

YOUTH SERVICES COMPETENCIES **(Revised June 19, 2008)**

These competencies are for support staff working in a public library in service to youth, from birth through age seventeen. Services to youth include collection development, programming, providing Readers Advisory and Reference services, and teaching information literacy skills and related activities.

Library Support Staff will know:

1. A general understanding of the stages of childhood and adolescent development, and factors contributing to the development of early literacy skills.
2. Resources for youth in different formats, including award-winners, classic titles, and age-appropriate materials.
3. How to select appropriate materials for a particular youth, based on such factors as reading level, interest, and level of maturity.
4. Appropriate internet sites, rules for safe navigation, and use of online search tools and other technological applications for youth.
5. Legal and other issues affecting youth.

Library Support Staff will be able to:

6. Establish a welcoming atmosphere and actively encourage youth participation in library programs and in the use of resources.
7. Demonstrate written and oral communication skills for working with youth, their parents and other caregivers, other library staff, and the personnel of agencies serving youth.
8. Assist with selecting appropriate materials for a youth collection.
9. Assist with planning, presenting, and evaluating library programs that will attract youth.
10. Assist with advocating for and publicizing youth services.
11. Work cooperatively with personnel in schools and other community agencies serving youth.
12. Conduct effective reference and readers advisory interviews for youth and their parents and other caregivers, and refer to a librarian when appropriate.
13. Assist with developing and marketing services for youth and their parents and other caregivers.
14. Instruct youth in the use of library materials, resources, and equipment.
15. Manage youth problem behavior and emergency situations.
16. Follow policies and procedures related to challenged resources.