

## Competencies for Public Library Staff Serving Children and Pre-adolescents

<b>Knowledge of Client Group</b>		
Definition	Skills and Behaviors	Training
<p>The ability to apply the theories of infant, child, and pre-adolescent learning and development, and the role of popular culture, in library services for child</p>	<ol style="list-style-type: none"> <li>1. Develops and delivers library services based upon knowledge of children and pre-adolescent physical, cognitive, and socio-emotional development.</li> <li>2. Understands and responds to the needs of parents, caregivers, and other adults who use the resources of the children's department.</li> <li>3. Assesses the community regularly and systematically to ensure that library services for children and pre-adolescents respond to the needs of the community.</li> <li>4. Demonstrates an understanding of and respect for diverse cultural values of children and pre-adolescents.</li> <li>5. Demonstrates an awareness of other agencies, institutions, and organizations serving children and pre-adolescents in the community through regular communication of how library programs and services can benefit their customers.</li> </ol>	<p><u>Previously offered by State Library</u></p> <ul style="list-style-type: none"> <li>• Checking Out the Generations</li> <li>• Finding the Trends That Matter</li> </ul> <p><u>Other Fee or Free Training</u></p> <ul style="list-style-type: none"> <li>• ALSC Online Continuing Education</li> </ul>

<b>Advocacy, Public Relations, and Networking</b>		
Definition	Skills and Behaviors	Training
<p>The ability to promote and support the library needs of children and pre-adolescents through materials, services, and programming.</p>	<ol style="list-style-type: none"> <li>1. Advocates for children and pre-adolescents in the community, communicating their needs and promoting their right to receive quality and respectful library service.</li> <li>2. Works to implement customer service practices that encourage and nurture positive relationships between children and pre-adolescents, the library, and the library staff and administration.</li> <li>3. Contributes to the orientation and training of other staff members</li> </ol>	<p><u>Previously offered by State Library</u></p> <ul style="list-style-type: none"> <li>• Library as Place</li> <li>• Next Generation Librarianship</li> <li>• Allocating Space to Meet Changing Needs</li> <li>• Partnership, Publicity, &amp; Presentation</li> <li>• Library Marketing</li> </ul>

	<p>in implementing excellent service to children and pre-adolescents.</p> <ol style="list-style-type: none"> <li>4. Ensures that children and pre-adolescents have full access to library materials, resources, and services.</li> <li>5. Serves current customers and extends library service to individuals and groups presently not served.</li> <li>6. Models and promotes a non-judgmental attitude toward young adults.</li> <li>7. Develops cooperative programs between the public library, schools, and other community agencies.</li> <li>8. Utilizes effective public relations techniques and involves media to publicize library activities.</li> </ol>	<ul style="list-style-type: none"> <li>•</li> </ul> <p><u>Other Fee or Free Training</u></p> <ul style="list-style-type: none"> <li>• Outcome-based Assessment</li> <li>• Evaluation</li> <li>• Leadership skills</li> <li>• 40 Training Basics/developing staff training</li> <li>• Developmental assets for young people</li> <li>• ALSC On-line Continuing Education</li> </ul>
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**Collection Management & Maintenance**

Definition	Skills and Behaviors	Training
<p>The ability to select materials, and maintain a collection designed to meet the needs of the intended audience.</p>	<ol style="list-style-type: none"> <li>1. Evaluates and recommends print and non-print material purchases, and weeding policies for children's materials consistent with the mission and policies of the library and the ALA Library Bill of Rights, and the assessment of community needs, tastes, and resources.</li> <li>2. Demonstrates knowledge and appreciation of children and pre-adolescent literature, periodicals, audiovisual materials, Web sites, electronic media, and other materials that results in a diverse, current, and relevant collection for children and pre-adolescents.</li> <li>3. Maintains awareness of current issues in children's materials; and identifies trends in popular culture.</li> <li>4. Maintains weeding schedule to keep collection current and in good physical condition.</li> <li>5. Creates an environment that is attractive, inviting, enjoyable, and convenient to use by displaying and marketing materials effectively.</li> <li>6. Utilizes the newest and most creative means of access to</li> </ol>	<p><u>Previously offered by State Library</u></p> <ul style="list-style-type: none"> <li>• Cataloging for Non-catalogers</li> <li>• Copyright Law in the Digital Age</li> <li>• Intellectual Freedom</li> </ul> <p><u>Other Fee or Free Training</u></p> <ul style="list-style-type: none"> <li>• Train The Trainer: How To Make Training Materials and Packets, How To Do Training Instruction</li> <li>• Budgeting</li> <li>• Evaluating Web Sites for Children</li> <li>• Weeding/De-Selection Materials Evaluation Criteria</li> <li>• Creating Booklists and Pathfinders</li> <li>• Merchandising/Display</li> </ul>

	<p>information; develops special tools that maximize access to information not readily available, (e.g., community resources, special collections, youth-produced literature, and links to useful Web sites)</p> <p>7. Acquires materials that reflect the ethnic and cultural diversity of the community and that addresses the need of children and pre-adolescents to become familiar with other ethnic groups and cultures.</p> <p>8. Utilizes a broad range of selection sources to develop a collection that encompasses a variety of reading levels in an appropriate format, including emerging technologies and languages other than English</p>	<ul style="list-style-type: none"> <li>• Understanding “No Child Left Behind” and Proficiency Skills</li> <li>• 40 Developmental Assets</li> <li>• ALSC Online Continuing Education</li> <li>• REFORMA Resources for Children and Young Adults</li> </ul>
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<b>Reader’s Advisory &amp; Promotion of Life-long Learning</b>		
Definition	Skills and Behaviors	Training
<p>Knowledge of popular materials and the ability to share that knowledge and the ability to connect children and pre-adolescents, teachers, parents and caregivers with resources that encourage reading.</p>	<ol style="list-style-type: none"> <li>1. Contributes to an environment in the children’s department that provides convenient and effective use of library resources and materials.</li> <li>2. Works with parents, teachers, and childcare providers to promote reading and teach pre-reading skills.</li> <li>3. Creates bibliographies, "read-a-likes," book-talks, displays, electronic documents, and other special tools to increase access to library resources and promote their use.</li> <li>4. Keeps up-to-date on what is current and popular with customers.</li> <li>5. Effectively uses online and print reader’s advisory resources.</li> <li>6. Elicits information from the reader as a basis for recommendations on reader’s interests and desires.</li> <li>7. Matches children and pre-adolescents and their families with materials appropriate to their interest and abilities</li> </ol>	<p><u>Previously offered by State Library</u></p> <ul style="list-style-type: none"> <li>• Reader’s Advisory Services &amp; Technologies</li> <li>• Reference 101</li> </ul> <p><u>Other Fee or Free Training</u></p> <ul style="list-style-type: none"> <li>• Introduction to Reference Skills</li> <li>• Children’s Literature Reader’s Advisory</li> <li>• Creating Booklists and Pathfinders</li> <li>• ALSC Online Continuing Education</li> <li>• REFORMA Resources for Children and Young Adults</li> </ul>

<b>Programming</b>		
Definition	Skills and Behaviors	Training
<p><u>Create &amp; Innovate</u> The ability to present and promote new ideas; introduce high quality, new solutions or processes; make both minor adjustments and dramatic changes to current thinking.</p> <p><u>Plan</u> The ability to use knowledge, skills, tools and techniques to plan, oversee, and/or implement necessary tasks to result in a program that is completed on time, within budget, and that meets or exceeds expectations.</p> <p><u>Present</u> The ability to use relevant and appropriate techniques to execute interesting, engaging, and age appropriate programs.</p> <p><u>Evaluate</u> The ability to objectively evaluate the success of programming in terms of the relevancy and appropriateness to developmental needs of the targeted group and the</p>	<ol style="list-style-type: none"> <li>1. Designs programs for children and pre-adolescents, based on their developmental needs and interests, while considering the library's mission, goals, and objectives.</li> <li>2. Provides outreach programs that meet community needs and the library's mission, goals, and objectives.</li> <li>3. Designs and implements library services for children and pre-adolescents with special needs.</li> <li>4. Presents programs and services for parents, teachers, caregivers and others who work with children and pre-adolescents.</li> <li>5. Presents or brings in skilled presenters to deliver a variety of programs.</li> <li>6. Evaluates all programs and uses those results to improve future presentation style and/or content.</li> </ol>	<p><u>Previously offered by the State Library</u></p> <ul style="list-style-type: none"> <li>• Stress-free Programming</li> <li>• Basics of Library Programming for Children</li> <li>• Services to the Hispanic Community</li> <li>• Serving Immigrant Populations</li> <li>• Creating Public Relations Materials with MS Publisher</li> <li>• Instant Messaging for Communication</li> <li>• Every Child Ready to Read</li> <li>• Trade Secrets</li> <li>• Summer Reading Program Workshops</li> </ul> <p><u>Other Fee or Free Training</u></p> <ul style="list-style-type: none"> <li>• Library/Community Collaboration</li> <li>• Solicitation Skills: Asking for Donation of Programming Materials, Supplies, Prizes)</li> <li>• Outcome-Based Assessment Advertising/ Marketing Programs</li> <li>• Time Management</li> <li>• Project Management</li> <li>• Music and Movement in Children's Programming</li> <li>• Storytelling Workshop</li> <li>• Puppetry</li> <li>• Using Props in Programming</li> <li>• The Art Of Book Talking</li> </ul>

<p>redefined expectations set through the planning process.</p>		<ul style="list-style-type: none"> <li>• Programming for Infants</li> <li>• Programming for Young Children</li> <li>• Programming for School-Age Children</li> <li>• Programming for “Tweens”</li>   <li>• ALSC Online Continuing Education</li> <li>• REFORMA Resources for Children and Young Adults</li> <li>• NC Library Association - Youth Services Section</li> </ul>
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Reference		
Definition	Skills and Behaviors	Training
<p>Understanding the importance of determining the needs of children and pre-adolescents, researching and locating accurate information in a timely manner, and an ability to use various technologies and informational databases.</p> <p>Provides clear and comprehensive information in response to requests in person, on the telephone, and online.</p>	<ol style="list-style-type: none"> <li>1. Serves as a resource expert and a consultant when teachers are making the transition from textbook-centered instruction to resource-based instruction.</li> <li>2. Continues to update knowledge of available resources that may serve the needs of children and pre-adolescents, their caregivers and teachers.</li> <li>3. Assists and instructs children and pre-adolescents in information gathering and research skills.</li> <li>4. Identifies, interprets, and accesses varied information sources appropriate to the customer's needs to provide consistently accurate answers to inquiries—including but not limited to the library catalog, NC Live, internet, reference collections.</li> <li>5. Conducts a thorough reference interview with the customer to accurately determine needs.</li> <li>6. Respects child's right to browse and answers questions regardless of their nature or purpose.</li> <li>7. Has knowledge of the collection.</li> </ol>	<p><u>Previously offered by the State Library</u></p> <ul style="list-style-type: none"> <li>• NC LIVE Basics</li> <li>• NC Live Specific Database Training (Heritage Quest, Reference USA, etc.)</li> <li>• Practical Approaches to Information Literacy</li> <li>• Introduction to Reference Skills</li> <li>• World CAT/OCLC</li> <li>• Trends in Technology</li> <li>• Reference 101</li> <li>• Quality Reference Service</li> </ul> <p><u>Other fee or free Training</u></p> <ul style="list-style-type: none"> <li>• Train The Trainer: How To Make Training Materials and Packets, How To Do Training Instruction</li> <li>• Assessing Electronic Resources for Children</li> <li>• Reference Skills Including Interviewing and Sources</li> <li>• Guide To Roving Reference: An Essential Service for Library 2.0 <a href="http://www.sirsidynixinstitute.com/Archive.php">http://www.sirsidynixinstitute.com/Archive.php</a></li> <li>• ALSC Online Continuing Education</li> </ul>

**Personal & Professional Development**

Definition	Skills and Behaviors	Training
<p>Understands that professionalism and personal development are to be pursued throughout one's career through continuing education and involvement in professional organizations.</p>	<ol style="list-style-type: none"> <li>1. Preserves confidentiality in interchanges with patrons.</li> <li>2. Conveys a nonjudgmental attitude toward patrons and their requests.</li> <li>3. Demonstrates an understanding of and respect for diversity in cultural and ethnic values.</li> <li>4. Keeps abreast of current trends and emerging technologies, and issues in librarianship, child development, and education.</li> <li>5. Participates in professional organizations to strengthen skills and contribute to the profession.</li> </ol>	<p><u>Previously offered by State Library</u></p> <ul style="list-style-type: none"> <li>• Next Generation Librarianship</li> </ul> <p><u>Other fee or free Training</u></p> <ul style="list-style-type: none"> <li>• ALSC Online Continuing Education</li> <li>• NC Library Association - Youth Services Section</li> </ul>