

# THE ACCIDENTAL TEEN LIBRARIAN

Presented by

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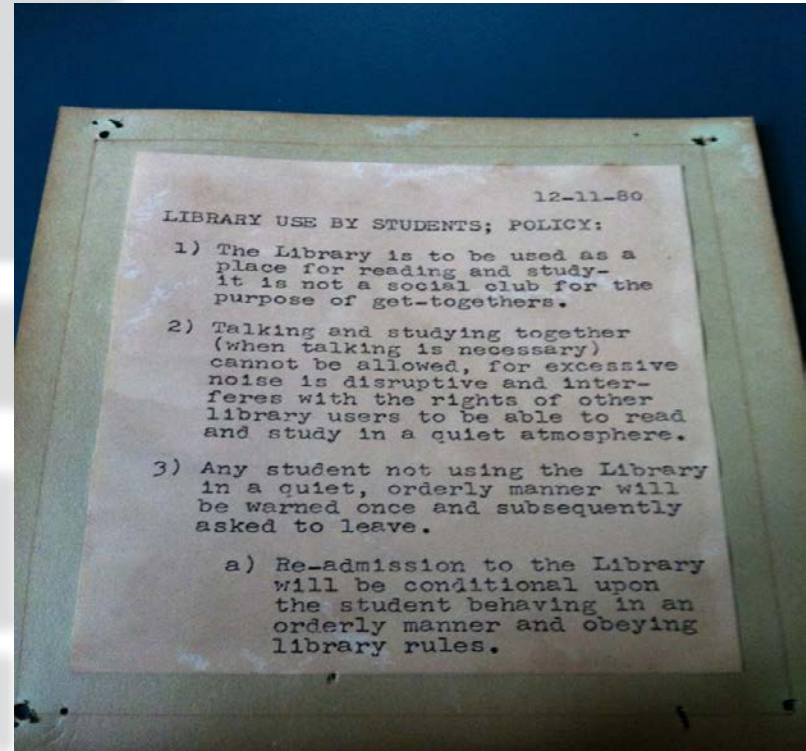
Consulting and Training Services Director

Aka CaTS Director



# A Day in the life...

- Up at 6:30 AM
- Get to school for 7:30
- Lunch at 10:45
- Get out of school at 2:15
- After school activities-track- 2:30-4:30
- Robotics/job- 5:30-8:30
- Dinner when they can grab it
- Homework until 12:00 AM



# Why the library?

“...we are in the people business, unlike our competitors who are in the information and book business. The library can and should be the center of its community; its reputation built on rapport and positive interactions with our patrons - that is our strongest selling point as an institution.

Patrick Jones, author and advocate

# Who are they?

- Millennials, YAs, teens
- Ages 10-19
- Are 13.5% of the U.S. population\*
- There are 115,695 teens in Idaho\*\*
- Teen Males and Native American Males are considered at risk populations in Idaho.\*\*\*
- Will control the economy in 10 years

\*<https://www.reference.com/world-view/percentage-population-teenagers-3759dd7a63493a24>

\*\*<https://suburbanstats.org/population/how-many-people-live-in-idaho>

\*\*\*<http://www.healthandwelfare.idaho.gov/Families/SuicidePrevention/SpecialAtRiskPopulationsinIdaho/tabid/1923/Default.aspx>

# Do they even use the library?

YES!

- Youth ages 14-24 make up 25% of all public library users\*
- 72% of 16 and 17 year olds used a public library in 2012.\*\*

\*Samantha Baker et al, Opportunities for All: How Library Policies and Practices Impact Public Internet Access

\*\*Zickur, Rainie and Purcell, Younger Americans' Library Habits and Expectations

# Factors that affect library behavior: Younger Teens 11-14

- Just starting to recognize consequences of their actions
- Believe they are always the center of attention (a pimple is a major crisis)
- Start to test the limits put on them by adults
- Troubled kids may act out (fist fights etc) to express emotional pain

(American Medical Association)



# Factors that affect library behavior: Older Teens 15-17

- Can understand long-term effects of decisions & solve problems but use those skills inconsistently
- Do things without thinking first
- Question and challenge school/home rules
- Less time with family, more time with friends
- Want control over more of their lives



# Here they come!

- Staffing
- Space
- Managing Behavior and expectations
- Mutual respect



So what do they want  
from us?

# A Place to WIN!

“The tone needs setting for all patrons, but especially for YAs, that the library is a place where they can “win.” The library should be an inviting space with helpful people. YAs are so self-conscious that they take any sort of rudeness very personally.” - Patrick Jones

- Solutions to their problems
- A place to socialized without being shushed
- A safe and welcoming place to be with friends
- A way to eat and use technology without getting in trouble.

So what do we  
do with them?

# Programs

- Teen advisory board it all starts here
- Offer programs they want
- Be flexible about time
- Always have food!
- Think outside the box



# Teen Friendly Staff

- 71% of 556 teens in Arizona indicated the most important factor for creating a comfortable atmosphere libraries was “friendly staff” .
- Train staff to be more knowledgeable about adolescent development and more responsive to teens’ needs and interests
- Staff teen areas with librarians who enjoy being with young adults
- Listen to teen suggestions concerning teen services
- Be a part of their community

# Collections and Space

- Don't be afraid to try new formats and items
- Ask what they want, then BUY IT!
- Take them with you
- Anime, graphic novels, manga
- Downloadable content



# Online Presence

Your virtual presence should be as welcoming as your physical presence

- Website with teen-specific resources
- Social Media
- Games





# One Last Thought

You don't know where your teens will go



# Resources

- The Future of Library Services for and With Teens: A Call to Action
- Search Institute's 40 Developmental Assets
- Standards for Public Library Service to Young Adults in Massachusetts
- YALSA onDemand Webinars

<http://guides.masslibsystem.org/accidentalteen>