

Internal Library Assessment: JPL: Director/Children's Staff

CS=CURRENT STATUS 1= a strength; 2=needs strengthening; 3=not a strength, would like; 4=not a priority	I=IMPORTANCE 1. very important; 2=important; 3=somewhat important; 4=not important
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Quality
Indicator

WORKING WITH PARENTS WITH YOUNG FAMILIES

	CS I		CS I	
1. Provide parent(s) with pertinent information on programs and services	2	1	1	1
2. Give parents written materials about the library	2	2	1	1
3. Establish rapport, giving ample opportunity for parent(s) to ask questions	1	1	1	1
4. Interact with families in a manner that is respectful of individual and cultural diversity	2	2	1	1
5. Offer parent(s) choices in programs for their children and themselves	2	1	1	1
6. Assist parents in obtaining information and services that the library cannot provide	1	2	1	1
7. Utilize good communication skills (e.g active listening, questioning, checking of understanding) to develop partnerships with parents	2	2	1	1
8. Facilitate parent(s) participation in planning for new library services and evaluating existing services	3	1	2	3
9. Ensure that parent(s) can participate in all programs available to their children	1	2	1	1
10. Share information, knowledge and skills with families to help them become more knowledgeable, skilled and confident	3	2	1	1
11. Provide services that reflect the parent's preferences in type, location, duration and frequency	2	2	1	1
12. Offer parent(s) choices about level of participation in services	4	3	1	1
13. Offer parent-to-parent services not only parent-child services	3	2	3	2
14. Minimize procedures and policies that block parent and child participation	4	4	n/a	n/a
15. Have written policies and plans that support family centered philosophy and practices	4	3	n/a	n/a

WORKING WITH OTHER AGENCIES

	CS I		CS I	
1. Share information about formal and informal services for families	2	1	1	1
2. Participate in the coordination of services	1	2	1	1
3. Work collaboratively to address service gaps	4	3	1	1
4. Recognize that parent(s) assume or want to assume responsibility for the services they need	4	4	n/a	n/a
5. Strengthen information and referral service to address family needs	4	4	1	1
6. Provide services that reflect the agency need for information	4	4	1	1
7. Offer agencies choice in their level of participation	4	4	1	1
8. Minimize policy and procedures that block agency participation	4	4	1	1