

## **10.00 Policies & Procedures—Young Adult Services**

### *Mission Statement*

February 16, 2012

The Teen Department is dedicated to providing access to materials, resources, and professional guidance to meet the intellectual, educational, and recreational needs of young adults age 11-18 years of age and all users of the department.

#### Objectives:

- Introduce teens in a respectful manner to the public library environment in order to cultivate lifetime readers and library users.
- Provide teens with easy access to current information and quality literature in a variety of formats.
- Provide complete and accurate answers to reference questions.
- Provide informative and entertaining programs that encourage the use of the library or enhance cultural awareness.
- Serve as a social gathering space to encourage the exchange of information and resources.

### **10.1 Unattended Teens**

Teens 11 years and older may be in the library unsupervised, depending on their level of maturity. The Teen Department encourages parents to assess their teen's ability to care for herself and/or others (such as younger siblings, relatives, or friends). Library staff reserve the right to judge whether a teen is capable of caring for herself or others within the Teen Department.

The library does not take responsibility for the supervision or safety of unattended teens.

### **10.2 Abandoned Teens**

An abandoned teen is defined as:

- A young adult 11-17 who remains at the library after closing for 15 minutes.
- A teen whose parents have been contacted but have not picked the child up within an hour or attempted contact within one hour of the library's phone call.

Parents should be aware of the library's hours of operation, bearing in mind circumstances may require an unexpected closing of the building.

### **10.3 Disruptive Teen**

The Teen Department encourages socializing and comradery. However, disruptive behavior is not tolerated in any form by any patron. Disruptive behavior can be defined as:

- Behavior that disturbs or endangers the well-being of library patrons, staff, or the disruptive child herself
- Behavior that results in damaged property
- Behavior that interferes with library services
- Vulgar language, curse words, or phrases deemed unacceptable by local custom

A disruptive teen will be warned once to improve behavior. Teens who continue to be disruptive despite warning will be asked to leave or escorted out of the building by Library Security. Damage, or attempted damage, to library property will warrant a call to McAllen Police Department, a criminal case established, and possible charges brought against the teen(s). The Security Officer and the Assistant Director of Public Services will be notified of any incident that involves 911 or emergency personnel. A report will also be given in writing to the Director.

### **10.4 Gum Chewing**

No gum of any kind is allowed in the Teen Department.

### **10.5 Ill or Injured Teen**

Teens who are ill may be asked to leave the library if Teen staff determines that it poses a risk to other patrons. Teens who are home sick from school should not be in the library.

### **10.6 Items Left in Teen Department**

Items left in the Teen Department will be labeled as to when they were found. Attempts will be made to return items to their owners for one month. The library reserves the right to dispose of

items left in the Teen Department as they see fit. Library staff cannot hold personal items belonging to teens (examples: backpacks, lunch packs, headphones, etc.)

### **10.7 Collection Development of Teen Department Material**

The young adult collection is comprised of popular fiction targeting students in the 6<sup>th</sup> – 12<sup>th</sup> grade. Other factors for inclusion in this collection are: materials that are clearly reviewed and or labeled as young adult, characters are of high school or college age and the theme or subject matter is of interest to and intended for young adults. In addition to popular fiction, the young adult collection includes multiple copies of classic works of literature included in school reading lists. Non-fiction collection includes material to serve the informational and recreational needs of 6<sup>th</sup> -12<sup>th</sup> grade students. The subject matter, vocabulary, and content is age appropriate. The Teen Department supports new and emerging genres and formats, including graphic novels (sequential art or comics), digital content (ebooks, audiobooks), and visual media (DVDs, Blu-Rays).

An up-to-date, attractive and useful collection is maintained through continual review and replacement process. Replacement of worn volumes is dependent upon current demand, usefulness, more recent acquisition, and availability of new editions. Materials are judged on their own literary and artistic merits, popular demand, and their contribution to the balance of the total collection and their suitability of content and vocabulary to the age of the readers.

#### **Withdrawing Materials**

Withdrawing of materials is done by the cataloging department. The Teen Department Supervisor will determine which books are to be withdrawn from the collection.

#### **Selection**

Materials for the Teen Department are selected to serve the specialized needs of young adults from 11-18 years of age. Materials shall be selected using professional review tools and should attempt to create a collection which emphasizes the goals and mission statement of the department.

#### **Challenged Materials**

Although materials are carefully selected, there can arise differences of opinion regarding suitable materials. Patrons requesting that materials be withdrawn from or restricted within the collection may complete a “Reconsideration of Library Material Form” that is available in the library. The completed form will be reviewed by the appropriate staff and a decision made on whether to withdraw, change to another part of the collection or take no action.

### **10.8 Patron Computer and Internet usage**

Not all information on the Internet will be appropriate for all ages. Parents or responsible guardians are accountable for information accessed by minors via the Internet and ensuring their safety. This includes electronic mail, chat rooms, and other forms of direct or indirect electronic communications. As with other library materials, a teen’s use of the Internet is the responsibility of the parent or responsible guardian.

Internet access will be available on a first come, first served basis with an allotment of up to 1 hour per session. The library reserves the right to limit Internet access at certain peak usage periods such as after school, school breaks and summer months in order to provide free and equitable access to all.

Teen Department staff are authorized to take swift and appropriate action to enforce the rules of conduct or to prohibit the use of the Internet to comply with the library's "Internet Acceptable Use" policy. The computers in the Teen Department are solely for the use of teens and, if demand allows, younger siblings, at the discretion of Teen Department staff. Usage may be restricted during weekends, school recess, and periods of high usage.

### **10.9 Courtesy Telephone**

A courtesy telephone is available at the Welcome Desk for teens who need to arrange for a ride home or in case of emergency.

### **10.10 Adult Use of the Teen Collection**

Adults often need to use Teen collection materials for their personal reading or some other legitimate purpose. Adults visiting the Teen Department who are not in need of teen materials or not accompanied by a teen may be asked to leave.

### **10.11 Adult Books for Teens**

Teens may check out adult books for leisure or for scholarly purposes. A teen who asks about an adult book while in the Teen Department should be taken by a Teen Department staff to the Adult Reference desk. A teen does not have to ask staff for help if he is comfortable finding the adult material on his own.

### **10.12 Literature Distribution**

All handouts, posters, or flyers must be pre-approved by Library staff.

### **10.13 Programming**

Teen activities and programs are developed under the direction of the Teen Services Supervisor and/or the Assistant Director of Public Services and are offered through a monthly calendar in print and online on the Library's website.

### **10.14 Tours of the Library and Community Outreach – revised 12.11.2014**

The library welcomes visitors interested in gaining a broad overview of the many services, resources, and events the library has to offer. Tours are available free of charge, upon submission of the online request form. Submit your tour request at least one week in advance. Please keep in mind:

- Tour requests must be submitted at least one week in advance. Availability of your requested date and time will depend on other tours scheduled for that day.
- All tour requests are subject to staff availability.

- Teachers, please obtain permission from your principal before submitting a tour request to the library.
- Tour group sizes are limited to 40 people for Teen Department tours. Limits include teachers, parents and other chaperones.
- You will receive a phone call from a library staff member to approve and confirm the date, time and size of your tour.
- Submitted requests are for a tour of the Main Library, 4001 N. 23rd St., McAllen. For tours of the Lark and Palm View Branch Libraries, please contact them directly.

### **10.15 Staff Behavior at the Public Service Desk**

The desk should be staffed at all times, barring an emergency or any unforeseen circumstance. If the desk needs to be left unattended, there should be a sign placed on the desk referring patrons to the Adult Reference department.

Staff may be actively working on a project while at the service desk during peak hours and while patrons are present in the department.

The staff desk area is not to be used for personal space. All personal items should be placed in filing cabinets or assigned lockers, and program material can be placed in appropriate shelves or bins in the workroom.

Personal computer use should be limited and avoided if possible. Routine searching and web browsing is highly discouraged at any time as is reading selection materials and journals while patrons are in the department.

When a staff member answers the phone from an outside call you should answer the phone in the following manner “Teen Department, This is Maria, May I help you.” If the phone call is internal, omit the department name.

The person answering the telephone should be courteous and professional. If the call is for another staff member, the person should transfer the call to the appropriate staff member. If the staff member is not in the department, the caller should be transferred to the appropriate voicemail. If you are unsure about your qualifications to answer a question, the call should be transferred to a staff member who can successfully answer the patron’s query. Callers should not be placed on hold without being notified and should be thanked for holding upon return to the call.