# G13. LITERACY SERVICES WORKSHEET

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| Library / Branch:        |
| Completed by:        | Date:       |

## Objective

To actively promote and support programs for members of the community with identified literacy needs. Literacy services also cater to the needs of community members requiring assistance with English as a second language.

To provide resources and programs which encourage and stimulate reading among all members of the community

To provide a welcoming, trusted place where those seeking to improve their literacy skills have opportunities to do so without fear of judgment or stigma.

## Guidelines

| **Guideline***These Guidelines are from* Living Learning Libraries *6th ed. 2015* | **Action indicator***Select from drop down list* | **Commentary***Add comments on the library’s performance in the context of each Guideline* |
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| The collection development policy includes sections outlining the acquisition, scope, formats, purposes and management of the relevant literacy collection/s including early literacy material for children, adult literacy resources, English as a Second Language (ESL) material, and material to support literacy programs, including those undertaken by specialist organisations in the community |  | Comments:       |
| Literacy materials are organised to enhance access to and use of the literacy collection |  | Comments:       |
| Provision is made to acquire the latest literacy equipment and technology within the overall financial and IT plans for the library |  | Comments:       |
| Where appropriate, literacy services and collections are managed by specifically skilled and trained staff |  | Comments:       |
| All library staff receive basic training in assisting people with literacy difficulties |  | Comments:       |
| Library staff are aware of the range of literacy resources and programs offered by the library, and ongoing staff awareness training is conducted |  | Comments:       |
| Literacy signs and symbols are displayed where appropriate |  | Comments:       |
| Literacy/Learning English classes are provided in community languages where appropriate |  | Comments:       |
| Programs for children and adults include activities which encourage use of the library, promote the development of skills and foster literacy development. Examples include story-time, baby rhyme-time, story-telling, story/information trails, reading challenges, book clubs and discussion groups, conversation classes, homework clubs, author talks/events, parent/grandparent/carer–child activities, displays and exhibitions, Internet classes and so on. Programs are tailored to suit the community, with an emphasis on fun |  | Comments:       |
| Family literacy and digital literacy programs complement early literacy programs. |  | Comments:       |
| Literacy programs are delivered in collaboration with literacy service providers, and may be delivered in the library or in other locations in the community. |  | Comments:       |

## Suggested performance indicators

* Client satisfaction with literacy collections and services
* Number of literacy classes per annum.

## Things to consider

Include ‘English as a second language’ material in the collection.

## Other Resources

Australian Library and Information Association 2006, *Statement on information literacy for all Australians*: <http://www.alia.org.au/about-alia/policies-standards-and-guidelines/statement-information-literacy-all-australians>

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Joseph, Mylee 2010, ‘Family literacy who cares! The role of public libraries in fostering family literacy.’ Paper presented to a NSW Adult Literacy & Numeracy Council Seminar, Thursday 29 April, 2010: <http://www.nswalnc.uts.edu.au/doc/MJosephFamilyLiteracyWhoCares.pdf>