

## Persistent, Proactive & Personal: Preparing for the Teen Presence At Your Library

A webinar presented for LibraryLinkNJ by Erin Downey Howerton

March 7, 2013

<http://librarylinknj.org/node/1614>

Megan England: (3/7/2013 09:45) I hear you just fine, thanks, and good morning!

justin escobar: (09:45) Good morning, hear you loud and clear!

megan pehanick: (09:45) Loud and clear

justin escobar: (09:46) weather wasn't too bad just slush now

Candy Toth: (09:47) Hi!

justin escobar: (09:48) Perfect

Candy Toth: (09:48) You are sounding perfect

Megan England: (09:48) Sounds fine to me!

Joanne Roukens: (09:49) Good morning everyone! This is Joanne Roukens. I am providing tech support this morning. If you have any problems with your audio/video during the program, we find that exiting and re-entering the meeting room fixes most things. If your problem persists or you are having another tech issue, please call me at 201-874-6885.

Sophie Brookover: (09:50) If you plan to live-tweet this session (and we encourage you to do so, as well as to use the chatbox here for discussion purposes), please tag your tweets with #llnj\_teens so we can all see them.

Sophie Brookover: (09:50) I will be creating a Storify story to archive all of the conversation we have today & to highlight some of the web resources Erin shares with us.

Joanne Roukens: (09:51) Hi, Rose. Nice to "See" you again this week.

Rose Schulman: (09:52) You, too. Really enjoyed the speed dating.

Joanne Roukens: (09:52) <http://librarylinknj.org/ce/technology-speed-dating>

Joanne Roukens: (09:53) Jan. 15th at Parsip

Joanne Roukens: (09:53) April 24th

Joanne Roukens: (09:54) at Gloucester County

Joanne Roukens: (09:54) You learn quite a lot in 3 hours. Really worth your time

Joanne Roukens: (09:54) The handouts from the sessions are being posted to the page listed above

Irene Langlois: (09:57) Maplewood Memorial Library, Essex County

Joanne Roukens: (09:57) Small but powerful!

Marie Chuntz: (09:57) Good Morning :) I'm from Sayreville Public Library

Stephanie Chadwick: (09:58) Hello! I'm from the Red Bank Public Library

Megan England: (09:58) Atlantic City Free Public Library, good morning all!

justin escobar: (09:58) Hi there! Justin Escobar from Montclair Public Library

Linda Belen: (09:58) Good Morning. I'm from the Little Falls Public Library

Amy Moran: (09:58) Hello! Amy Moran from West Caldwell Library.

Peggy Harlan: (09:58) Hi from madison public library

Candy Toth: (09:58) Hi everyone. Typing from Rahway Public Library!

Rose Schulman: (09:58) Hello! I work at the Parsippany Public Library, Morris County.

Christina Roest: (09:58) Hi, I'm from Parsippany Public Library

megan pehanick: (09:59) Hello from Point Pleasant Branch of the Ocean County Library!

Rebecca Crawford: (09:59) Good morning, I'm from the Somerset County Library System, Bridgewater Branch

sharon kalman: (09:59) Good morning, Becky Karpoff from Paramus sitting in for Sharon Kalman.

Irene Langlois: (09:59) It's gone now

rebecca leopold: (09:59) Hi from the Gallow Township Branch, Atlantic County Library System

justin escobar: (09:59) Becky! Fancy seeing you here =)

Marge Dombrosky: (09:59) Marge Dombrosky: Good Morning

Joanne Roukens: (10:00) Welcome to you all!

Joanne Roukens: (10:00) Good morning everyone! This is Joanne Roukens. I am providing tech support this morning. If you have any problems with your audio/video during the program, we find that exiting and re-entering the meeting room fixes most things. If your problem persists or you are having another tech issue, please call me at 201-874-6885.

sharon kalman: (10:00) Hey Justin we miss you here!

Joanne Roukens: (10:00) Delays are normal

justin escobar: (10:00) Aw I miss you guys too!

Joanne Roukens: (10:00) It's due to bandwidth

Joanne Roukens: (10:00) Also, do not try and use Chrome

Sharon Rawlins: (10:01) Hi, Everyone!

Irene Langlois: (10:01) I'm using Chrome as well

Melissa Brinn: (10:01) Good morning! Hi from the Cherry Hill Public Library :)

Joanne Roukens: (10:01) Let's say we have experience a history of problems with Chrome

Keisha M. Miller: (10:02) Good morning everyone! I'm from South Orange PL

Joanne Roukens: (10:02) Good morning everyone! This is Joanne Roukens. I am providing tech support this morning. If you have any problems with your audio/video during the program, we find that exiting and re-entering the meeting room fixes most things. If your problem persists or you are having another tech issue, please call me at 201-874-6885.

Sophie Brookover: (10:02) #LLNJ\_teens

Sophie Brookover: (10:05) You're welcome!

Sophie Brookover: (10:05) Erin is available on twitter as @hybridlib

Sophie Brookover: (10:05) and you can drop her a line at [erindowney@gmail.com](mailto:erindowney@gmail.com)

Sophie Brookover: (10:06) I was!

Sophie Brookover: (10:06) :-)

Emily Skrezec: (10:06) I am a middle school librarian

Lorraine Scaffidi: (10:06) I am school

Keisha M. Miller: (10:07) I'm in a public librarian

Sharon Rawlins: (10:12) Lone rangers are more likely to be school librarians?

Sharon Rawlins: (10:15) We have 4H

Sophie Brookover: (10:15) I think they're active in the more rural counties

Megan England: (10:16) We have several Boys & Girls Club branches here that are great partners

Joanne Roukens: (10:16) There is local chapters of - oh what's that agrigultural organization?  
Joanne Roukens: (10:16) You show your goats, etec...  
Michelle Yeager: (10:17) 4H?  
Sophie Brookover: (10:17) Isn't it 4-H?  
Joanne Roukens: (10:17) Yes 4 H!  
sharon kalman: (10:17) do you mean "bring them in" as in they will do program for you?  
Sharon Rawlins: (10:17) We did that through 4H.  
Keisha M. Miller: (10:17) my connection is horrible. Gonna use diff browser & sign back in. brb  
Sophie Brookover: (10:17) OK!  
rebecca leopold: (10:18) Big Brothers/Big Sisters of NJ?  
Sophie Brookover: (10:19) And now SLJ makes most of their content available for free (as does VOYA)  
Sophie Brookover: (10:20) SLJ's Extra Helping will send their top stories to your inbox for free!  
Joanne Roukens: (10:20) And you can clip to Evernote.  
Joanne Roukens: (10:20) [www.evernote.com](http://www.evernote.com)  
Sharon Rawlins: (10:21) Love Evernote, just started using it and it's great!  
Sophie Brookover: (10:24) <http://www.ypulse.com/>  
Sophie Brookover: (10:24) GenZ?  
justin escobar: (10:24) I think so  
Sophie Brookover: (10:24) haha!  
Irene Langlois: (10:26) After school very busy  
Lanora Melillo: (10:26) The "teens" tend to come later - after 6pm  
Melissa Brinn: (10:26) After school is busier, especially during times when there are big projects due  
Brigitte Mankiewicz: (10:26) mostly after school  
Sophie Brookover: (10:26) At my last public library, we saw teens on weekends & program days (sometimes in the evening)  
sharon kalman: (10:26) Since we are across from the high school we get mobbed after school till about 4pm when the last bus leaves  
Megan England: (10:26) As soon as school gets out, we're slammed all night! Weekends are dead until about noon, then slammed again.  
Emily Skrezec: (10:26) I seem to get a rush of teens in the beginning of the school year and than it tappers off near the end  
Claire Santoro: (10:26) I'm at a public library-- we get most of our teen traffic after school till about 4.30 or 5  
Karen: (10:26) After school! Around 2:45 it starts!  
Margaret Rose O'Keefe: (10:26) after school there's a crowd until dinnertime, otherwise not really  
justin escobar: (10:26) I find a certain number of teens are there after school but it is dead at night  
Marie Chuntz: (10:26) Our library is sandwiched inbetween the HS and middle school so after school is SUPER BUSY!  
megan pehanick: (10:26) after school for us  
Candy Toth: (10:26) after school!

Keisha M. Miller: (10:26) Yes, teens change with the weather. But they're usually there between 3:30 and 6

Kathleen Kelly: (10:26) We share a parking lot with a middle school.

Sharon Rawlins: (10:27) LOL

Kathleen Kelly: (10:30) Bean bags lead to making out

carolyn oldt: (10:31) and couches

Megan England: (10:31) It's really hard to balance fun, moveable furniture with the need to eliminate fabrics - bedbugs are always an issue in libraries

Marie Chuntz: (10:32) teens are not as shy as some of us may have been when we were growing up

Keisha M. Miller: (10:33) being in a public library and having teens share the space with other patrons, it's important that we define the space using what we already have

Irene Langlois: (10:33) We have a dedicated space for teens from 3 to 6 pm school days

justin escobar: (10:33) We have a YA room but it is on the first fl with glass windows but no door, a lot of noise/chatter flow out

Emily Skrezec: (10:34) Schools are difficult since they have to share with younger students as well

justin escobar: (10:34) EXACTLY!

Megan England: (10:34) We are similar here, Justin, though fortunately the entire second floor of the library is for teens and kids, so we're at least not annoying the adults as much!

Christina Roest: (10:34) We're lucky enough to have an enclosed space with doors and lots of glass

Peggy Harlan: (10:35) have a teen corner but no glass walls so interacting with adults nearby can be problematic

Margaret Rose O'Keefe: (10:35) We have a tiny library so everyone hears them and often there are complaints

Marie Chuntz: (10:35) We also do not allow teens to be in the Children's Room until after 5PM. Many tutors use the childrens room and teens are very distracting.

justin escobar: (10:35) Does anyone deal with adult patrons that utilize the teen space?

Keisha M. Miller: (10:35) library has two floors; children's room is on ground floor...YA section is upstairs and opposite what we've defined as "quiet area" and noise travels

Stephanie Chadwick: (10:35) Justin, yes we have a big problem with adults sitting in the teen section.

Kathleen Kelly: (10:36) Our teen collection is in the adult area and is reserved for quiet study. Most of the teens have to hang out in the children's room since they want to talk but there isn't really a place for them.

justin escobar: (10:36) Do you ever feel bad about asking them to leave?

Irene Langlois: (10:36) We reserve computers for teens in Teen Space from 3 to 6 pm so adults can't use them

Peggy Harlan: (10:36) Yes many of our adults love the floor rockers so gravitate fortunately before school lets out mostly

Megan England: (10:36) We have a strict policy on adults in the youth area: Unless you are accompanying a child or actively browsing for books, you cannot be on the second floor at all. We have zero tolerance for that, it's for the safety of the young people.

rebecca leopold: (10:36) Our library has the same problem-the adults tend to use the teen space.

Melissa Brinn: (10:36) Megan we have a similar policy

Stephanie Chadwick: (10:36) I do feel bad asking them to leave, especially when there aren't necessarily teens in the library. We are pretty small.

Irene Langlois: (10:36) computers

Sophie Brookover: (10:37) They are often the newest, most recently-refurbished area in the library

Marie Chuntz: (10:37) Adults using the teen space was a problem for us until we renovated the adult section. Now there are more computers for adults and we call it the Quiet Room. Anyone wanting to study or just want quiet library time will use that room.

Melissa Brinn: (10:37) Have seen diner booths in YS spaces, adults are drawn to those for work

Peggy Harlan: (10:37) comfortable seating more private

Sharon Rawlins: (10:37) @Peggy, Maybe you can put in rockers in the adult areas too then

Lanora Melillo: (10:37) The adults like the chairs with wheels

Megan England: (10:37) For us, it's because our downstairs is noisy, busy, and full of people who linger all day and may not smell so fresh. They come up here looking for a nice clean space.

Joanne Roukens: (10:37) Ramsey Public has a great one. Cool seating like a diner and fun lamps.

Sophie Brookover: (10:37) very soothing

Joanne Roukens: (10:37) They have overhead lamps that make me think if UFOs

Claire Santoro: (10:37) We often have people try to tutor in our open teen area. We don't allow tutoring in our quiet room, and they can't speak in our quiet adult space.

Kelly Fitzgerald: (10:38) We have that problem at our library, but it is a small space to begin with so we want the teens to have access to the room.

Claire Santoro: (10:38) It gets loud for the tutoring, which is an issue, but it is not a designated quiet space.

Melissa Brinn: (10:39) so true :(

Michelle Yeager: (10:39) YES!

Kathleen Kelly: (10:42) After school we have a staff member stand at the front door as a greeter and say hello to all the teens entering the library. It seems to help.

Joanne Roukens: (10:42) I'm older than that and if my love of libraries was based on local library friendliness, I would not be in this profession.

sharon kalman: (10:43) Our director does that too, or he will walk around the library and say hi to everyone in the building

Sharon Rawlins: (10:43) I had a colleague that did that too and the teens really respected her for it.

Margaret Rose O'Keefe: (10:44) Some staff members definitely do NOT handle the teens well... screaming at them for example - yikes

Joanne Roukens: (10:44) Talk to tohers the way you want to be talked to.

Keisha M. Miller: (10:44) Yes, I get to know the teens...and some parents too.

Margaret Rose O'Keefe: (10:45) The director was reprimanding them they were being disrespectful and another staff member felt the need to jump in and start screaming at them to stop talking and listen to her

Margaret Rose O'Keefe: (10:45) I don't think so!

justin escobar: (10:45) O gosh that sounds terrible!

Emily Skrezec: (10:45) When teens do come in I try observe what they are gravitating more most books or websites and I ask them what sites they think younger students might like.

Keisha M. Miller: (10:46) yikes! @margaret

Margaret Rose O'Keefe: (10:46) The director and staff member walked away after

Margaret Rose O'Keefe: (10:46) I want to take a different approach!

Sharon Rawlins: (10:47) Think like a teen; realize they've been cooped up inside at school and want to let off steam when they show up after school in library.

Marie Chuntz: (10:47) It may be due to the fact that they are sitting all day in class and being quiet that this is their escape from school. However they forget we have rules at the library also

Keisha M. Miller: (10:48) We've offered the meeting room as a space for the teens, but with the understanding that the same library policy applies. There, they can eat, use laptops, play games, etc.

Sharon Rawlins: (10:49) Me too!

rebecca leopard: (10:49) I remind my teens to be respectful, but they should be able to move around and have fun in the library.

Irene Langlois: (10:49) empathy is important

Keisha M. Miller: (10:49) Yes! @Rebecca and @Irene

Sophie Brookover: (10:49) YES.

Sophie Brookover: (10:50) Maintaining both empathy AND healthy boundaries is essential.

Irene Langlois: (10:50) Yes and not their mothers either

Irene Langlois: (10:50) or fathers ... sorry

Melissa Brinn: (10:50) Kind of related: what about food in your teen space? Is it a problem? Is it crucial to teens feeling comfortable?

justin escobar: (10:51) question..what if their sites are inappropriate? for example a youtube video of something they think is funny but is really not

Emily Skrezec: (10:51) Because it is like the end of the world

justin escobar: (10:51) @Melissa I echo your question as well

Irene Langlois: (10:52) We allow food but not at the computers and no hot food

Megan England: (10:52) @Melissa, food is not allowed in our library but no matter how much we try to enforce there are always bags of chips in the trash at the end of the day.

Melissa Brinn: (10:52) That's our problem, because we have carpet we're not supposed to permit food

sharon kalman: (10:52) we let them have food and drink as long as they clean up

Keisha M. Miller: (10:52) we allow covered drinks, no food allowed

Melissa Brinn: (10:52) @Megan Yeah we find food trash a lot too!

Keisha M. Miller: (10:52) but food is allowed in the meeting room

Marie Chuntz: (10:52) Some of our teens do not get picked up by a parent until a parent comes home from work. So we do allow food (snacks)and drinks in spillproof containers.

justin escobar: (10:53) what if there is no other patrons around?

justin escobar: (10:53) i know it makes me uncomfortable but I can't argue about other patrons viewing it and being uncomfortable if there is no one there

Sophie Brookover: (10:53) It seems so obvious, but it's true!

sharon kalman: (10:54) you never know who might walk in the room justin

Keisha M. Miller: (10:54) @justin, which is why we don't allow food - reminding teens about respecting the spaces of others. We have a plenty of eateries around they can eat at before coming to the library

Sophie Brookover: (10:54) I know plenty of adults (myself included) who are crabby until I have a handful of trail mix or a cup of tea.

Melissa Brinn: (10:54) Good point Erin about it not just being recreational food

justin escobar: (10:56) lol hazards of being a librarian

Sophie Brookover: (10:56) Yeah, "bad" behavior often equals I need your help!

Sophie Brookover: (10:56) I feel like I can take this stuff to you!

Sharon Rawlins: (10:56) @Sophie yes

sharon kalman: (10:58) that is very loud

Emily Skrezec: (11:00) unfortunately I have a class so I must go. Thank you so much though.

sharon kalman: (11:00) the last one didnt have any images

Melissa Brinn: (11:00) didn't get to see the first one, the other 2 worked though

Selwa Shamy: (11:01) Hearing but not seeing

Sharon Rawlins: (11:01) I love that "I'm in the bookdrop"

justin escobar: (11:01) me too

Lanora Melillo 2: (11:01) hmm not working

Michelle Yeager: (11:01) hearring but not seeing

Brigitte Mankiewicz: (11:01) cant see any of them

justin escobar: (11:01) thank you

sharon kalman: (11:01) tried to replay but didnt work

Irene Langlois: (11:01) not weorking but I'm on Chrome so this might be the peroblem

Sophie Brookover: (11:02) Maybe inappropriate, but also completely expected.

Melissa Brinn: (11:03) if that one kid had stood on the table in my library i think i would have had to ask him to leave lol

sharon kalman: (11:03) i think much of it comes from boredom

Sharon Rawlins: (11:03) Some it might be inappropriate - putting feet on furniture - but it's expected.

Melissa Brinn: (11:03) i was just about to say boredom

Megan England: (11:03) I think in the guy video, they were really trying to own that space and push their limits

Irene Langlois: (11:03) attention!

Melissa Brinn: (11:04) also just the need to own space

Claire Santoro: (11:04) How did it get to that level? The behaviour could/should have been curtailed.

Melissa Brinn: (11:04) performance for other teens

Megan England: (11:04) I usually just address that with "Come on, really?" and they stop.

rebecca leopold: (11:04) I've had to ask teens to not sit on tables. It seems to be a norm for teens.

Stephanie Chadwick: (11:04) Well, for the one with the boys I thought they were showing what not to do. It was called from Classy to Trashy.

Sharon Rawlins: (11:04) They felt at home - maybe no one had said anything to them before.  
Margaret Rose O'Keefe 2: (11:04) they need to move around... even i fidget and sit on my feet sometimes

justin escobar: (11:04) it's tough to allow them the space if this is what they do with it

sharon kalman: (11:05) remember planking

Melissa Brinn: (11:05) haha sharon

Stephanie Chadwick: (11:05) I've never had any of these problems yet at my library. Perhaps because we don't have a room for teens and only a corner?

Melissa Brinn: (11:05) no one ever planked at our library to my knowledge

Joanne Roukens: (11:05) The way I dealt with this stuff was to laugh and say I'm so glad you are having a great time here, BUT others are studying and what your doing just isn't the behavior we need from you.

Sophie Brookover: (11:05) That's a really nice way to approach it

Melissa Brinn: (11:06) yes i rescind my statement that i would kick him out, that is a much better approach

justin escobar: (11:06) classic scene

Joanne Roukens: (11:06) Yea!

Joanne Roukens: (11:07) I use the same phrase with adults!

Joanne Roukens: (11:07) malls

Sophie Brookover: (11:07) the mall

justin escobar: (11:07) MALLS

Melissa Brinn: (11:07) the mall!

sharon kalman: (11:07) parks

Sophie Brookover: (11:07) This is NJ, we are all about malls.

Sharon Rawlins: (11:07) I've seen adults acting the same way as teens, putting feet up, etc.

Sophie Brookover: (11:07) Um.

Michelle Yeager: (11:07) lol

Kathleen Kelly: (11:07) A lot of them aren;t allowed in the malls on weekends woithout adults

Sophie Brookover: (11:07) Isn't that kind of unconstitutional?

Megan England: (11:07) Any advice on how to manufacture positive attention for teens who never give you anything (even small!) that is positive to work with? I always greet by name, but it's not enough for some of these kids.

Melissa Brinn: (11:08) interesting question megan

Irene Langlois: (11:08) Our village is the teen mall in Maplewood - business complain about large group of teens

Sharon Rawlins: (11:09) Dangerous behavior is teens teetering back in chairs

Melissa Brinn: (11:09) we shut down running in the library pretty quickly ... mostly that's young kids though

Melissa Brinn: (11:09) like 5 and under

justin escobar: (11:09) @sharon one of my pet peeves, seen way too many kids go down this way

rebecca leopold: (11:09) Just last week we had teens skateboard and ride bikes through the library.

Lanora Melillo: (11:10) When I first started, we had teens who were downloading Halo and then trying to throw chairs when one of them was "killed off"

Sophie Brookover: (11:10) I used to see that leaning backwards in chairs ALL the time

Irene Langlois: (11:10) oy YES that is what I see the chair teetering! A girl fell backwards and I said See that's why I don't want you to teeter

Kathleen Kelly: (11:10) I have worked in libraries with gangs and once actually had a teen light another teens hair on fire. That makes it easy to keep things in perspective.

sharon kalman: (11:10) we had a kid come in on roller blades and didn't have shoes to change into

Sophie Brookover: (11:10) I would say, "I don't want to have to explain to your parents about you being whisked off to the ER!"

sharon kalman: (11:10) we sent him home

Sharon Rawlins: (11:10) @Lanora - really? That's a bit extreme!

Melissa Brinn: (11:10) kathleen, OMG!

sharon kalman: (11:10) because we didn't want him walking around in socks either

justin escobar: (11:11) @becky hahaha no way that happened

sharon kalman: (11:11) he learned to come with a change of shoes

Melissa Brinn: (11:11) lol, sharon

Lanora Melillo: (11:11) Yes, it was a first few crazy months.

Kathleen Kelly: (11:12) There was also a horrible trend of throwing bleach on people.

rebecca leopold: (11:12) I had to explain why it was dangerous and point out that there was a park behind us.

Melissa Brinn: (11:12) kathleen... no...

Kathleen Kelly: (11:12) Screaming/running doesn't seem so bad.

Melissa Brinn: (11:12) i'm so sorry

Marie Chuntz: (11:12) @ Kathleen that is horrifying

Sharon Rawlins: (11:12) @Kathleen, where do you work? Urban setting?

Melissa Brinn: (11:12) yes, kathleen

Megan England: (11:12) Police officer on duty every hour that the library is open

Selwa Shamy: (11:12) We have a security guard, not in uniform

Joanne Roukens: (11:12) Yes, at one library where I worked in the past.

Melissa Brinn: (11:12) we "have" a security guard

Kathleen Kelly: (11:12) These incidents were in an urban library in a poor area

Melissa Brinn: (11:12) he tends to avoid the teen area f

Irene Langlois: (11:13) Security guard in uniform from 3 to 6 pm

Sophie Brookover: (11:13) In PLs, we had security guards, my HS library was adjacent to the SRO's office.

rebecca leopold: (11:13) No security in the building, but the police station is next to us.

Sophie Brookover: (11:13) That's not helpful!

Rose Schulman: (11:13) We have security, but not all the time

Marie Chuntz: (11:13) We have security, they are not police officers. We have recently had problems and teens that have already been in trouble will still act up.

sharon kalman: (11:13) @ melissa maybe you should change the security company

Sharon Rawlins: (11:13) Need to get security staff in meetings on teen behavior

Michelle Yeager: (11:14) Melissa and I work together, our security guard tends to be very aggressive? i try not call him unless something's extreme

Irene Langlois: (11:14) The Police dept. comes and talks to us once or twice a year.

Melissa Brinn: (11:14) yeah i hear you sharon! we'd like some better support from security

Marie Chuntz: (11:16) We can no longer ask a minor to leave w/o contacting a parent due to a situation of this nature. Parent was very agitated and we now ask for a parents #. If they will not provide it we contact the police dept

Megan England: (11:16) If there is a ringleader of sorts of any particular group, it can be really effective to win them over and have them on your team - they really can lead by example. The reverse is also true, unfortunately.

rebecca leopold: (11:16) My teens like finding loopholes if there are too many rules.

Sharon Rawlins: (11:17) I think having rules might make teens break a rule they hadn't even considered. I'm a fan of less rules.

Michelle Yeager: (11:19) that guy isn't wearing his shoes!

Sue Lazzari: (11:19) What do you have the teens call you Erin, Miss Erin, Ms. Howerton??..does the name matter?

Michelle Yeager: (11:19) jk

Irene Langlois: (11:20) I aksed to be called Irene but they call me Miss Irene

Jen Schureman: (11:21) My teens call me by my nickname "Schuwey". While the little kids call me Miss Jen

Melissa Brinn: (11:21) that's cute jen!

Melissa Brinn: (11:21) haha

Selwa Shamy: (11:22) aaaw

Sharon Rawlins: (11:22) I also like to think that teens have good and bad days like me so they're not always going to act the same way every day.

sharon kalman: (11:22) you talk about starging over fresh

Melissa Brinn: (11:22) what about when you see bullying?

Sharon Rawlins: (11:22) @Jen - love your nickname!

Melissa Brinn: (11:22) i have a big knee-jerk reaction to that

sharon kalman: (11:22) but when a kid is horrible all the time like bully its hard to start over

Irene Langlois: (11:22) The word ugly is not allowed to be used in teh Teen ZONE

sharon kalman: (11:22) we had a group of kids bully an autistic teen and i just cant look at them the same way

sharon kalman: (11:23) one is the ring leader but it happened more then once

Joanne Roukens: (11:23) " I thought better of you!

Sharon Rawlins: (11:23) I hate hearing teens say "that's so gay" It really drives me crazy.

Melissa Brinn: (11:23) me too sharon

Sophie Brookover: (11:23) Ugghgh, yes

Sophie Brookover: (11:23) awful

justin escobar: (11:24) @sharon me too

Michelle Yeager: (11:24) lol

Sophie Brookover: (11:24) hahaha, Data!

justin escobar: (11:24) hahahha erin

Melissa Brinn: (11:24) hahaha

Joanne Roukens: (11:24) Good role model! Data.

Selwa Shamy: (11:24) Do you do the head tilt?

Jen Schureman: (11:24) I had another teen, actually correct a teen by saying that teen isn't a synonym for stupid

Sharon Rawlins: (11:24) @Erin, love it. I'll have to remember that/

Jen Schureman: (11:24) I was so proud!!

Irene Langlois: (11:24) swag, ratchet

Kathleen Kelly: (11:25) Do you have any advice for how to convince other staff members to allow a range of appropriate behaviors instead of longing for an old-fashioned "silent library"

Sophie Brookover: (11:25) Erin will have a link to that APA brochure at the end, but here it is: <http://www.apa.org/pi/families/resources/develop.pdf>

Jen Schureman: (11:25) Great question Kathleen!

Joanne Roukens: (11:25) Anyone ever see the MTV show "Silent Library"?

justin escobar: (11:26) yes!

Marie Chuntz: (11:26) When they correct another teen or ask them to whisper I actually go over and thank the teen for making my job easier : )

Melissa Brinn: (11:26) yes joanne, we actually did a silent library program

Joanne Roukens: (11:26) It's a hoot!

Sydney Young: (11:26) There is a youtube on using the word retarded.

Sophie Brookover: (11:26) Erin, did you see Kathleen's question about helping colleagues let go of wanting the library to be entirely silent?

Sophie Brookover: (11:27) I hope I'm not derailing

Joanne Roukens: (11:27) [http://www.mtv.com/shows/silent\\_library/series.jhtml](http://www.mtv.com/shows/silent_library/series.jhtml)

Joanne Roukens: (11:28) We have this DVD for lending from the LibraryLinkNJ office - <http://www.ouchthatstereotypehurts.com/>

Joanne Roukens: (11:29) Take a look at the sample on the website and contact me if you would like to borrow.

Stephanie Chadwick: (11:30) What are some successful programs you have done?

Sophie Brookover: (11:30) While you're thinking of questions for erin, please do take a moment to evaluate this webinar: <https://librarylinknj.wufoo.com/forms/persistent-proactive-personal-evaluation/>

Margaret Rose O'Keefe 2: (11:31) Do you have a suggestion for a tiny space where teens and adults are practically on top of each other? ...and no room in the children's room

Claire Santoro: (11:31) I had kids go nuts over National Puzzle Day. I printed out Sudokus and brought in jigsaw puzzles.

justin escobar: (11:31) how do you get teens to come in and use the teen space?

Sue Lazzari: (11:31) Best time of year to start a teen advisory - spring, fall, now?

Sophie Brookover: (11:32) Justin, can you call on your local school librarians to promote programs?

Sophie Brookover: (11:32) Do you have a contact at your local Patch?

Melissa Brinn: (11:33) Sue - we give out applications at back-to-school night

Melissa Brinn: (11:33) for TAB

Melissa Brinn: (11:33) but yes i agree with erin, start now !

Jen Schureman: (11:33) I work with my HS librarian, and we share kids within programs

Joanne Roukens: (11:33) River Edge Public Library often has a community jigsaw puzzle going in the front of the library and it gets featured on their Facebook page

Jen Schureman: (11:34) When teens see you in their "space" then they won't feel awkward coming to your program

Sophie Brookover: (11:34) As a YA librarian in PLs, I found holding programs IN the school library worked well.

Sharon Rawlins: (11:34) Chatham Public Library also has an ongoing jigsaw puzzle too

Lanora Melillo: (11:34) I have to log off. Thank you Erin- loved your presentation! Have a great day everyone!

Sophie Brookover: (11:34) thanks for joining us!

Sharon Rawlins: (11:34) Bye Lanora!

sharon kalman: (11:35) Thank you Erin

Margaret Rose O'Keefe 2: (11:35) What types of programs will draw them? They would rather hang out upstairs than attend one of the teen librarian's programs for them.

Christina Roest: (11:35) I love to do school booktalks

Melissa Brinn: (11:35) Great presentation Erin

justin escobar: (11:35) Thank you!

sharon kalman: (11:35) clap clap clap

Stephanie Chadwick: (11:35) Thank you!

Melissa Brinn: (11:35) thank you so much!

Jamie Dunn: (11:35) thank you!

Amy Moran: (11:35) Thank you!

Rose Schulman: (11:35) Thank you!

Keisha M. Miller: (11:35) Thanks Erin!

Sharon Rawlins: (11:35) YAY Erin. Thanks you!

Michelle Yeager: (11:35) thanks erin!

Denise Jukniewicz: (11:35) What programs have you done with Big Brothers Big Sisters for example?

Brigitte Mankiewicz: (11:35) thanks

Gretchen Kaser: (11:35) thank you!

rebecca leopold: (11:35) Thank you!

Christina Roest: (11:35) Thanks!

Erin Downey Howerton: (11:35) thanks to all of you for being awesome participants!

Elena Tsomaeva: (11:35) thank you

Irene Langlois: (11:35) Thank you!

Denise Jukniewicz: (11:35) thank you!

Lorraine Scaffidi: (11:35) Thanks. Great presentation!

Marge Dombrosky: (11:35) Thanks

Megan England: (11:35) Thanks so much Erin & everyone! Great comments.

Sophie Brookover: (11:35) <https://librarylinknj.wufoo.com/forms/persistent-proactive-personal-evaluation/>

Claire Santoro: (11:36) Thanks Erin and everyone else!! This was fantastic!!!

Erin Downey Howerton: (11:36) insightful comments, thanks all!

Sophie Brookover: (11:37) Thanks for joining us, everyone! Great participation -- you're all so thoughtful!