TEEN SERVICES COMPETENCIES FOR LIBRARY STAFF

	Developing	Practicing	Transforming
Content Area 1: Teen Growth and Development	• Is aware of basic benchmarks related to teens' physical; cognitive; language and communication; social and emotional; and creative development, and can describe developmentally appropriate library services and practices • Accepts individual differences in teen development and values different attributes such as personalities, temperaments, and cultural influences • Is aware of current teen cultures, including use of digital tools, language, and popular media • Appreciates that all teens need to develop a sense of self, including a positive identity • Understands the role of libraries in helping all teens succeed in school and prepare for college, careers and life	• Engages teens in college and career readiness activities that build on their strengths and meet their individual needs, interests, learning styles, and abilities • Uses tools and resources in library programming and services that are pertinent to teen needs, interests, culture, learning styles, and abilities • Acknowledges and responds to individual differences in personalities, temperaments, culture, learning styles, and abilities • Applies information on teen growth and development, culture, and learning styles to all areas of library practice, including collection development, reference and user services, outreach, and programming • Promotes growth and development using appropriate and targeted library activities and resources that support individual teen development, including developing a positive sense of self	• Connects current theories, research and best practices relating to teen growth and development to the development of library collections, programs, and services • Advocates for library policies that support teen developmental needs and growth • Connects with library staff and community partners to advance teen growth and development so that all teens are prepared for college, careers and life • Teaches others, including library staff and volunteers, about teen growth and development and how it informs the creation of library services for and with teens
Content Area 2: Interactions with Teens	• Listens to and respects all teens' interests, opinions, and cultures in the development of library collections, programs, and services • Maintains a library environment in which teen confidentiality and privacy is respected • Communicates and describes the importance of positive interactions with teens to the development of quality library collections, programs and services • Understands effective group and individual management strategies that are based on theories, research, and best practices for teen development • Understands that interacting with teens requires going outside of the library and into the community • Is aware of the community's teen demographics	• Builds relationships with all teens throughout the community and with representatives of diverse cultural groups to inform the strategic development of library services and programs that address community needs and fill gaps, and to promote their use for/with all teens, including those unserved or underserved by the library • Uses individual guidance and support for teens by employing methods, services, and resources that are developmentally appropriate and culturally sustaining • Creates opportunities for all teens to express their needs and interests in a non-judgmental and welcoming environment • Demonstrates positive teen interactions that are culturally sustaining, inclusive, and developmentally appropriate • Partners with community agencies, groups, and institutions to create and facilitate meaningful interactions with unserved and underserved teens • Collects data and information from teens and community members to identify teen needs	• Advocates for and develops library policies that support positive teen interactions for all youth throughout the library and with all library staff • Connects current theories, research and best practices related to successful teen interactions to the development of quality teen library programs and services • Coaches and mentors library staff, volunteers, and community members on strategies for culturally sustaining, inclusive, developmentally appropriate, and positive interactions with all teens • Expands opportunities for unserved and underserved teens to build meaningful connections with the library that helps them develop a sense of belonging and ownership • Analyzes teen and community data and information, and applies findings to improve and enhance library interactions with all teens

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Content Area 3: Learning Environments (formal & informal)	- Understands the importance of maintaining developmentally appropriate and culturally responsive environments in the library that support formal and informal learning activities - Understands the need to engage in on-going design and assessment of library learning environments - Identifies aspects of developmentally appropriate and culturally responsive environments and that are inclusive of youth choice - Provides resources and materials (physical and digital) that can be used in a variety of ways to encourage imagination and creativity, and to foster learning environments where teens develop creative skills and multiple literacies - Acknowledges challenges to teen equity and inclusion that occur in the design and management of the overall library program	- Provides space (physical and virtual, in the library and in the community) that is engaging for all teens and encourages them to join in individual, group, and collaborative activities to learn formally and informally - Creates library environments that value, affirm, and respect diverse interests, needs, cultures, learning styles, and abilities - Removes barriers of access to library learning environments - Encourages teens' communication and interpersonal skills in a safe and inclusive environment - Promotes equity and inclusion by designing welcoming learning environments for and with all teens in the community, including those unserved or underserved by the library - Collaborates with library and community partners to ensure all library staff contribute to a positive learning environment for teens	- Connects the library to resources needed for creating and maintaining an environment conducive to formal and informal learning experiences - Connects library staff and administration to information about developmentally appropriate learning environments for teens with others, including library staff and administrators - Regularly reflects on the effectiveness of learning environments to support teen needs, interests, development, culture, learning styles, and abilities and makes changes as warranted - Teaches, mentors, and coaches others about how to foster and manage library learning environments that meet the needs of all teens - Connects current theories, research, resources, best practices and policies related to the design of learning environments for/with teens - Advocates for essential resources to support an inclusive, welcoming environment for/with all teens - Models appropriate use and behavior within teen learning environments for other library staff and volunteers
Content Area 4: Learning Experiences (formal & informal)	- Understands how teens learn, explore career options, and develop life skills through relationships, coaching, mentoring, and interest-driven activities - Understands the connected learning framework and that all teens learn and develop through active participation and choice - Recognizes that change, stress, and transition affect teen social emotional development, behavior, and engagement - Recognizes the importance of developing and following a plan of action to facilitate and implement year-round learning across all aspects of service, from collections to programs to community engagement - Recognizes the value of assessment and assists in evaluating the effectiveness of learning experiences - Identifies and obtains resources necessary to support year-round teen learning experiences	- Encourages teens to be inquisitive and try new activities and opportunities - Uses a broad collection of effective teaching strategies, tools, and accommodations to meet individual teen needs, build on cultural strengths, address learning differences, and enhance learning - Builds activities and interactions year-round that promote critical thinking, problem-solving, intellectual openness, and multiple literacies - Encourages teens to participate in the design and implementation of formal and informal learning activities throughout the year - Builds learning outcomes into the design and implementation of learning activities	- Connects the library to community resources that support teen learning experiences - Collaborates with other organizations, groups, and agencies to maximize year-round learning opportunities for/with teens - Reflects on effectiveness of learning activities to support teen needs, interests, development, culture, learning styles, and abilities and makes appropriate changes - Assists in strategic planning and goal setting for the improvement of year-round learning activities - Connects current theories, research, resources, best practices and policies related to the design and implementation of year-round learning experiences - Coaches and mentors others in the development of library policies that support teen formal and informal learning through libraries - Advocates for and seeks out essential resources to support year-round teen learning

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Content Area 5: Youth Engagement and Leadership	• Supports active engagement of all teens in developing library collections, programs and services • Shares leadership role with teens, and provides opportunities for teens to contribute knowledge and skills to teen collections, services, activities, and programs • Fosters teens' critical thinking, goal setting, problem solving, conflict management, decision making, and other important life skills • Provides meaningful opportunities for youth voice to be included in library collection development, planning, programs and activities	• Engages teens in leadership activities in ways that are meaningful to them and that build a variety of interpersonal and workforce-ready skills • Promotes teen-initiated and teen-led library collection development, programs and services throughout the year • Designs activities that support teen acquisition of self-confidence, and leadership and teamwork skills • Develops teens' capacity for self-reflection, communication, empathy, and appreciation of diverse opinions and cultures • Encourages teens in opportunities to connect with the community through service learning and civic engagement projects	• Connects with others to amplify youth voice in library and community planning and activities • Advocates for and develops policies that recognize and support teen engagement and leadership • Connects current theories, research and best practices related to teen leadership and engagement • Assesses activities and programs to support teen leadership development • Advocates in the library and community for expanded pathways for all youth to be heard and assume leadership roles, especially those from traditionally marginalized communities
Content Area 6: Community and Family Engagement	• Maintains open, friendly, cooperative, and respectful relationships with families, community partners, and other library staff and administrators • Communicates regularly with other library staff, family, and community members about library collections, services and resources • Identifies and uses community resources to support and assist teens and their families and to enhance teen library collections, programs, and services • Works effectively with families from a variety of cultural, linguistic, ethnic, and socioeconomic backgrounds • Fosters an asset-based lens to understand the larger community context within which teens and their families live and to identify potential community partners • Recognizes the relationship between teen services and the library's mission and goals • Understands the value of conducting a community needs assessment to inform the development of teen services priorities • Recognizes the influence of community norms on relationships, environment, and learning, and the implications these have for library services	• Builds and demonstrates reciprocal and cooperative relationships with other library staff and administrators, families, and community partners to meet the needs of all teens, including the unserved and underserved • Engages library staff, families, and community partners in regular discussions and activities to improve library collections and services, and to promote engagement in support of teen library services • Applies strategies to promote the value of high quality teen library services as part of the overall library's mission and goals through library strategic planning and governance, and the political process • Implements and supports best and promising practices for volunteer programs that support teen services	• Connects with others to assess teen and community needs • Expands relationship with library and community partners to ensure equitable and inclusive services for/with all teens throughout the community • Represents teens in collaborative community endeavors to support learning, development, and well-being • Teaches, mentors, and coaches others about how best to promote and implement community and family engagement • Advocates for and designs library policies that support teen, family and community engagement • Connects current theories, research, and best practices as they relate to community and family engagement • Interprets community needs assessments to guide the development of teen collections, services and programs

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Content Area 7: Cultural Competency and Responsiveness	• Is aware of own cultural beliefs and practices • Recognizes and values cultural differences in teens, families, and communities, including how cultural differences affect interactions with peers, adults and institutions such as the library • Communicates the value of equity and inclusion in library services for and with teens • Recognizes and supports individual expression respecting cultural influences • Recognizes barriers such as racism, ethnocentrism, classism, heterosexism, genderism, ableism, and other systems of discrimination and exclusion in the community and its institutions, including the library, and interrupts them by way of culturally competent services	• Describes own understanding of different cultural groups, including one's own cultural identities, beliefs, practices, and biases • Describes cultural and environmental effects on learning, behavior, and development and the implications this has for library collections, programs and services • Creates inclusive, welcoming and respectful library spaces, collections, and services for and with all teens and their families • Builds relationships with culturally specific organizations and other relevant community partners to improve and expand library services	• Models the use of culturally diverse materials and resources through collections, services, and programs to support the cultural identity, beliefs, and practices of all teens and families • Connects library services, including collection development, reference and user services, outreach, and programming, with the experiences and cultures of the community • Advocates for and designs library policies that are culturally respectful and that promote equity and inclusion in teen library services • Expands relationships with community partners to design and implement projects that support cultural experiences and address community needs • Advocates for hiring culturally diverse library staff and engaging culturally diverse volunteers
Content Area 8: Equity of Access	• Recognizes the impact limited access to services and resources has on the day to day experiences and future opportunities of many teens, particularly those with the most need • Communicates the value of intellectual freedom and equitable and inclusive access to library resources and services for teens and their families • Recognizes the role the whole library and community play in supporting equitable and inclusive teen access to resources and services • Fosters relationships with community members and families to advance equitable and inclusive services for and with teens and help teens build digital citizenship skills • Provides unfettered access to information, including information of special interest to the particular cultural groups within the community • Identifies opportunities to increase equitable and inclusive access to resources and services through the library and the community	• Designs and implements library services that expand access for teens of all cultures and abilities, including those who are unserved or underserved • Partners with other community members and agencies to ensure teens have the broadest possible access to library collections, resources and services • Collaborates with the whole community and families to ensure equitable access to collections, resources and services for all teens • Delivers library services and programs inside and outside the library to ensure equitable access for/with all teens that support the development of digital citizenship skills • Creates opportunities for teens to actively engage in speaking up for the need for equitable and inclusive access to library services • Encourages the creation and dissemination of information resources that meet teen and community interests and needs	• Mentors and coaches others on intellectual freedom principles and how to promote and implement equitable access in teen library services • Analyzes and applies current theories, research and best practices related to equitable access for/with teens • Advocates for and creates policies that support intellectual freedom principles and equitable and inclusive access for/with teens • Expands access to information and resources that support teen needs and interests and fosters digital citizenship skills

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Content Area 9: Outcomes and Assessment	• Follows the library's strategic plan and works to understand its role in assessment • Recognizes the importance of library programmatic evaluation and knows it is an ongoing process • Communicates and interprets library evaluation methods • Supports collecting information and data to determine library program effectiveness • Maintains confidentiality regarding evaluation information and results • Understands program planning and evaluation • Applies evaluation findings to library program development and implementation	• Develops a strategic plan for teen services that aligns with the library's mission and community needs, and uses the plan as part of the assessment process • Engages in ongoing assessment of teen services using relevant methods and resources, including as they relate to equity and inclusion • Collects and organizes information to measure teen outcomes while following relevant procedures for observation and assessment • Selects and uses results from assessments in planning and implementing learning activities, and does so in a way that maintains patron confidentiality • Implements formal and informal assessments for individual and group learning • Selects relevant assessment methods and tools for measuring teen outcomes, including longitudinal data, to measure short term and long-term impact and progress • Uses data driven practices to inform decision making related to equitable and inclusive teen library services	• Evaluates progress toward strategic plan goals and adjusts as needed • Advocates for informal and formal assessments in teen services • Analyzes and evaluates observation and assessment data, and applies lessons learned to practice and decision making • Interprets assessment results and communicates them in a clear and supportive manner • Connects current theories, research, best practices, and policies relevant to outcomes and assessment • Connects with community to create partnerships for assessment with internal and external evaluators and researchers
Content Area 10: Continuous Learning	• Seeks knowledge of current trends, emerging technologies, issues, research and best practices in library and information science, teen development, education, and allied fields • Seeks knowledge regarding the impact of inequity on teens, their families, and their communities, and the need to create equitable and inclusive teen library services • Seeks new knowledge regarding cultural values, beliefs, and practices • Identifies professional development requirements of the field and demonstrates awareness of professional standards • Follows a professional development plan • Identifies qualities of leadership and ethical behavior • Is aware of relevant professional standards, such as YALSA's Core Professional Values • Accepts role as a co-learner with teens • Follows the highest standards of the profession, including those articulated by ALA and YALSA	• Builds personal and professional competency by using authoritative and relevant services and resources • Participates in activities, projects, and events within the library and allied fields • Develops and implements a personal professional development plan • Displays leadership skills and behaves in an ethical manner • Applies YALSA's Core Professional Values to everyday work • Engages with teens as a co-learner in library activities and programs • Practices ongoing self-reflection, self-assessment, and problem-solving strategies to promote professional growth • Engages in continuous collaborative professional development • Creates professional development, leadership, and advocacy opportunities for others • Participates actively in leadership roles in the library and in professional organizations	• Evaluates and selects resources for ongoing professional development for self and others • Mentors graduate students, volunteers, and library staff, including new librarians and library staff • Increases others' understanding of professional standards such as those from ALA and YALSA • Models what it is like to be a co-learner with community members for other library staff and volunteers

**Want to learn more?
Read the full competencies document at :
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