

# Combined Competencies for NC Public Library Staff Serving Youth

<b>A. Knowledge of Client Group</b>				
<b>Definition</b>	<b>Skills &amp; Behaviors</b>	<b>Client Group</b>		<b>Learning Resources</b>
		<b>Children &amp; Pre-adolescent</b>	<b>Young Adults</b>	
Applies the theories of child and adolescent development and learning and the role of popular culture, in the providing library services for youth.	a. Develops and delivers library services based upon knowledge of youth physical, cognitive, and socio-emotional development.			<u>Training offered by State Library</u> <ul style="list-style-type: none"> <li>• Checking Out the Generations</li> <li>• Finding the Trends That Matter</li> <li>• <a href="#">WebJunction NC</a> (self-paced)</li> </ul> <u>Literature/Websites/Blogs/Listservs</u>  <u>In-house Training Attended</u>
	b. Understands and responds to the needs of parents, caregivers, and other adults who use the resources of the children's department.			
	c. Assesses the community regularly and systematically to ensure that library services for youth respond to the needs of the community.			
	d. Demonstrates an understanding of and respect for diverse cultural values of youth.			
	e. Demonstrates an awareness of other agencies, institutions, and organizations serving youth in the community through regular communication of how library programs and services can benefit their customers.			

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<b>Advocacy, Public Relations, &amp; Networking</b>				
<b>Definition</b>	<b>Skills &amp; Behaviors</b>	<b>Client Group</b>		<b>Learning Resources</b>
		<b>Children &amp; Pre-adolescent</b>	<b>Young Adults</b>	
Promotes and supports the library needs of youth through materials, services, and programming.	a. Advocates for youth in the community, communicating their needs and promoting their right to receive quality and respectful library service.			<p><u>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><u>Literature/Websites/Blogs/ Listservs</u></p> <p>NCKids listserv Youth Services Ning ALSC Newsletter Chapbook, NCLA YSS Newsletter</p> <p><u>In-house Training Attended</u></p>
	b. Works to implement customer service practices that encourage and nurture positive relationships between youth, library staff, and library administration.			
	c. Contributes to the orientation and training of other staff members in implementing excellent service to youth.			
	c. Ensures that youth have full access to library materials, resources, and services.			
	d. Serves current customers and extends library service to individuals and groups presently not served.			
	e. Models and promotes a non-judgmental attitude toward youth			
	f. Develops cooperative programs between the public library, schools, and other community agencies.			
	g. Utilizes effective public relations techniques and involves media to publicize library activities.			
	h. Provides opportunities for young adults to direct their own personal growth and development, such as Teen Advisory Groups and other volunteer opportunities.			

<b>Collection Management &amp; Maintenance</b>				
<b>Definition</b>	<b>Skills &amp; Behaviors</b>	<b>Client Group</b>		<b>Learning Resources</b>
		<b>Children &amp; Pre-adolescent</b>	<b>Young Adults</b>	
Selects materials and maintains a collection designed to meet the needs of the youth.	a. Evaluates and recommends print and non-print material purchases, and weeding policies for youth 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.			<u>Offered by State Library</u> <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> <u>Literature/Websites/Blogs/Listservs</u> NCKids listserv Youth Services Ning ALSC Newsletter Chapbook, NCLA YSS Newsletter <u>In-house Training Attended</u> <a href="#">Weeding On-line Training</a>
	b. Demonstrates knowledge and appreciation of literature, periodicals, audiovisual materials, Web sites, electronic media, and other materials for youth that results in a diverse and relevant traditional and popular collection for youth.			
	c. Maintains awareness of current issues regarding youth; and identifies trends in popular culture Maintains weeding schedule to keep collection current and in good physical condition.			
	d. Creates an environment that is attractive, inviting, enjoyable, and convenient to use by displaying and marketing materials effectively.			
	e. 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).			
	f. Acquires materials that reflect the ethnic and			

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	cultural diversity of the community and that addresses the need of youth to become familiar with other ethnic groups and cultures.			
	g. 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.			
	h. Continuously promotes access and usage of library materials and services.			
	i. Works to create an environment that ensures equal access to buildings, resources, programs, and services for youth.			

<b>Readers Advisory &amp; Life-long Learning</b>				
<b>Definition</b>	<b>Skills &amp; Behaviors</b>	<b>Client Group</b>		<b>Learning Resources</b>
		<b>Children &amp; Pre-adolescent</b>	<b>Young Adults</b>	
<p>Knowledge of traditional and popular materials and the ability to share that knowledge and the ability to connect children, pre-adolescents, young adults, their teachers, and caregivers with resources that encourage reading.</p>	a. Contributes to a library environment that provides convenient and effective use of library resources and materials for youth.			<p><u>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>Literature/Websites/Blogs/Listservs</u></p> <p>NCKids listserv Youth Services Ning ALSC Newsletter Chapbook, NCLA YSS Newsletter</p> <p><u>In-house Training Attended</u></p>
	a. Works with parents, teachers, and childcare providers to promote reading and teach pre-reading skills.			
	b. Creates bibliographies, "read-a-likes," book-talks, displays, electronic documents, and other special tools to increase access to library resources and promote their use.			
	c. Keeps up-to-date on what is current and popular with customers.			
	d. Effectively uses online and print reader's advisory resources			
	e. Elicits information from the reader as a basis for recommendations based on the reader's interests and desires.			
	f. Matches youth and their families with materials appropriate to their interest and abilities			

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<b>Programming</b>				
<b>Definition</b>	<b>Skills &amp; Behaviors</b>	<b>Client Group</b>		<b>Learning Resources</b>
		Children & Pre-adolescent	Young Adults	
<p><b>Create &amp; Innovate</b> Creates and promotes new ideas; introduce high quality, new solutions or processes; make both minor adjustments and dramatic changes to current thinking.</p> <p><b>Plan</b> Uses 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><b>Present</b> Uses relevant and appropriate techniques to execute interesting, engaging, and age appropriate programs.</p> <p><b>Evaluate</b> Evaluates the success of programming in terms of the relevancy and appropriateness to developmental needs of the targeted group and the redefined expectations set through the planning process.</p>	a. Designs programs for youth, based on their developmental needs and interests, while considering the library's mission, goals, and objectives.			<p><u>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>• <a href="#">The Art of Reading a Storybook – Tree for Life</a></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>Literature/Websites/Blogs/List servs</u></p> <p>NCKids listserv Youth Services Ning ALSC Newsletter Chapbook, NCLA YSS Newsletter</p> <p><u>In-house Training Attended</u></p>
	b. Designs and implements library services for youth with special needs.			
	c. Designs programs that create community among youth, allow for social interaction, and give youth a sense of belonging and bonding to libraries.			
	d. Promotes activities that build and strengthen reading, information literacy, and develop life-long learning habits			
	e. Presents a simple book-based storytime.			
	f. Presents programs and services for parents, teachers, caregivers and others who work with youth.			
	g. Provides outreach programs that meet community needs and the library's mission, goals, and objectives.			
	h. Evaluates all programs and uses those results to improve future presentation style and/or content.			

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<b>Reference</b>				
<b>Definition</b>	<b>Skills &amp; Behaviors</b>	<b>Client Group</b>		<b>Learning Resources</b>
		<b>Children &amp; Pre-adolescent</b>	<b>Young Adults</b>	
<p>Understands the importance of determining the needs of children, pre-adolescents, young adults; 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>	a. Serves as a resource expert and a consultant for children, pre-adolescents, young adults, caregivers, and teachers.			<p><u>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>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> </ul> <p><u>Literature/Websites/Blogs/Listservs</u></p> <p>NCKids listserv Youth Services Ning ALSC Newsletter Chapbook, NCLA YSS Newsletter</p> <p><u>In-house Training Attended</u></p>
	b. Continues to update knowledge of available resources that may serve the needs of youth, their caregivers and teachers.			
	c. Preserves confidentiality in interchanges with patrons.			
	d. Assists and instructs youth in information gathering and research skills.			
	e. 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 and other data bases, internet searches, reference collections.			
	f. Conducts a thorough reference interview with the customer to accurately determine needs.			
	g. Respects a young person's right to browse and answers questions in a non-judgmental manner regardless of their nature or purpose.			
	h. Has knowledge of the collection.			