Competencies for Young Adult Serving Staff

Knowledge of Client Group		
Definition	**Skills and Behaviors**	**Training**
The ability to apply the theories of adolescent and young adult learning and development and the role of popular culture, in library services for teens.	1. Develops and delivers library services based upon knowledge of adolescent and young adult physical, cognitive, and socio-emotional development. 2. Understands and responds to the needs of parents, caregivers, and other adults who use the resources of the Young Adult department. 3. Assesses the community regularly and systematically to ensure that library services for young adults responds to the needs of the community. 4. Demonstrates an understanding of and respect for diverse cultural values of young adults. 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.	<u>Previously offered by State Library</u> • Checking out the Generations • Finding the Trends That Matter <u>Other Fee or Free Training</u> ALSC Online Continuing Education

Advocacy, Public Relations, and Networking		
Definition	**Skills and Behaviors**	**Training**
The ability to promote and support the library needs of young adults through materials, services, and programming.	1. Advocates for young adults in the community, communicating their needs and promoting their right to receive quality and respectful library service. 2. Works to implement customer service practices that encourage and nurture positive relationships between young adults, the library, and the library staff and administration. 3. Contributes to the orientation and training of other staff members in implementing excellent service to young adults. 4. Ensures that young adults have full access to library materials, resources, and services. 5. Serves current customers and extends library service to individuals and groups presently not served. 6. Models and promotes a non-judgmental attitude toward young adults. 7. Develops cooperative programs between the public library, schools, and	<u>Previously offered by State Library</u> • Library as Place • Next Generation Librarianship • Allocating Space to Meet Changing Needs • Partnership, Publicity, & Presentation • Library Marketing <u>Other Fee or Free Training</u> Partnering with community groups • Outcome-based Assessment • Evaluation • Leadership Skills • 40 Training Basics/Developing

	other community agencies.	Staff Training
	8. Utilize effective public relations techniques and involves media to publicize library activities.	• Developmental Assets for Young People
	9. Provides opportunities for young adults to direct their own personal growth and development, such as Teen Advisory Group, and volunteer opportunities.	• ALSC Online Continuing Education

Collection Management & Maintenance		
Definition	Skills and Behaviors	Training
The ability to select materials, and maintain a collection designed to meet the needs of young adults.	1. Evaluates and recommends print and non-print material purchases, and weeding policies for young adult 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.	Previously offered by State Library • Cataloging for Non-Catalogers • Copyright Law in the Digital Age • Intellectual Freedom
	2. Demonstrates knowledge and appreciation of young adult literature, periodicals, audiovisual materials, Web sites, electronic media, and other materials that results in a diverse, current, and relevant collection for young adults.	Other Fee Or Free Training • Train The Trainer: How To Make Training Materials and Packet, and How To Do Training Instruction
	3. Maintains awareness of current issues in young adult materials; and identifies trends in popular culture.	• Budgeting
	4. Maintains weeding schedule to keep collection current and in good physical condition.	• Evaluating Web Sites for Children
	5. Creates an environment that is attractive, inviting, enjoyable, and convenient to use by displaying and marketing materials effectively.	• Weeding/De-selection Materials Evaluation Criteria
	6. Utilizes the newest and most creative means of access to 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).	• Creating Booklists and Pathfinders • Merchandising/Display • Understanding "No Child Left Behind" and Proficiency Skills
	7. Acquires materials that reflect the ethnic and cultural diversity of the community and that address the need of young adults to become familiar with other ethnic groups and cultures.	• 40 Developmental Assets • ALSC Online Continuing Education
	8. Utilizes a broad range of selection sources to develop a collection that encompasses a variety of reading levels in an appropriate format, including	• REFORMA Resources for Children And Young Adults

emerging technologies and languages other than English.

9. Continuously promotes access and usage of library materials and services.

10. Works to create an environment that ensures equal access to buildings, resources, programs, and services for youth

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Reader's Advisory & Promotion of Life-long Learning

Definition	Skills and Behaviors	Training
Knowledge of popular materials and the ability to share that knowledge and the ability to connect young adults with resources that encourage reading.	1. Contributes to an environment in the young adult department that provides convenient and effective use of library resources and materials. 2. Creates bibliographies, "read-a-likes," book-talks, displays, electronic documents, and other special tools to increase access to library resources and promote their use. 3. Keeps up-to-date on what is current and popular with customers. 4. Effectively uses online and print reader's advisory resources. 5. Elicits information from the reader as a basis for recommendations on young adult reader's interests and desires. 6. Matches young adults with materials appropriate to their interests and abilities.	Previously offered by State Library • Reader's Advisory Services & Technologies • Reference 101 Other Fee or Free Training • Introduction to Reference Skills • Children's Literature Reader's Advisory • Creating Booklists and Pathfinders • ALSC Online Continuing Education • REFORMA Resources for Children and Young Adults

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Programming

Definition	Skills and Behaviors	Training
Create & Innovate The ability to be creative; promote new ideas; introduce high quality, new solutions or processes; make both minor adjustments and dramatic changes to current thinking.	1. Designs programs for young adults, based on their developmental needs and interests, while considering the library's mission, goals, and objectives. 2. Designs programs that create community among young adults, allow for social interaction, and give young adults a sense of belonging and bonding to libraries. 3. Presents a variety of programs, within the library and through outreach	Previously offered by the State Library • Stress-free Programming • Basics of Library Programming for Children • Services to the Hispanic Community

Plan 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. **Present** The ability to use relevant and appropriate techniques to execute interesting, engaging, and age appropriate programs. **Evaluate** The ability to objectively evaluate the success of programming in terms of the relevancy and appropriateness to developmental needs of young adults and the realistic expectations for young adult programming.	that address community needs and the library's mission, goals, and objectives. 4. Designs and implements library services for young adults with special needs. 5. Promotes activities that build and strengthen information literacy skills, and develop life-long learning habits. 6. Evaluates all programs and uses those results to improve future presentation style and/or content.	• Serving Immigrant Populations • Creating Public Relations Materials with MS Publisher • Instant Messaging for Communication • Every Child Ready to Read • Trade Secrets • Summer Reading Program Workshops **Other Fee or Free Training** • Library/Community Collaboration • Solicitation Skills: Asking For Donation of Programming Materials, Supplies,, and Prizes • Outcome-based Assessment Advertising/ Marketing Programs • Time Management • Project Management • Music And Movement in Children's Programming • Storytelling Workshop • Puppetry • Using Props in Programming • The Art Of Book Talking • Programming for Infants • Programming for Young Children • Programming for School-Age Children • Programming for "Tweens" • ALSC Online Continuing Education • REFORMA Resources for Children and Young Adults

		• NC Library Association - Youth Services Section

Reference

Definition	Skills and Behaviors	Training
Understanding the importance of determining young adults' needs, researching and locating accurate information in a timely manner, and an ability to use various technologies and informational databases. Provides clear and comprehensive information in response to requests in person, on the telephone, and online.	1. Serves as a resource expert and a consultant for parents and teachers. 2. Continues to update knowledge of available resources that may serve the needs and interests of young adults. 3. Assists and instructs young adults in information gathering and research skills. 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. 5. Conducts a thorough reference interview with the customer to accurately determine needs. 6. Respects the young adult's right to browse and answers questions regardless of their nature or purpose. 7. Has knowledge of the collection.	Previously offered by the State Library • NC LIVE Basics • NC Live Specific Database Training (Heritage Quest, Reference USA, etc.) • Practical Approaches to Information Literacy • Introduction to Reference Skills • World CAT/ OCLC • Trends in Technology • Reference 101 • Quality Reference Service Other fee or free Training • Train The Trainer: How To Make Training Materials and Packets and How To Do Training Instruction • Assessing Electronic Resources for Young Adults • Reference Skills Including Interviewing and Sources • Guide to Roving Reference: An Essential Service for Library 2.0 @ Http://Www.Sirsidynixinstitute.Com/Archive.Php • ALSC Online Continuing Education

Personal & Professional Development		
Definition	Skills and Behaviors	Training
Understands that professionalism and personal development are to be pursued throughout one's career through continuing education and involvement in professional organizations.	1. Preserves confidentiality in interchanges with patrons. 2. Conveys a nonjudgmental attitude toward patrons and their requests. 3. Demonstrates an understanding of and respect for diversity in cultural and ethnic values. 4. Keeps abreast of current trends and emerging technologies, and issues in librarianship, adolescent development, and education. 5. Participates in professional organizations to strengthen skills and contribute to the profession.	<u>Previously offered by State Library</u> • Next Generation Librarianship <u>Other fee or free Training</u> • ALSC Online Continuing Education • NC Library Association - Youth Services Section