

## INTRODUCTION

Youth information work has many aspects and dimensions, requiring a range of skills and knowledge on the part of information workers. The generalist nature of the service also means that youth information workers have to be familiar with a vast range of information sources, and keep abreast of the rapidly changing information environment.

Introduction to information work can, therefore, be a daunting experience for the new information worker, often leading to a feeling of being overwhelmed.

With this in mind, the Induction Pack has been produced as a guide to assist with the introduction of new information workers to the various aspects of youth information delivery. The purpose of the Pack is to create awareness of, and provide some basic facts on, the principles and skills involved, and to provide guidelines for the organisation of significant work areas.

The pack is divided into 14 sections. Among the areas covered are:

- the definition and aims of youth information;
- standards for Youth Information Centres (YICs);
- the structure of youth information at local, national and international level;
- administrative procedures;
- communication, information retrieval, query handling;
- information sources and referral;
- information technology;
- outreach and publicity;
- statistics.

As an introduction to the various aspects of youth information work, the Pack is a useful tool, which can be used as part of a YIC's training programme for new youth information workers. Over time, it is hoped to develop supplementary material to accompany the Pack and to produce documentation relating to other identified YIC training needs.

The idea for the Pack came about as a result of consultation by the Youth Information Resource Unit with Youth Information Centre Co-ordinators on

training needs. It was subsequently decided to establish a Training Working Group, under the auspices of the Youth Information Resource Unit, to compile the Pack and to address, and develop guidelines in relation to, the ongoing training needs of youth information workers. During the production process, a special consultation meeting was held with YIC staff to seek their views and recommendations on the draft content of the Pack.

I wish to acknowledge the expertise and co-operation of the members of the Youth Information Training Working Group and to thank them, sincerely, for their valued input into this production. I would also like to thank YIC staff for their useful feedback and observations during the development process.

It is hoped that the Pack will be considered as a useful resource which will help new YIC workers to explore issues relevant to their work, and equip them with the attitudes and skills necessary for the delivery of a quality information service which will have the confidence of young people and those who work with them.

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*November 2001*