

## Youth Services Competency Set

Met – Please provide examples of exceptional work	Partially met – Please be specific about the incomplete areas and further work that should be done	Not met – Please be specific about the competencies that are not achieved	Assessment
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1. Meet needs of youth	The candidate provides sufficient evidence that he/she understands the library's role in meeting the needs of all youth, including those with special needs and from diverse backgrounds.	The candidate provides partial evidence that he/she understands the library's role in meeting the needs of all youth, including those with special needs and from diverse backgrounds.	The candidate does not provide evidence that he/she understands the library's role in meeting the needs of all youth, including those with special needs and from diverse backgrounds.
2. Stages of youth development	The candidate provides sufficient evidence that he/she have a general understanding of the stages of childhood and adolescent development, and strategies to support the literacy skills of all youth.	The candidate provides partial evidence that he/she have a general understanding of the stages of childhood and adolescent development, and strategies to support the literacy skills of all youth.	The candidate does not provide evidence that he/she have a general understanding of the stages of childhood and adolescent development, and strategies to support the literacy skills of all youth.
3. Resources for youth	The candidate provides sufficient evidence that he/she is familiar with print and digital library resources for	The candidate provides partial evidence that he/she is familiar with print and digital library resources for youth,	The candidate does not provide evidence that he/she is familiar with print and digital library resources for

	youth, including award winners and classics, and assist with selecting resources for a youth collection.	including award winners and classics, and assist with selecting resources for a youth collection.	youth, including award winners and classics, and assist with selecting resources for a youth collection.
4. Select appropriate youth materials	The candidate provides sufficient evidence that he/she selects appropriate materials for a particular youth, based on factors such as reading level, interest, and level of maturity.	The candidate provides partial evidence that he/she selects appropriate materials for a particular youth, based on factors such as reading level, interest, and level of maturity.	The candidate does not provide evidence that he/she selects appropriate materials for a particular youth, based on factors such as reading level, interest, and level of maturity.
5. Internet sites and safe navigation	The candidate provides sufficient evidence that he/she is familiar with the best Internet sites for youth, rules for safe navigation, and technology applications for youth.	The candidate provides partial evidence that he/she is familiar with the best Internet sites for youth, rules for safe navigation, and technology applications for youth.	The candidate does not provide evidence that he/she is familiar with the best Internet sites for youth, rules for safe navigation, and technology applications for youth.
6. Legal and policy issues	The candidate provides sufficient evidence that he/she understands and can explain the legal and policy issues, including the rights of minors, regarding youth services in libraries.	The candidate provides partial evidence that he/she and can explain the legal and policy issues, including the rights of minors, regarding youth services in libraries.	The candidate does not provide evidence that he/she understands and can explain the legal and policy issues, including the rights of minors, regarding youth services in libraries.
7. Customer service	The candidate provides sufficient evidence that he/she understands and applies customer	The candidate provides partial evidence that he/she understands and applies customer service	The candidate does not provide evidence that he/she understands and applies customer

	service strategies to encourage library use, establishes a welcoming atmosphere, and maintains a safe and comfortable environment for all youth, their parents, and other caregivers.	strategies to encourage library use, establishes a welcoming atmosphere, and maintains a safe and comfortable environment for all youth, their parents, and other caregivers.	service strategies to encourage library use, establishes a welcoming atmosphere, and maintains a safe and comfortable environment for all youth, their parents, and other caregivers.
8. Communication	The candidate provides sufficient evidence that he/she communicates effectively with youth, their parents, and other caregivers; other library staff; and the personnel of organizations serving youth.	The candidate provides partial evidence that he/she communicates effectively with youth, their parents, and other caregivers; other library staff; and the personnel of organizations serving youth.	The candidate does not provide evidence that he/she communicates effectively with youth, their parents, and other caregivers; other library staff; and the personnel of organizations serving youth.
9. Library programs	The candidate provides sufficient evidence that he/she assists with creating, promoting, implementing, and evaluating library programs and services.	The candidate provides partial evidence that he/she assists with creating, promoting, implementing, and evaluating library programs and services.	The candidate does not provide evidence that he/she assists with creating, promoting, implementing, and evaluating library programs and services.
10. Value of cooperation	The candidate provides sufficient evidence that he/she understands the value of cooperating with schools and other organizations and works with them to serve the community's youth.	The candidate provides partial evidence that he/she understands the value of cooperating with schools and other organizations and works with them to serve the community's youth.	The candidate does not provide evidence that he/she understands the value of cooperating with schools and other organizations and works with them to serve the community's youth.

11. Youth reference	The candidate provides sufficient evidence that he/she understands and applies the best practices for providing reference services for youth and refers to a librarian when appropriate.	The candidate provides partial evidence that he/she understands and applies the best practices for providing reference services for youth and refers to a librarian when appropriate.	The candidate does not provide evidence that he/she understands and applies the best practices for providing reference services for youth and refers to a librarian when appropriate.
12. Instruction in library use	The candidate provides sufficient evidence that he/she instructs youth how to use library materials, resources, and equipment.	The candidate provides partial evidence that he/she instructs youth how to use library materials, resources, and equipment.	The candidate does not provide evidence that he/she instructs youth how to use library materials, resources, and equipment.