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1. Purpose

The purpose of this document Policy: Use of the Children's library facilities is to guide the library officers in the day to day running of the services provided.

It is also to inform the public about the services available, the conditions of use for these services as well as the responsibilities of staff members and all library users (parents, educators, children and teenagers).

2. Role of the Seychelles National Library

The Seychelles National Library is a dual-purpose library providing both public and national library services.

3. The Children's library facilities

The purpose of the Children's library is to provide library services for infants, children and teenagers up to 17 years as well as to educators such as parents, teachers and animators.

The aim of providing the library services is to meet the informational, cultural, educational and recreational needs of the above mentioned categories of users.

4. The services and facilities offered.

- ❖ Lending services which include the loan of materials under specific conditions as well as the possibility to renew and to reserve library materials. [See Loan and membership policy].
- ❖ Reference services which include access to both print and non print materials as well as to on-site facilities to do research.
- ❖ Reprographic facilities (photocopying, scanning & printing)

- ❖ Internet and typing facility
- ❖ On-site reading facilities. Magazines and information files on various subjects are available in the reading area.
- ❖ Reading promotional activities such as storytelling, library visits, art and craft, book discussions etc.

The library operates two programmes - for children and teenagers.

- i. During and after school hours activities & library visits are carried out for children from pre-schools, primary and secondary schools.
- ii. During the holidays various activities are organised for the different age groups.

The reading promotion programmes are organised throughout the year to foster a good reading habit in the children starting from a very early age and to promote books, reading and the library, among all.

5. Conditions of use for the various services and facilities.

Being a public institution, the Library is open to all. Access to library resources (books, educational CD ROMS, posters etc) as well as reading promotion programmes are provided free of charge. Reprographic services and the Internet are provided at a nominal fee. [For fees charged see Regulations pertaining to specific services].

General rules and regulations

The general rules and regulations apply to all users when using the various services in all libraries in order to ensure that there is an acceptable level of order and discipline in the use of these service and facilities. [See General rules and regulations].

Among these general rules and regulations the rule below is specifically for the use of Children's library services and facilities.

Children below the age of 7 must always be accompanied by someone whom the parents considered as a responsible person. That person should ensure that the children do not disturb other users by running around and talking loudly.

6. Role of the library officers, library users (children, teenagers and adults) and the parents/guardians.

The library officers on duty, the children, teenagers and adult library users and the parents/guardians all have a role to play in ensuring that the Children's area is safe and conducive for all users.

6.1 Role of the library officers.

- a) Services provided inside the library.

During the opening hours of the Library, the staff member on duty has to ensure that the general conduct of the library users in the Children's area is acceptable, that is :

- i. They are relatively quiet when inside the library.
- ii. They are using the library facilities for loan, research, study, reading and reprographic purposes and not as a general play area.

The supervisor has therefore to ensure that there is always at least one officer at the service desk to attend to the users and to supervise the library and additional officers in the public area when that is required especially during peak hours and the holidays.

It is also the duty of the library officer at the service desk to:

- i. Guide the users towards the types of materials that are appropriate for their age and academic level (when the latter can be identified) and to assist with reference work required.
- ii. Brief users (children, parents and teachers) the first time they come to the library, on the library rules and regulations and the parents on the responsibilities of the library officers as well as their own.

b) Reading promotion programmes

Reading promotion programmes are organised both during and after school hours and the holidays.

During school hours the children are accompanied by their teachers. The duty of the library officers in the library is to carry out appropriate programmes for the specific groups and to ensure that the general behaviour of all users is acceptable. The teachers accompanying the children are responsible for their movement as well as their conduct.

After school hours and during the holidays various activities targeting different age groups are organised. The programmes specifying the dates and times are made available at the service desk at least 1 week in advance. Parents/guardians whose children wish to participate in these activities have to register their children by providing their names (child and parent) and contact details, with the library officer on duty.

It is also the responsibility of the parents to take their children inside the library and to pick them up from the library after the activities.

Parents are also encouraged to provide their children with snacks and drinks so that they will not have to leave the premises during tea breaks.

- i. For activities that are carried out inside the library.

The responsibilities of the library officers are to ensure that the general behaviour is acceptable, the programmes are properly organised and that they correspond to the age group intended so as not to cause any harm to the participants.

- ii. For activities that are held outside the library.

The parents have to take the children to the library officer on duty at the service desk. The library officer in charge of the programme has to make sure that he or she has received authorisation note from the parents/guardians for all children who are taking part in the activities. The officers accompanying the children on the visits have to accompany the children to the bus and back to the library after the visits and they are responsible for the children's movement during the activities.

Each group is to be accompanied by a specific number of staff depending on size of the group and the age of the children as listed below.

<u>No of children</u>	<u>Age</u>	<u>No of staff</u>
25	3½-17	5
15	10-11	3
20	12-17	3

The children library users are not under the responsibility of the library officers once they leave the library premises of their own accord.

In case of :

- an illness, the library officer shall inform the parent/guardian immediately.
- an emergency, the child shall be taken to the hospital accompanied by a staff member and the parent/guardian shall be informed simultaneously.

- a disaster, except for library officers who are suffering from respiratory problems, all other library officers have to provide assistance to the users and to ensure that they have all left the library before they do so themselves.

6.2 Role of the children and adult library users

All library users have to follow the general rules and regulations of the library and conditions of use of the various services and to behave in acceptable manner so as not to disturb and to cause any harm to other users.

Children's misbehavior

Depending on the seriousness of the misconduct the user may be reprimanded or suspended from the Library for a period of 1 week and up to 1 month. Reprimands shall be done by all officers on duty. Decision to suspend a child from the library as well as the duration will remain with the Head of that Library but in consultation and with the approval of respective Senior Librarian responsible for either public or community library services.

Following the reprimand and or suspension, the Head of that Library shall:

- i. Inform parent/guardian of the misconduct of the child as well as action(s) taken through a text message, email or a telephone call.
- ii. Send a reprimand or suspension note (see attached as Appendix A & B) by email (if address is available) and with the child for the parent/guardian to sign and to return to the Library.
- iii. Keep record of all incidents and action(s) taken in a log book, to file copy of all reprimand and suspension notes and to forward a copy of suspension note only to the Principal Librarian's office.

The record shall include the following details: Name of child, misconduct and date; action taken by library officer and date; means used to inform parent & date and staff signature.

6.3 Role of parents/guardians

Being a public institution the users are free to come inside and to leave the library as and when they wish during the library's opening hours. It is therefore the parents/guardians responsibility to:

- accompany their children inside the library and to pick them up afterwards.
- monitor their children's use of the library resources including the adult lending collection if they have authorized their teenagers of 15 years and above to borrow these books.
- organise and monitor their children's movement while they are making use of the library facilities.

Parents/guardians are also responsible for any damages of the library facilities and resources that their children may cause while on the library premises.

Parents are advised to respect the opening and closing hours of the Library.

At the time of leaving the library (closing time), if there are children who have not been collected by their parents or guardians, the library officer on duty will firstly contact the parents/guardians. If the parents/guardians are not responding, the officer will contact the Family squad at the Central Police Station to entrust them with these children.

Appendix A

Reprimand note

Date: _____

Name: _____

This note is being issued to you because you were _____
_____ and this is not an unacceptable
behavior in the library.

The library does not tolerate such type of conduct. You are expected to respect other users and to follow the rules and regulations of the Library.

We hope that such type of misconduct will not be seen from you in future.

Kindly consider this letter as your first/second reprimand letter.

If you are ever found misbehaving again, the library will have the right to ban you from the library.

Staff name:

Staff signature:

Parent's comment _____

Signature : _____

Date: _____

Appendix B

Suspension note

Date: _____

To: _____

Dear Parent,

This note is to inform you that your child _____ has been suspended from the library for _____ week(s), from _____ to _____ because he/she has been misbehaving on different occasions.

He/she has been given two letters of reprimand and still has not improved her/his behavior.

Staff name:

Staff signature: