

ParentsNext Best Practice Guide - Accessing Local Library Facilities

Local libraries provide a range of services available for use by ParentsNext providers and participants. It is important that providers work cooperatively with library staff and have appropriate arrangements in place before referring parents to library services or activities.

Providers should monitor parents' engagement and attendance at their activities directly with parents. Library staff should not be asked to record or report parents' attendance at activities.

Provider best practices when using library facilities, resources and programs

- Providers meet face-to-face with local library managers or relevant local council staff to discuss:
 - the purpose of ParentsNext and how attendance at the library will assist each participant
 - the local library services
 - library resources and facilities to determine if they are appropriate and accessible for ParentsNext providers, participants and their children.
- Providers identify each library's preferred process for:
 - seeking permission to use the library for ParentsNext appointments
 - the referral of participants to activities operating in libraries
 - the use of resources, such as computers/Wi-Fi.
- Providers and library staff discuss the library's preferred volume of participant referrals and regularity of parent attendance for each activity and adhere to this until other arrangements are made with the library.
- Providers are responsible for maintaining relationships and lines of communication with managers and staff at libraries used for ParentsNext purposes. This includes managing bookings and permissions for library usage and updating library staff about any changes to arrangement ahead of time.
- Providers facilitate a strategy where they pre-arrange with the library to make a 'warm' handover when a parent is first referred to a library service. Where agreed to by the library,

the strategy can be put into place to welcome new participants. Contact with the library may be carried out by phone, with the provider calling the relevant library staff member to introduce a new parent and their family to enable the library staff to greet the new parent and give them information about how to use the library facilities and resources. Providers should accompany the parent to the activity for the first visit to make sure they can locate the facility and activity. This is particularly relevant if the facility is large, the participant has limited English language, is new to the location or lacks confidence.

- Providers organise payment for using library facilities for ParentsNext as agreed with the facility.
- Unless other arrangements are in place, providers contact the library staff ahead of time to ensure adequate facilities are available for the upcoming ParentsNext related contact, such as provider/participant appointment or participant activity attendance.
- Providers ensure participants understand their responsibilities relating to their attendance at the library for ParentsNext purposes. This includes making the relevant contact on arrival at the library, explaining to participants how their participation in activities conducted in the library contributes to their work readiness and how they will report their attendance at the activity.
- Providers must ensure the participant's privacy is protected when conducting provider/participant appointments in public facilities by ensuring the room used is closed to the public.