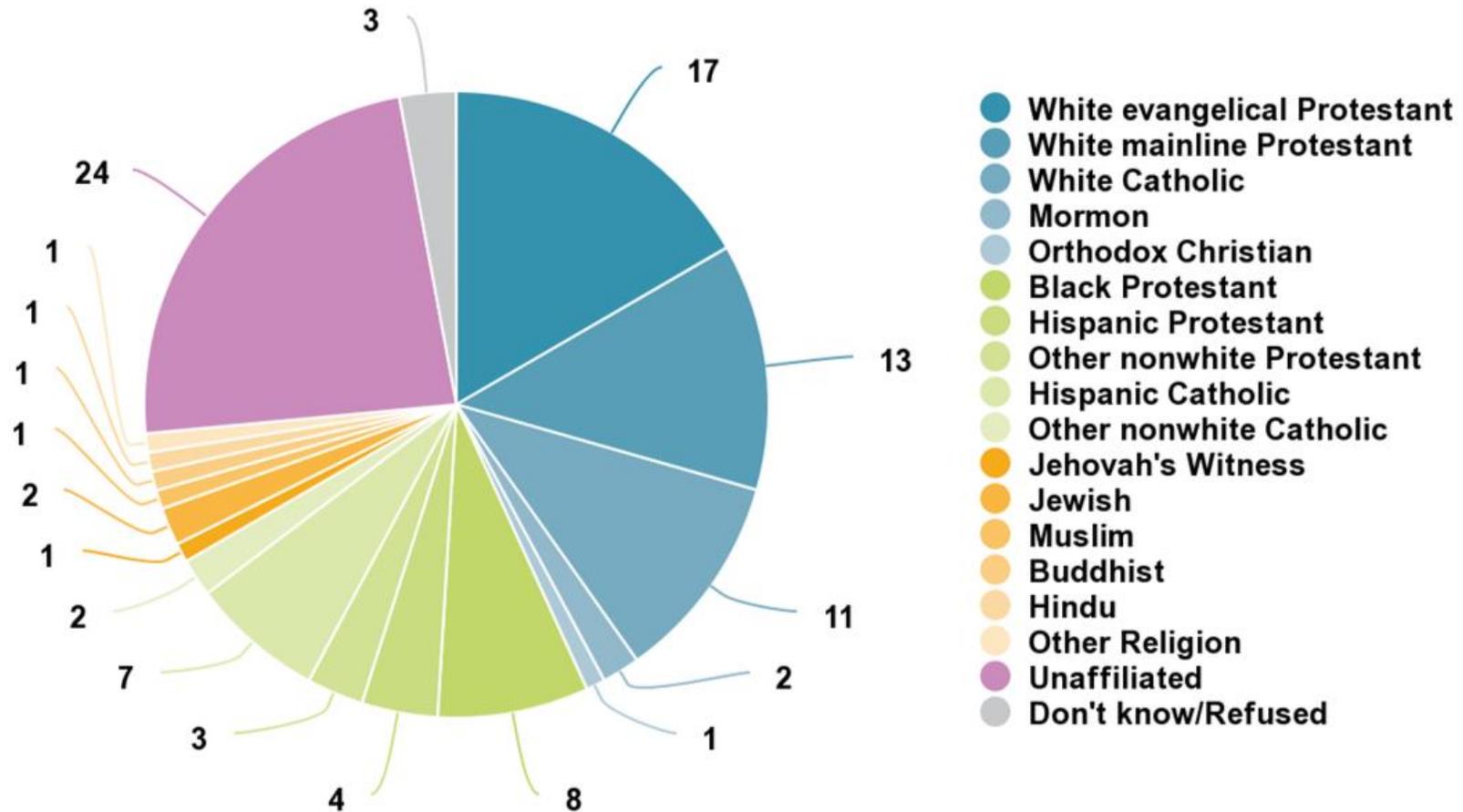
2045 Projected Population Distribution
by Race/Ethnicity
PEW Research Center

POVERTY IN AMERICA BY RACE



RELIGIOUS DIVERSITY

The American Religious Landscape in 2016

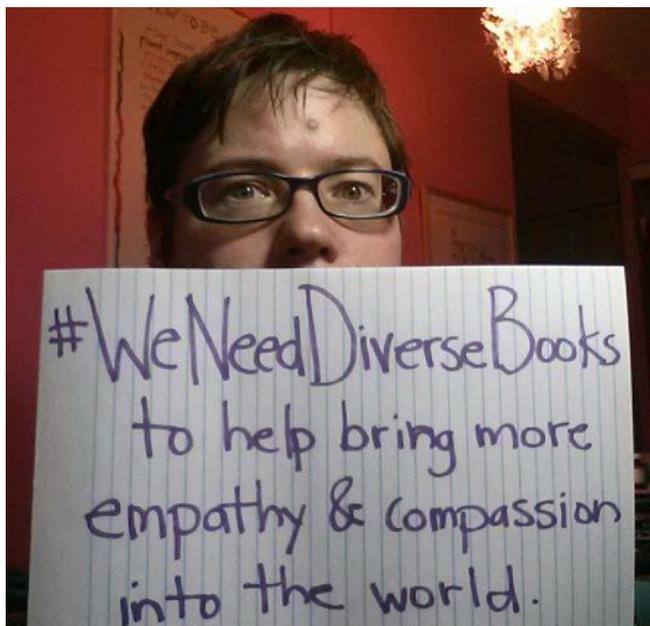


MISSION OF PUBLIC LIBRARIES

<http://publiclibrariesonline.org/2016/07/encouraging-diversity-and-equity-in-public-libraries/>

- “As year-round community organizations with free membership and access to resources, libraries serve crucial roles in community education and dialogue.”
- Diverse Collections
- Diverse Programs
- Diverse Points of Outreach
- Diverse Staff
- Diverse Board & Trustees





Representing Diverse Cultures

- Are the characters represented as having a broad range of emotions?
- Can the characters solve problems on their own?
- Do the characters actively participate in the story or have leadership roles?
- Are the characters culturally stereotyped?





READING WITHOUT WALLS

ADDITIONAL RESOURCES

- Libraries Respond to Community Needs in Times of Crisis (May 2015, American Libraries)
 - <https://americanlibrariesmagazine.org/2015/05/15/libraries-respond-to-community-needs-in-times-of-crisis/>
- Programming to Promote Diversity (American Library Association)
 - <http://www.ala.org/advocacy/diversity/culturalprogrammingtopromotediversity>
- Racial Equity Resource Guide for Librarians (February 2016, Web Junction)
 - <https://www.webjunction.org/content/dam/WebJunction/Documents/webJunction/2016-02/RacialEquityGuideforLibraries.pdf>
- We Need Diverse Books - <https://diversebooks.org/>
- Children's Book Council - <http://www.cbcbooks.org/>
- Project for Public Spaces - <https://www.pps.org/>



QUESTIONS?

MOVING ON TO NEXT TOPIC...

When I start a new job

On the outside:



On the inside:



WHERE TO BEGIN?!

I'm a brand new children's and youth librarian. I don't know all of the challenges that will come up but exposure to the ones that other librarians have faced will be helpful when determining what to expect.

Please share your favorite professional resources in the chat!

Image Credit:
<http://giflydia.tumblr.com/post/60752390469/when-i-start-a-new-job>

ADDITIONAL QUESTIONS?

HOW CAN KDLA SUPPORT MOVING FORWARD?