



# Summer Reading Teen Intern Toolkit

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## **Overview**

The purpose of this toolkit is to act as a basic guide to librarians and library workers who are looking for tips on how to enlist the help of teen interns with their summer reading program.

Much of the information and materials included in this toolkit were generously contributed by previous grantees of YALSA's Summer Reading Intern Grant, which is funded by the Dollar General Literacy Foundation. With their experience and advice, whether you've worked with interns before or not, we hope this toolkit will prove to be resourceful in some way, shape, or form.

Throughout the toolkit, you will also find sample materials that can be adapted and used for your own teen intern program. Some were contributed by previous grantees, while others were created by YALSA using templates from various programs. Please feel free to review the materials provided and adapt them to your own teen intern program.

## **Acknowledgements**

A special thanks to the following individuals for their contributions to this toolkit:

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# Planning & Promotion

## Planning

The first thing to determine is the outcomes for your teen intern program—what will the library gain from the program, and what knowledge or skills will the teens develop?

Possible outcomes for the library could include:

- Increasing the library’s capacity to serve its younger patrons and their families
- Providing young patrons with adolescent role models or mentors
- Leveraging the unique skills of teens in the community to enhance your summer library programming
- Other –whatever else you decide

Possible outcomes for the teen interns may be:

- Learning real world job skills
- Gaining exposure to a group of caring adults who can serve as mentors
- Giving back to the community
- Using skills and interests to enhance summer reading programming
- Other –whatever else you decide

Once the outcomes are determined, the logistics of an intern program need to be worked out, including:

- Supervision: who will be in charge of the interns?
- Compensation: how will the interns be compensated?
- Training/Orientation: what will the interns need to know in order to be successful? How will that information be shared with them, and by whom?
- Recruitment: how will you identify individuals for the teen intern program?
- Marketing: how will you promote the intern program?
- Responsibilities: what tasks will the teen interns be responsible for?
- Evaluation: how will you measure the impact of the teen intern program on the library and on the participants?

### WHAT GRANTEES HAD TO SAY

Many former grantees stated that having a concrete list of tasks for their intern was extremely important. Those who did not have a list stated that they wished they had created one, because they felt it would have made the intern program much more successful and efficient.

Of course, more tasks can be added along the way, but just having a set task list will help you set goals for not only your intern, but also yourself. Furthermore, at the end of the intern and summer reading program, this list will allow you to “check off” your achievements and evaluate your program.

A good way to come up with additional tasks is to ask your prospective interns what they’d like to learn or achieve during the internship. Incorporating some of their interests and goals is a great way to help keep the intern motivated in their tasks and on the job.

In addition to this toolkit, [Infopeople](#) has a great page on [Teen Volunteer Programs](#). It includes an archived webinar that gives a great overview on the what’s and how’s of teen volunteer programs, and also includes slides from the webinar, as well as examples of materials from a teen volunteer program.

For more resources focused on teen volunteer programs, please check out the resources page at the end of this toolkit.

## Promotion

Promoting your intern program, as well as your summer reading program are both important tasks that will help increase exposure and awareness within your community.

There are plenty of opportunities to promote your programs within your community. One of the most accessible groups to promote to are the local schools around your community. Enlist the help of the school librarians, teachers, administration and/or PTA/PTO to help promote your programs to parents. You can send them a digital flier to put up on their website, or have them distribute the fliers during school events or report card pick up.

You can also enlist the help of local organizations (YMCA, Boys and Girls Club, etc), local businesses, district level education officials, etc. For more information about marketing your summer reading program, check out our [Marketing Tips & Ideas PowerPoint](#) located on the Summer Reading & Learning website.

A sample press release about summer reading programs can also be found on the Summer Reading & Learning website in the [marketing & promotion](#) section under the resources tab.

Following this page, you will find some tips on how to recruit and engage teen volunteers, as well as examples of promotional fliers. The templates to the fliers can be found on the [Summer Reading & Learning site](#).

Please note that any promotional material produced promoting programs funded by the Dollar General Literacy Foundation grant should include acknowledgement of the grant donation through the use of the Dollar General and YALSA logo.



## **10 Ways to Recruit and Engage Youth Volunteers**

by [Joanne Fritz](#) shared by the [World Volunteer Web](#)

### **1) Recruit them online**

Consider using online volunteer matching services such as [Volunteer Match](#). Post opportunities on your own website but change them frequently so your pages look fresh and appealing. Respond immediately to inquiries.

### **2) Speak in a youthful way**

Make your opportunities relevant to the interests and needs of young people. Teens respond to language that is quick, fun, and exciting. Emphasize involvement and how they can contribute.

### **3) Use youthful visuals**

Use lots of photos and quotes from other young people. Develop an advisory group of young people to help you with this aspect of your marketing.

### **4) Develop competitions and games**

Young people love competition and games so develop them to use in your recruitment efforts, your training, and when your volunteers are actually performing their tasks. Healthy competition will add zest and excitement to the work your young volunteers do.

### **5) Develop a speakers' service**

Put together a group of young speakers who can recruit their peers. Arrange speaking engagements at places like schools, community centers and places of worship.

### **6) Develop teamwork**

Develop teams among your youth volunteers and train team leaders. Encourage group participation and let your volunteers learn from each other.

### **7) Provide mentors**

Find adults to work with your young volunteers that they can identify with. Use young adults who are natural mentors and role models.

### **8) Encourage participation**

Let young volunteers participate at every level. Listen and then act on their suggestions. They will not trust you if you invite engagement and then ignore their input.

### **9) Appreciate your youth volunteers**

If you don't truly appreciate young volunteers, don't even bother. Teens are shrewd detectors of phoniness and will demand honesty and behavior that matches your rhetoric. Walk the talk.

### **10) Reward frequently**

Don't wait for a special event. Provide verbal feedback often and provide food. Most of all, have a good time. Even if the work is serious, make sure that you throw in some fun.

The template to this general flier can be found on the [Summer Reading & Learning site](#).



# **LIBRARY NAME** **SUMMER READING PROGRAM**

## **Sign Your Teen Up For Our Summer Reading Program**

[To replace any tip text with your own, just click it and start typing.  
To replace the photo or logo with your own, right-click it and then  
click Change Picture. To try out different looks for this flyer, on the  
Design tab, check out the Themes, Colors, and Fonts galleries.]

replace with  
**LOGO**

### **Highlight of Events**

**Event 1**  
**Info**  
**Date**  
**Time**

**Event 2**  
**Info**  
**Date**  
**Time**

**Event 3**  
**Info**  
**Date**  
**Time**

**Event 4**  
**Info**  
**Date**  
**Time**

**[LIBRARY NAME]**  
[Street Address]  
[City, ST ZIP Code]  
[Telephone]  
[Web Address]

The template for this flier without the logos can be found on the [Summer Reading & Learning website](http://summerreading.ning.com).

# TEEN INTERN PROGRAM

**VISIT THE LIBRARY & APPLY NOW!**

**APPLY BY:**  
**Date**

**[Library Name]**

**1234 Academic Circle, Berkeley, CA**

**Description: ABCDEFGHIJKLMNOPQRSTUVWXYZ**



Funding for the summer reading intern program is generously provided in part by the Dollar General Literacy Foundation and YALSA as part of their Summer Reading Grant Program. To learn more, please visit <http://summerreading.ning.com>

**AGES 12-18**

**WHAT?**

**X amount of interns  
Compensation?**

**WHEN?**

**XYZ weeks  
June-???**

**WHERE?**

**[TASKS]**

**XYZ Library  
Address  
Phone #**

**WHY?**

**[TASKS]**

**A  
B  
C  
D  
E**

**HOW?**

**Visit [Library Name]  
and ask for [Librarian  
Name]**

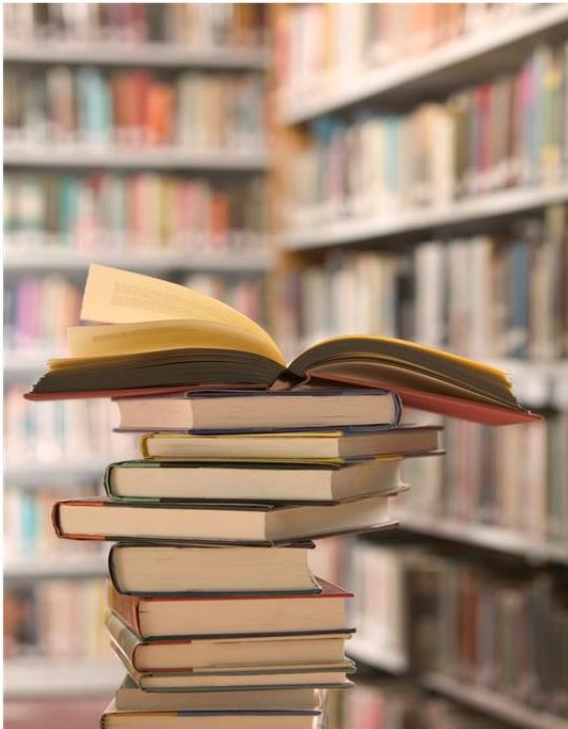
The template to this general flier can be found on the [Summer Reading & Learning site](#).



[Insert Library Name Here]

Enroll your teen in our  
Summer Reading Program!

# *Summer Reading Program*



Who:

What:

When:

Where:

Why:

Highlight of Events



Flier example submitted by the Delafield Public Library.



**DELAFIELD PUBLIC LIBRARY**

*Keeping You Connected*

[www.delafieldlibrary.org](http://www.delafieldlibrary.org) ~ 500 Genesee St. Delafield WI 53018 ~ 262-646-6230

# TEEN SUMMER INTERNSHIP

at the Delafield Public Library

For more information, please visit  
[www.delafieldlibrary.org](http://www.delafieldlibrary.org) or

500 Genesee Street  
Delafield WI 53018

Applications are due by 5:00pm on Friday May 17th

Not KMSD Sponsored

# Application & Interview Process

## **Application Process**

Creating a comprehensive application will ease the interview process along by helping you easily identify the best potential candidates. It is a screening process, so asking the essential questions will help you gauge the potential the candidate has as an intern. The goal of the application process is for you to provide a consistent and uniform way to identify potential individuals who will be the best fit for your library's particular needs. The application process also helps teens build real-world job skills.

Following this page, you will see multiple examples of applications past grantees have created and used. Viewing them will help you determine what format or attributes you can adapt to your own application to fit your library's intern program.

Niles Public Library District  
**Teen Summer Library Intern Application**

Name \_\_\_\_\_ Date \_\_\_\_\_  
Address \_\_\_\_\_  
City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_ Phone \_\_\_\_\_  
E-mail address \_\_\_\_\_  
Date of Birth \_\_\_\_\_ School \_\_\_\_\_ Current Grade \_\_\_\_\_

Please give information for one reference.

This can be a current/former teacher, coach, school librarian, etc., but NOT a family member or friend.

Name \_\_\_\_\_ Phone &/or e-mail: \_\_\_\_\_

How do they know you?

\_\_\_\_\_

The internship constitutes a commitment of 60 hours during the library's Summer Reading Program from June 1- August 17, which will average out to about 6 hours a week.

Can you commit to this schedule? Yes No *(circle one)*

Are there any times or dates when you will be unavailable?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Please help us get to know you by answering the following questions. (Attach another sheet if needed.)

Why are you interested in being the Youth Services Summer Intern for the Niles Public Library?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Have you ever volunteered or worked at the library or elsewhere? If so, please describe your experiences.

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

*Turn Over for Further Questions*

**Thank You to YALSA and the Dollar General Literacy Foundation for the grant sponsoring this program!**



What experiences and/or skills will you bring to the library as an intern? For example, what are your favorite interests, hobbies, classes, and extracurricular activities?

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One part of this internship will involve assisting with youth services programs. How do you feel about this and about working with children? Describe any experience you may have.

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Another part of this internship may involve creative work like helping with crafts and library displays. How do you feel about this? Describe any experience you may have.

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Another part of this internship may involve tracking statistics and online promotion of the program. Describe your experience and/or comfort level with social media sites such as Flickr and computer software such as Microsoft Excel.

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The summer internship may also involve working with younger teen volunteers. How do you feel about doing this?

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Is there anything else you would like us to know as we consider your application?

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If you have a resume, you may attach it to the back of this application.  
*Thank you for applying!*

Please return this application to the Youth Services Desk of the Niles Public Library.  
Applicants may be contacted for interviews in the month of May.



## Teen Intern Application

Due May, 5, 2013

Date: \_\_\_\_\_ Name: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Cell Phone: \_\_\_\_\_

Grade entering in '13-'14: \_\_\_\_\_

How many years have you done Teen Volunteer Corps: \_\_\_\_\_

What qualities do you possess which would make you a good teen intern candidate? \_\_\_\_\_

\_\_\_\_\_

What experiences do you have in leading your peers? \_\_\_\_\_

\_\_\_\_\_

Are you available Thursday, May 30 and Friday, May 31 for additional training? \_\_\_\_\_

What days and times are you not available to work (Vacations, camps, etc.)

\_\_\_\_\_

Please number your shift preference 1-12, you may not work two four-hour shifts on the same day, unless substituting for an absence (sick or vacation).

\_\_\_\_\_ Monday: 10 AM – 2 PM

\_\_\_\_\_ Monday: 2 PM – 6 PM

\_\_\_\_\_ Tuesday: 10 AM – 2 PM

\_\_\_\_\_ Tuesday: 2 PM – 6 PM

\_\_\_\_\_ Wednesday: 10 AM – 2 PM

\_\_\_\_\_ Wednesday: 2 PM – 6 PM

\_\_\_\_\_ Thursday: 10 AM – 2 PM

\_\_\_\_\_ Thursday: 2 PM – 6 PM

\_\_\_\_\_ Friday: 10 AM – 2 PM

\_\_\_\_\_ Friday: 2 PM – 5 PM

\_\_\_\_\_ Saturday: 10 AM – 2 PM

\_\_\_\_\_ Saturday: 2 PM – 5 PM

Thank You to YALSA and the Dollar General Literacy Foundation for the grant sponsoring this program!



## Student Internship Application

Date \_\_\_\_\_

Student Name \_\_\_\_\_

Phone \_\_\_\_\_ (cell or home, circle one) \_\_\_\_\_ I like text messages!

Email Address \_\_\_\_\_

Emergency Contact (name, relation, phone) \_\_\_\_\_

I have read the attached job description \_\_\_\_\_ (student initials)

Why are you interested in interning this summer at the library?

Please describe past employment or volunteer experiences (if you have no formal experience, describe responsibilities you have at home or school).

What are some special qualities you will bring to the library?

Please list two unrelated adults and one related adult whom we may call for personal references.

Related Adult Name & Phone \_\_\_\_\_

Name & Phone \_\_\_\_\_

Name & Phone \_\_\_\_\_

☐ Yes ☐ No Have you ever been convicted of a crime or criminal offense?

If Yes, please explain on the back.

Are you 12-18 years old? Y / N

The St. Croix Falls Youth Summer Reading Program engages youth birth-18 years old, encouraging reading during non-school months, drawing in new library users, and making reading more accessible to kids who might be weary of reading in the first place (reluctant readers) by hosting cool programs that attract kids of all ages and abilities to the library. Interns, volunteers, and staff work closely to make summer programs run smoothly and to appeal to various age groups/interests.

Volunteers are an absolutely VITAL part of our library and help immensely to make our staffing budget go as far as possible. We currently utilize unpaid teen and adult volunteers 20+hours per week. Teen volunteers do many things from shelving and straightening to helping with, preparing for, or implementing whole programs. Our new internship program acquaints students with the Library's collections and programs and provides the opportunity to explore a variety of career and work experiences.

The St. Croix Falls Public Library is seeking interns for the summer of 2013. Interns will be "unpaid" and will receive a \$300 dollar stipend at the end of their twelve-week term of service. Interns will receive t-shirts and nametags to wear while they are working as intern, and will be provided with training and materials to use during their term. In the case of early termination of internship, the stipend will be prorated (the intern will receive only a portion of stipend).

Applications are available to current teen library volunteers and all teens, 12-18 years old in the St. Croix Falls community. Once completed applications are received at the library, applicants will be notified about potential interviews for the 12-week positions. Recruitment will begin in April. Interns will be selected based on intention, a willingness to see projects through from beginning to end, leadership potential, and specialties and interests. An openness to work in collaborative situations, an ability to engage with the community, and a willingness to learn all parts of library programming-- from brainstorming, to creating a budget, to recruiting helpers, to advertising, to program implementation are a must.

Teen interns will begin meeting with library staff before school ends in June. Based on individual interns' interests and what he/she thinks would be successful at the library during the summer and what budgets/pre-planning will allow, teens will plan, advertise, and implement at least one low-cost program for teens, school-aged youth or preschoolers that interns will see through from beginning to end. Programs may include arts, theater, technology-based, book club or other "club" programs, etc.—possibilities are endless! With intern help, the library is hoping to expand Saturday programming; extra help will allow for simple kids' programs like make and take crafts/activities, Lego building competitions, and/or literacy-based and outdoor programming in conjunction/collaboration with the Farmers' Market held right outside our door.

#### **Responsibilities:**

- Assist in various aspects of the youth summer programming (planning, advertising, implementation of programs) as assigned
- Help prepare supplies and materials for kids' workshops
- Assist in cleanup/setup and teardown of activities
- Provide support and guidance to children and assist with group management
- Design and lead drop-in workshops, lessons, and/or projects
- Represent the library by wearing provided intern t-shirt or name tag while volunteering
- Other duties as required

#### **Requirements:**

- Experience working with children/youth
- Interest in education/ leadership/ working with kids/ creating and teaching innovative programs for kids based on your interests
- Ability to work as part of a team
- Ability to receive/follow instructions
- Willingness to learn and participate in everyday library work (shelving books, keeping areas tidy, checking in books)
- Must be self-motivated and able to stay on task without direct supervision
- Must be available to work **approximately** 4-6 hours per week (or as scheduled) during the 12 weeks that school is out for the summer, and **at least** one Saturday per month 10am-3pm. **REQUIRED dates: Saturday June 8, 9am-2pm and Friday, June 21st (all day)**
- Must be 12-18 years old, have a way of transportation to/from the library, must be reliable, on time, and must have the ability to keep supervisor notified about vacations, time off, etc. (We know you are busy! Let us schedule around your activities!)

**Availability**

Please check your general availability	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Morning (approx. 10-1)	example: yes/no					
Afternoon (approx. 1-4)						
Evening (approx. 4-7)						

**Areas of interest:**

Please indicate which area interests you: Give an example of how the topic interests you. Add your own interests to the blank spaces!	Sports (example: badminton, soccer, mathletics)			
Conservation	Animals	Reading	Education	Computers
Events	Fitness	Construction	Origami	Gardening
Performance Arts	Helping Others	Jewelry Making	Arts	Computers

**PARENT PERMISSION**

My child has my permission and full support to intern at the SCFPL this summer. I have also read and understand the attached job description and responsibilities.

PARENT  
SIGNATURE \_\_\_\_\_ DATE \_\_\_\_\_

PARENT CONTACT  
EMAIL OR PHONE \_\_\_\_\_



**St. Martin**  
PARISH LIBRARY

**ST. MARTIN PARISH LIBRARY**  
**Teen Summer Intern Program**

**APPLICANT INFORMATION**

Name

Street Address

City

Phone

Date Available

**EDUCATION**

School

GPA

**REFERENCES**

*Please list three references at least two should not be related.*

Full Name

Address

Full Name

Address

Full Name

Address

**COMMENTS (TELL WHY YOU WOULD LIKE TO BE A SUMMER INTERN)**

**DISCLAIMER AND SIGNATURE**

I certify that my answers are true and complete to the best of my knowledge.

Signature

Parent Signature

## Interview Process

Once you've identified your potential candidates, it is now time for the interview process. Asking the right questions during the interview will help you better assess your prospective intern's compatibility with the position and with your library.

This may very well be your prospective intern's first time participating in an interview. To prepare them for the interview, it might be a good idea to provide them with some interview tips. [Education.com](https://www.education.com) has a great overview of the essential "must dos" when going on an interview. When conducting the interview, try to conduct it as close to a real interview as possible. This will be a great experience for the teen and will help them on their future interviews.

To help ease the interview preparation, below you will find a compilation of sample interview questions used by previous grantees. Please feel free to adapt and sample them to fit your library's needs.

Following the sample questions, you will also see sample acceptance and rejection letters that were also submitted by a previous grantee.

## Sample Interview Questions

1. Why do you want to be a teen intern?
2. Tell us about yourself. What are you passionate about?
3. What makes you the best person for this internship? What do you hope to gain from this experience?
4. What is your summer schedule like? Are there any days and times when you are not available?
5. Do you have any library experience? Have you ever shelved books?
6. Do you have experience working with children?
7. Please describe your work ethic. How would your teachers describe you?
8. Have you ever supervised anyone before? How many people at one time?
9. Can you tell us about a time where you were being asked to do many different tasks at one time and how did you handle that particular situation?
10. Working in the library can be stressful at times. Can you tell us about a situation where you found yourself under a great deal of stress?
11. Can you tell us about a time that you set a goal for yourself and then met/achieved it?
12. You may be working with volunteers who are just a year or two younger than you. Have you worked or volunteered in a similar situation and how did you handle it? Were there ever any conflicts and how did you handle those?
13. There are times where you will not be busy. How will you keep yourself and another teen volunteer busy?
14. You still have an hour left to go in your shift, but you've finished the tasks assigned to you. What would you do next?



15. A library patron asks you a question you do not know the answer to. How do you approach the situation?
16. This internship will involve a great range of tasks such as working directly with librarians and young children and also working behind the scenes on your own. Do you have a preference for working with others or alone? What kinds of tasks would you not want to do?
17. Have you volunteered with/participated in summer reading before? If so, what did you like most about it?
18. Can you tell us about your other work and/or volunteer experience? How could the skills you've learned there be used at the library?
19. What is your comfort level with computer software like excel and social networking like facebook, flickr and twitter?
20. How do you use social media (Facebook, Twitter, etc.) in your daily life? List one way that the library could use social media to reach out to teens.
21. How would you feel about having access to library patrons' personal information (library card number, address, phone number etc.)? What responsibilities go along with having that access?
22. Do you have access to reliable transportation to get to the library? How would you handle a situation where you could not make your shift for some reason (illness, family emergency, transportation break down)?
23. What are your future career goals? Also, how would work at the library help prepare you?
24. If you could do any task at the library (not limited to this position), what would it be?

## Sample Acceptance Letter

Dear [REDACTED]

Congratulations! You have been selected as a Teen Intern. Your years of volunteer service with Teen Volunteer Corps, participation in the Teen Summer Reading Program, your excellent attendance record, and your positive attitude have qualified you to be a part of the Teen Intern Program. This unique opportunity has been made possible thanks to a grant from the Young Adult Library Services Association (YALSA) and the Dollar General Literacy Foundation. This is the second year our Library has been selected as 1 of 20 nationwide recipients for this grant. This is an excellent opportunity for our library, our staff, and more importantly, for you.

As a teen intern, you will be asked to attend an intensive training session on Friday, May 31<sup>st</sup> from 4:00 p.m. to 8:00 p.m. and on Saturday, June 1<sup>st</sup> from 12:00 p.m. to 2:00 p.m. On Friday, May 31<sup>st</sup>, the Library will close at 5:00 p.m. Parents will not be permitted to be at the Library during our extended training session, but are asked to show up promptly at 8:00 p.m. to pick you up. Pizza will be served for dinner on Friday evening at no cost to you.

Being a Teen Intern means you will be the “go to” person when our Teen Volunteer Corps volunteers have questions, will supervise the teen prize desk, and will lead your peers. In order to work around summer conflicts, 8 teen interns have been scheduled for 12 shifts, each 4 hours in length. You would also be required to attend a special meeting at the end of summer to evaluate the Teen Summer Intern program and provide feedback as to how the program can be improved.

Every attempt has been made to provide you with a regular shift at the times you selected. Please take a look at the enclosed Teen Intern Schedule and Teen Intern Availability and make sure everything is correct. Please bring any potential conflicts with you to training on Friday, May 31<sup>st</sup>. In addition, please remember that interns are not permitted to miss any shifts. If you have a conflict, it is your responsibility to call another intern and switch shifts. More information about this and other responsibilities will be covered during training.

In exchange for taking on longer shifts and extra responsibilities, at the end of the program you will be compensated \$125. If you or your parents have any questions, please contact [REDACTED] at [REDACTED]

[REDACTED]  
Teen Librarian

## Sample Rejection Letter

Dear [REDACTED]

Thank you for your interest in being a Teen Intern. The Teen Intern Program is currently in its second year thanks to a generous grant made possible by the Young Adult Library Services Association (YALSA) and the Dollar General Literacy Foundation.

Your qualifications are excellent, but we had more applicants than open positions and are unable to provide you a position as a Teen Intern at this time. However, we do have a position for you in the Teen Volunteer Corps. You are a valuable addition to the Teen Volunteer Corps program and hope you will still volunteer every Monday from 10:00 a.m.-12:00 p.m. on the second floor.

Thank you again for your interest in the Teen Intern Program and we hope to see you this summer.

[REDACTED]  
Teen Services Librarian

# Training & Internship Process

## Training / Orientation

Training is a very important aspect of the internship program. Taking the time and care at the very beginning of the process can help eliminate or mitigate problems later down the road. For many of the teens, this may be their first real job/internship experience. Teens may need more direction and supervision than expected, as many former grantees have observed. Training is a great way to help your intern(s) become familiar with what's expected of them, as well as the library's layout and how the library operates.

Key elements to include in training your interns are

- Introduction to the library's policies and procedures
- Introduction to the library's staff, especially those the intern will be working closely with
- Discussion and demonstration of tasks the intern will be expected to complete
- Demonstration and practice with resources, tools and technologies the interns will be expected to use
- General discussion about professionalism, including behavior, dress code and so on
- Introduction to your library's summer reading program
- Housekeeping issues—where the break room, restrooms, etc. are, where to store personal belonging
- Discuss your work style, as well as communications preferences and outline your expectations for the interns. Let the interns know what they can expect from you in return.
- Get a firm handle on the interests and expertise of the teens, so you can determine ways to leverage those for the summer reading program
- Other – whatever else you decide is appropriate

In the past, grantees have held anywhere from two to four hour training sessions. Some have even held two sessions or more. The number and length of the trainings will be dependent upon the number and complexity of the tasks the interns will be performing. Regardless of length, it's important that the sessions are interactive and allow interns to engage with staff and get some hands on experience. Avoid a training format that is primarily a lecture. Teens will learn better and absorb more information by doing. Be creative with your training and think of ways to make some of the drier material more interesting. For example, create a seek and find or crossword puzzle about library policies. Have interns complete a scavenger hunt to learn where things in the library are. Stop and ask questions frequently to gauge understanding, and reward correct answers with a piece of candy or other small prize. A "shadow" day where the intern comes in for a few hours to observe librarians and library workers carry out similar tasks the intern will be responsible for can also have value.

For more information on orientation and training, [Volunteer Canada](#) has an informational section about orientation and training in their [Volunteer Connections: New Strategies for Involving Youth](#) manual.

It's important not only to provide some training and orientation for the interns, but for library staff as well. Let staff know the rationale behind the teen intern program, explain briefly how it will work and talk about how the program can benefit the library and staff. It is not uncommon for some library staff to have negative perceptions of teens, so it is important to address those at the start of the process. Share articles about local teens who are doing positive things, as well as articles about adolescent development in order to help your coworkers better understand what makes teens tick. Take the time to explain to your coworkers the goal(s) of the intern program as well as articulate the ways that staff will benefit from the program. Your coworkers will want to know what's in it for them. A key thing you can emphasize is that interns can take on some of the more repetitive or mundane tasks and free up library workers' time for more pressing issues. Listen to any concerns that you coworkers may have about teen interns and address them as you are able.

#### **WHAT GRANTEES HAD TO SAY**

Patricia VanArsdale from the Hussey-Mayfield Memorial Public Library in Indiana noted that the intern grant, "allowed staff to be available to answer reference questions, place customers in study rooms, place items on hold, assist in locating items not on the shelf, and assist adult in signing up for adult summer reading and picking up prizes....Not having to stop and make photocopies or restock prizes has been a huge help to staff."

## **Responsibilities**

Based on the outcomes you identified in the planning process, you'll want to assign certain responsibilities to the interns. Assigning responsibilities takes into account teen skills and interests as well as the library's needs. It's important to use the information you collected about the teens during the application, interview and training process so that you can identify tasks that are a good fit for the teen's skills and interests. On the one hand, assigning mainly tasks that are 'busy work' will bore the teens and can be a waste of their special skills or talents. On the other hand, assigning teens something complex that is beyond their capacity at this point in time, will lead to frustration for all involved parties.

Exact tasks will vary based on your needs and the abilities and interests of interns. Past grantees have used interns for

- Signing up patrons for the summer reading program

- Distributing prizes
- Hosting story times for young patrons
- Leading a program for young patrons (based on the teen's interest and skills)
- Creating marketing materials for the summer reading program
- Assisting with the documentation/evaluation process by gathering and tallying feedback forms, taking photos, collecting quotes from patrons
- Creating displays and signage
- Shelving materials
- Shelf reading
- Setting up and taking down for programs

One pair of teen interns even created a mobile app for the library patrons to use to find recommended reading, so don't underestimate what your teen interns can achieve! (read about the mobile app the teens created at <http://ow.ly/vrc0h>)

## **Internship Process**

During the internship, it is important to have continuous communication with your intern. Don't expect that your intern(s) will always come to you at the first sight of trouble. They may be too nervous, overwhelmed, or simply embarrassed to ask for help.

A good method to help minimize any miscommunication or issues is to hold meetings with your intern(s). If the word "meeting" seems too daunting to your intern(s), you can also refer to them as "check-ins". Checking in with your intern(s) once every week or two weeks is a great chance to address any concerns they have, as well as ask them how they're managing their tasks. These meetings or check-ins don't need to be lengthy or formal. The point is to create an opportunity for the teen to get feedback and for you to gauge their performance and offer coaching or suggestions, as needed.

As the internship unfolds, be flexible and adjust tasks as necessary. For example, perhaps your intern(s) inform you that Fridays are the slow days. You can then adjust your schedule to maybe fit in other tasks on Fridays. Maybe you can have them work on an extra project or have them come up with their own project.

At the end of some "check ins" it might even be a good idea to have your intern(s) fill out an anonymous suggestion card (that is, if you have more than one intern). This can be their chance to write down any concerns, questions, or issues they may have but are hesitant to tell you face to face.



It is also a good idea to have your intern(s) keep track of the tasks they complete. This is a great tool for you and them so that you have a log of accomplishments. Having them fill out a time sheet during their shift may also be a good tool to have.

Regular communication is important, and so is regular encouragement and recognition, as these can help keep your interns motivated. Rewarding and recognizing the contributions of volunteers can be as simple as saying thank you. Other ideas include:

- Bringing in treats, snacks or lunch
- Giving a small gift
- Nominating them for volunteer or employee of the week/month, if your library or community has such a program
- Sharing out something positive about the teen with their parent or caregiver
- Writing up a brief article about the interns for the library web site or news letter
- Creating a certificate to distribute at the completion of the program
- Other – whatever else you determine is appropriate



# Evaluation Process

## Evaluation Process

Conducting exit interviews or having your teen complete an evaluation form at the end of their internship is a great way to gather important data to help you demonstrate the impact of the program as well as improve your program for the future. Previous grantees have vouched for this and stated that holding exit interviews/evaluation sessions were extremely helpful to them and helped them improve their programs.

This is your chance to ask your intern to give you feedback on the internship program, as well as the summer reading program. They will be able to give you a different perspective on what does and doesn't work, the likes and dislikes of participants, etc.

The following is a list of sample evaluation questions submitted by previous grantees. Please feel free to look them over and use them for your own program.

Following the sample evaluation questions are examples of internship certificates that serve as a nice gesture that recognizes them for their role as an intern. The first certificate is an example submitted by a past grantee and the second is a template that you may customize to fit your own program. The file for the template can be found on the Summer Reading & Learning site on the [marketing & promotion](#) page under the resources tab.

## **Sample Teen Intern Exit Interview Questions**

1. What have you learned from this experience?
2. What were your three favorite things?
3. What was most helpful to you as an individual?
4. How can we make the programs more interesting?
5. As a teen, what types of programs would you like to have at the library?
6. Would you recommend this program to others? Are you willing to serve during the school year during school breaks?
7. Do you have any suggestions on how we can improve the Teen Summer Reading Program?
8. Do you have any suggestions on how we can improve the Teen Intern Program?
9. What would you change about the internship program and why?
10. What was the most satisfying part of your internship?
11. What was the least satisfying part?
12. Did your duties turn out as expected?
13. Do you feel you received enough training?
14. Do you feel as though you had enough support?
15. Based on this experience, what did you learn that will help you in finding a job in the future?
16. Did you have ample opportunities to work on your supervisory skills?
17. Were you happy with your shift time? Were you happy with the incentive you received?
18. Is there anything specific that you hoped to learn from this experience and was that desire satisfied? If not, what could have helped?

19. What did you think you would be doing as an intern and how was what you actually ended up doing compare to what you thought you would be doing?
20. Did you talk with your family and friends about your work at the library? If so, can you mention a little of what you have said?
21. Do you feel this experience enhanced your summer in anyway? Please describe.
22. Will you apply for this position again next summer if it is available?
23. Will you continue to participate in teen library activities now that the summer internship is complete?
24. Please briefly describe your duties, including what programs you assisted with, and any work you did behind the scenes.
25. Did your duties turn out as expected? During your shifts did you usually find yourself with: too much to do, not enough to do, or just the right amount to do?
26. Did you find it easy to approach library staff for help when you were unsure of how to carry out a task?
27. Do you have any other thoughts that you'd like to share with us that weren't addressed in any of the earlier questions?



# Internship Certificate

We present this certificate to

**[Name Here]**

*In appreciation for your work as an Intern for  
Youth Services Summer Programming in the  
Petoskey District Library.*

\_\_\_\_\_

Name, Youth Services Supervisor

\_\_\_\_\_

Date

\_\_\_\_\_

Name, Internship Coordinator





[Select Date]

# INTERNSHIP CERTIFICATE

This certificate is presented to

## [NAME]

*in recognition of their completion of the [Library  
Name]'s Summer Reading Intern Program*

PROGRAM COORDINATOR

LIBRARY DIRECTOR

The template for this certificate can be found as an attachment in the [Summer Reading Intern Forum](#) Space on the Summer Reading & Learning website.

## Teen Volunteer Program Focused Resources

Education.com. *Job Interview Tips (for teens)*.

[http://www.education.com/reference/article/Ref\\_Job\\_Interview\\_Tips/](http://www.education.com/reference/article/Ref_Job_Interview_Tips/)

Infopeople. *Teen Volunteer Programs: There's More than Simply Shelving!*

<https://infopeople.org/civicrm/event/info?id=131&reset=1>

Points of Light Foundation & Volunteer Center National Network. *Tips for Recruitment of Youth Volunteers*.

[https://www.nationalserviceresources.gov/filemanager/download/POLF/vol\\_recruit\\_youth\\_pol.pdf](https://www.nationalserviceresources.gov/filemanager/download/POLF/vol_recruit_youth_pol.pdf)

(copy & paste into browser).

Volunteer Canada. *Volunteer Connections: New Strategies for Involving Youth*.

<http://volunteer.ca/content/volunteer-connections-new-strategies-involving-youth>

Volunteer Match. *5 Tips for Recruiting Young Volunteers*.

<http://blogs.volunteermatch.org/engagingvolunteers/2011/01/13/5-tips-for-recruiting-young-volunteers/>

World Volunteer Web. *Top 10 ways to recruit and engage youth volunteers*.

<http://www.worldvolunteerweb.org/browse/volunteering-issues/young-volunteers/doc/top-10-ways-to.html>

## Helpful YALSA Resources

### Archived Webinars

#### [Demonstrating Impact Through Teen Summer Reading](#)

A free 60 minute webinar about the importance and impact of summer reading programs

#### [Don't Get Lost in Translation: Connect with Your Teens Through Summer Reading](#)

A free 60 minute about serving teens who speak English as a second language

### Booklists & Awards

Check out our [booklists and awards](#) for great recommended reading for teens.

### The Complete Summer Reading Program Manual

This [book](#) is full of great ideas for your summer reading program and contains a chapter with information about how to evaluate your program. Purchase the book from the ALA Store.

### The Future of Library Services for and with Teens: a Call to Action

YALSA's new report provides a blueprint on how libraries can adapt and improve in order to better meet the needs of today's teens. Download the report, request free hard copies, and access free archived webinars at [www.ala.org/yaforum](http://www.ala.org/yaforum). Join the discussion online with the hashtag #act4teens

### Maker Resources and Toolkit

Access and share making and makerspace resources, including a free Making in the Library Toolkit, via YALSA's [wiki](#).

### Marketing & PR

- [American Library Association Marketing Resources Wiki](#)
- [American Library Association PR Resources Wiki](#)
- [Public Relations Tools](#)

### Reads4Teens

Add a link to [www.ala.org/ysa/reads4teens](http://www.ala.org/ysa/reads4teens) to the teen portion of your library's website or Facebook page. This site provides recommended reading and other reading resources for teens.

### STEM Toolkit

Download our [STEM Programming Toolkit](#) for great ideas and resources for your STEM oriented SRP. Learn about how to plan, budget, market, and evaluate your STEM program, and check out some great programming ideas.

### Summer Reading and Learning Community

Join hundreds of other librarians and library workers at <http://summerreading.ning.com/> to share tips, get fresh ideas and more.

### Teen Book Finder App

Find great recommended reading for your summer reading program using YALSA's Teen Book Finder App. It is free to download through the [Apple App Store](#).

### Teens' Top Ten

Encourage teens to read the TTT nominees throughout the summer and then vote for their favorites. Get the details and download a free toolkit with tips about incorporating TTT into your summer reading program at [www.ala.org/yalsa/teenstopten](http://www.ala.org/yalsa/teenstopten).