



Assets to Action

A common sense approach to teens and patrons in the library

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Presentation Expectations

- Review appropriate customer service responses
- Review anatomy of the teen brain
- Discuss/Identify common problem patron behavior
- Review ways to encourage teen development
- Be able to define “spark”
- Role play “spark” conversation starters

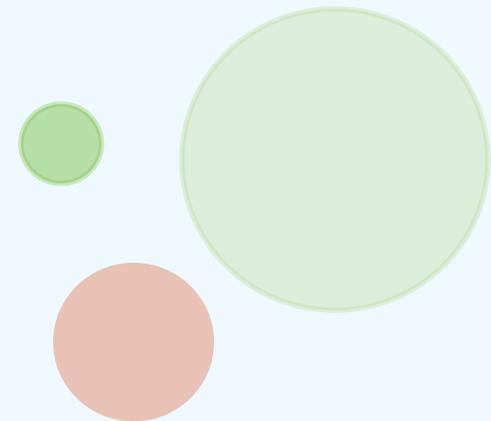




Image courtesy of Simple Complexity

"Do not underestimate the **service** component of this profession. Don't become a librarian because you love books. Books are just another (though wonderful) tool in an ever expanding, multi-media world of information.

Become a librarian because you love people." ~Kate Tkacik

~Shhh, *No Running In the Library* blog, 7/8/2011

Teenagers



what our teachers think we do



what our parents think we do



what police think we do



what old people think we do



what we think we do



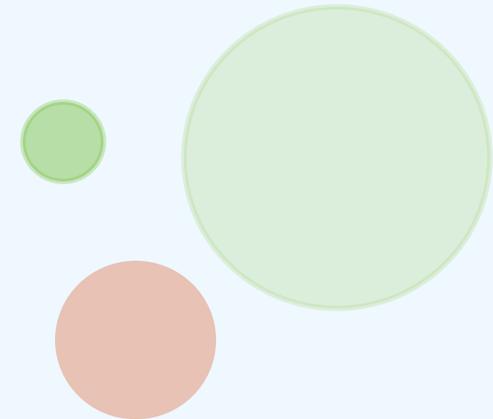
what we actually do

MEMES & FUNNY PICS  FRABZ.COM



“...bad behavior comes from somewhere...”

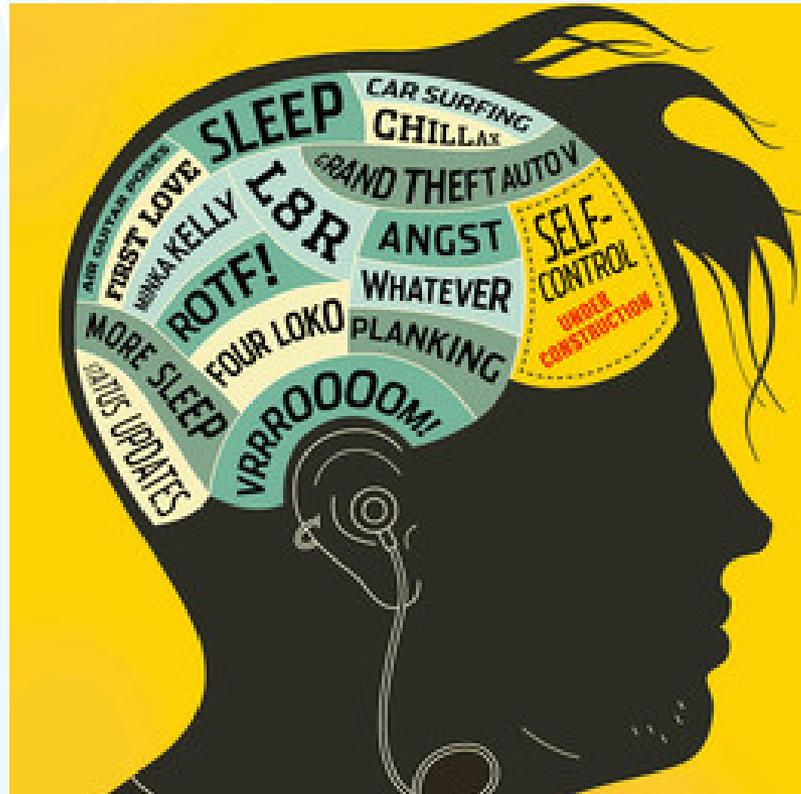
- Everybody is dealing with something/someone
- I could be dealing with someone who has a learning disability, AD/HD, Asperger's, etc.
- Teenage brains are still developing



Great customer service should be...

- Friendly and approachable
- Consistent
- Informed





Do you know the science of the teen brain?

Image courtesy of: Wall Street Journal online, *What's Wrong with the Teenage Brain?*
1/28/2012, www.wsj.com

What behavior are you modeling?

- Non-verbal body language
- Negative Attitude vs. Positive Attitude
- Are you listening or speaking?

When Responding....

- Are you being emotional?
- Are you questioning /engaging?
- Are you using jargon?
- Do you know library policy?

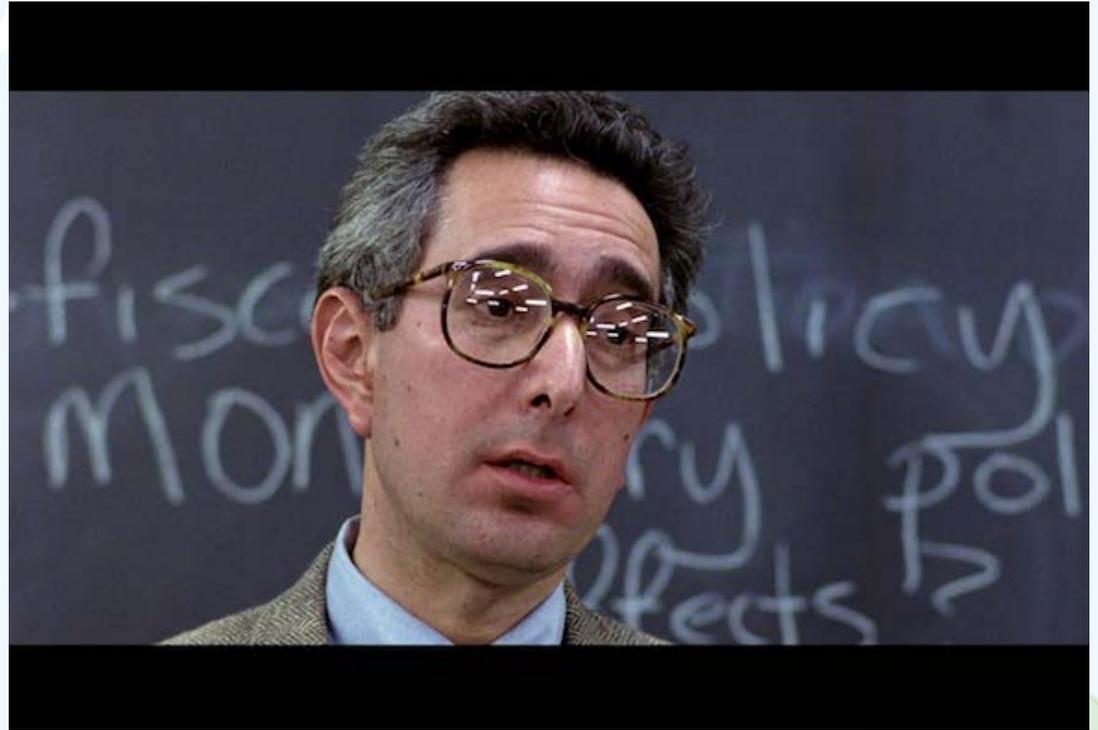
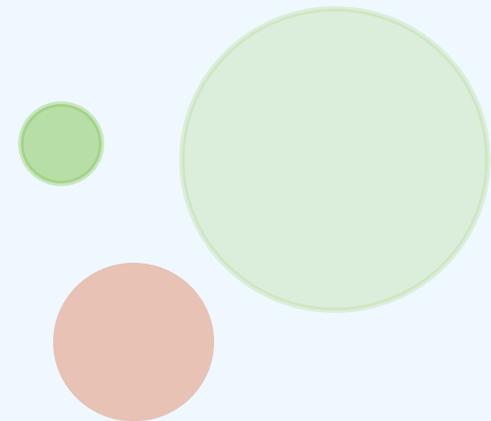


Image courtesy of www.deathandtaxesmag.com

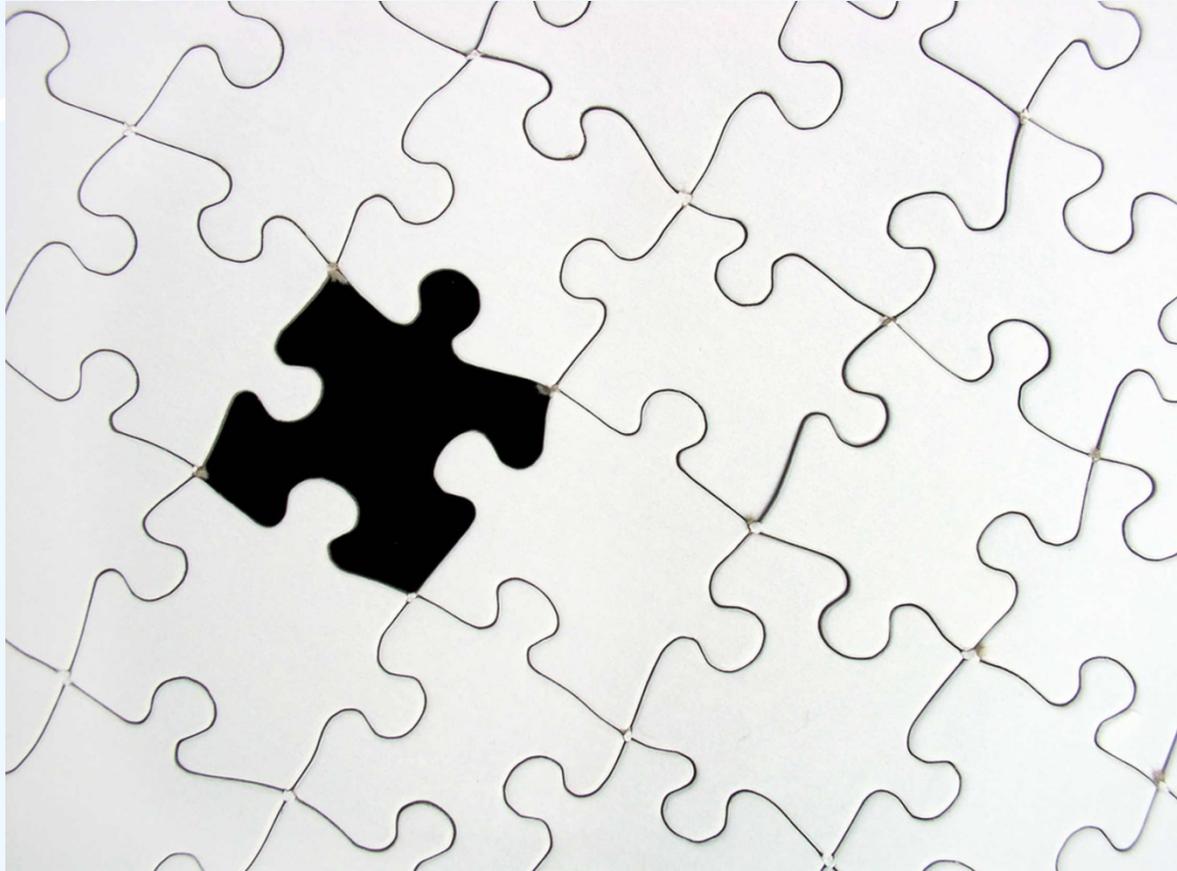


Guidelines: Customer Service

- Courteous and professional customer service at every service point.
- Continuous staff development
- Respect teen's need for privacy
- Service by trained personnel



Whole Library Approach



CC photo by Wilhei55

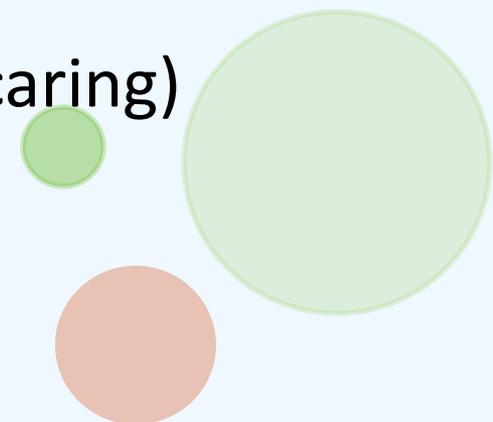
Supporting Teen Development

- Support of physical and emotional growth
- Search Institute 40 Developmental Assets
- Seven Needs of Early Adolescents
- YALSA Young Adults Deserve the Best



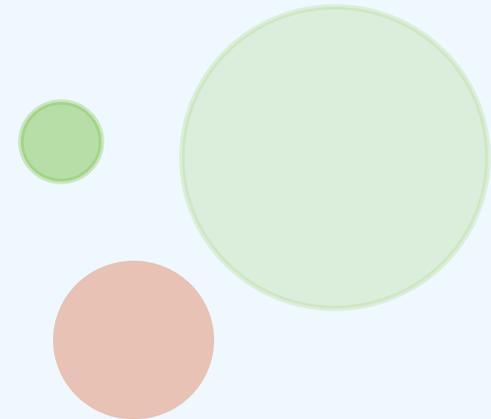
The 10 most common sparks among American teenagers

- Creative Arts
- Athletics
- Learning (e.g., languages, science, history)
- **Reading**
- Helping, serving
- Spirituality, religion
- Nature, ecology, environment
- Living a quality life (e.g., joy, tolerance, caring)
- Animal welfare
- Leading



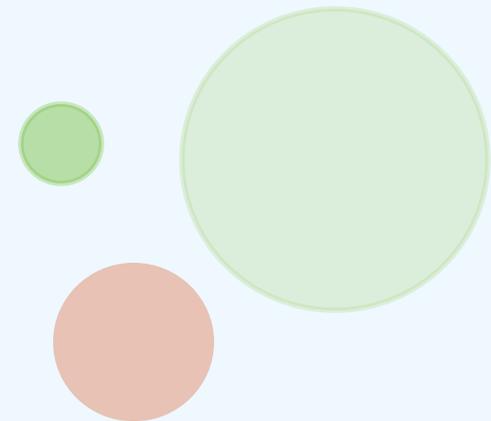
No one asks me...

- Spark is a life orientation; a passion
 - not the same as vocational planning
- Ask! What is your spark?
- Name it
- Affirm it



What is your Spark?

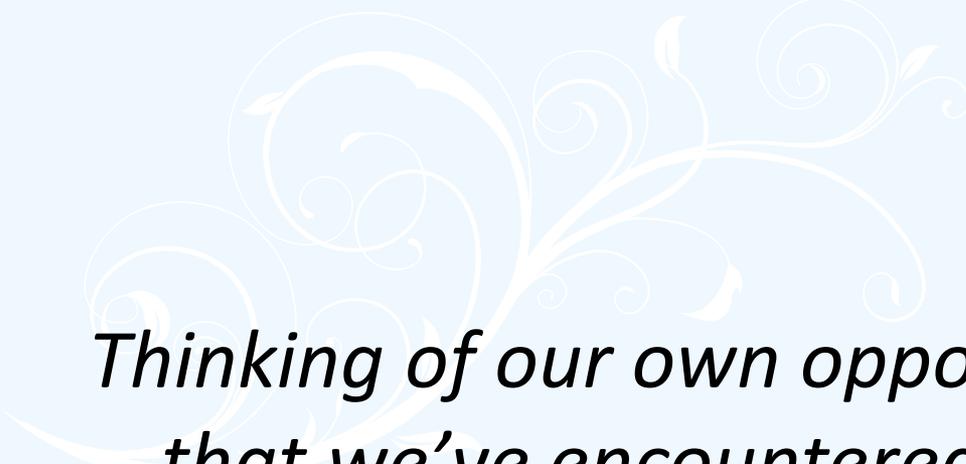
- Reflect on your way home
- Is it the same as when you were 16? Did it change?
- Practice your spark dialog with your family, friends, co-workers



Spark Challenge

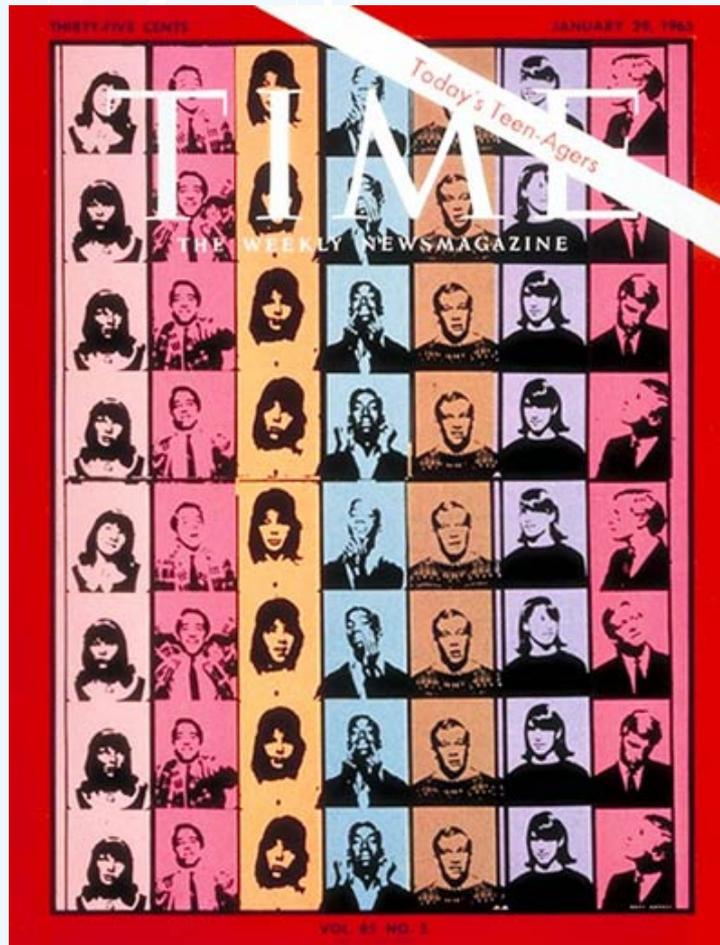


Image courtesy of <http://prattcenter.net/event/spark-market>



Thinking of our own opportunities and choices that we've encountered in our own lives can help give us a better perspective on the influence we do have on teens. Who do you remember or who is helping guide you now? It might have been something seemingly small that made all the difference.

We were all teens...



<http://www.time.com/time/covers/0,16641,19650129,00.html>

Questions? Thank you!

Teen Librarian



What my friends think I do.



What my mom thinks I do.



What society



What my boss thinks I do.



What I think I do.



What I actually do.