



## THE TEENS ARE ALRIGHT: PROVIDING STAFF WITH SKILLS TO ENGAGE TEEN PATRONS WITH SUPPORT AND RESPECT

**Thursday, May 23, 2024 at 10:00 AM Online**

**Teen librarians know three key things about their teens:**

1. They are loud
2. They are messy (sometimes smell a bit too much like Axe body spray *oh my!*)
3. They are AWESOME!

**How can we get the rest of staff to see what we see in teens?**

Katelyn Hara-Moss *Head of Reference Services at Central Islip Public Library* and Heather Massa *Head of Adult & Teen Services at East Rockaway Public Library* will discuss strategies to improve staff responses to teen patrons, communicate effectively with coworkers that are not teen librarians, and how to address rowdy teens in the library positively.

**Remember, today's teens are tomorrow's library voters!**



YOUNG ADULT  
SERVICES DIVISION  
OF THE SUFFOLK COUNTY  
LIBRARY ASSOCIATION

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