What Does Inclusivity Look Like at Your Library?

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"Diversity is being invited to the party, inclusion is being asked to dance." - Vernā Myers

Hello!

30 seconds

What's your definition of inclusivity?

Identity

Geographic origin, sexual orientation, race, religion, age, ability/disability, language, family, etc.

A lense to view the world.

Photo: whereslugo, (unsplash.com)

Objectives

1.

A clear definition of inclusivity.

2.

How to start utilizing the Assessment Guide, or toolkit, at your library.

3.

Action steps.

Walk away with three ideas on how you can practice inclusivity.

1.

Definitions & Terms

Creating a shared language.

Diversity: *The inclusion of different types of people, such as people of different races or cultures.*

Equity: *Just and fair inclusion into a society, including all racial and ethnic groups, in which all can participate, prosper, and reach their full potential.*

Inclusion: *The ability to belong and contribute while being true to one's whole self and not having to give up cultural or personal ways of being or assimilate. It is belonging.*

Race: *A socially constructed concept that is fluid and changeable, as opposed to rigid and natural, that places individuals into categories based on appearances that are ascribed with cultural characteristics.*

Ethnicity: *Social groups that have a common national or cultural tradition.*

Photo: Nathan Dumlao (unsplash.com)

Why are we working on inclusivity?

Broad example

2017 American Library Association demographic study, 87% self identified as White

Local example

YWCA Racial Equity Training workshop for over 30 librarians, race was not mentioned during identity introduction

ALA American Library Association

YWCA

2.

Organizing Around Inclusivity

Who is doing the work?

2017

DPI's Inclusive Services Retreat
Inclusive Services Statement
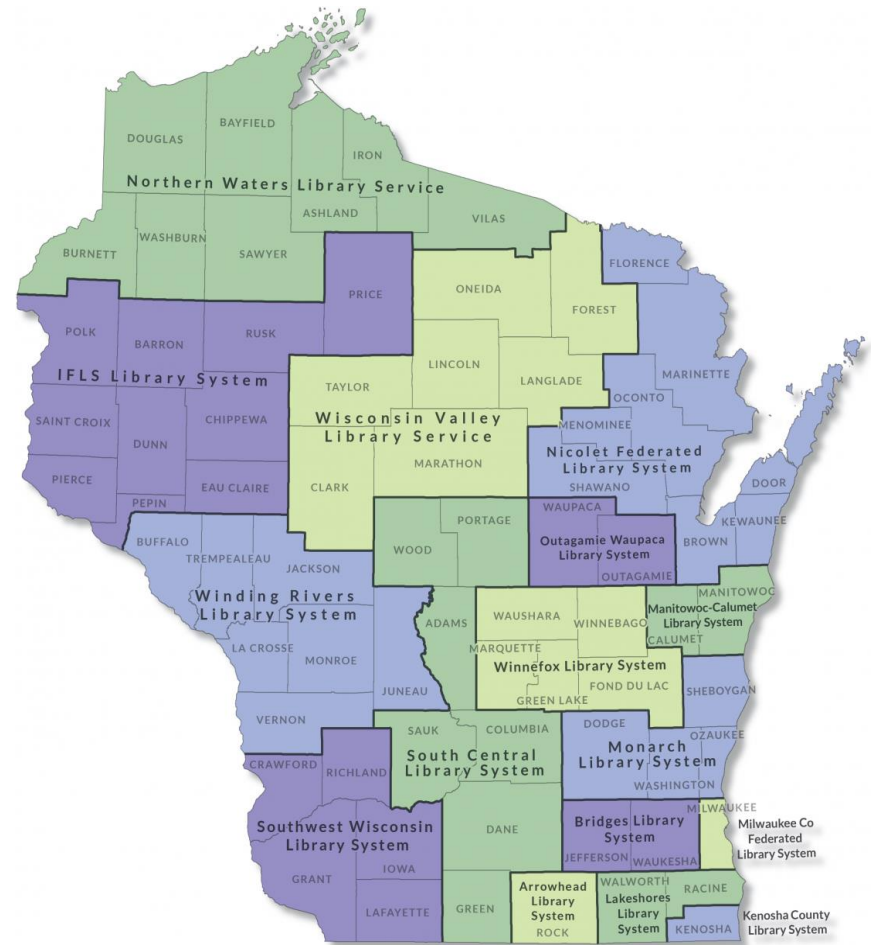
2018

DPI's Inclusive Services Institute

2019

Inclusive Services Assessment & Guide for Wisconsin Public Libraries

Inclusive Services Retreat & Statement (2017)

- 1 representative from each of the 16 public library systems
- A way to comply with section 43 of WI state statute
- A holistic, all encompassing statement

Photo: https://dpi.wi.gov/pld/directories/systems#public 13

Inclusive Services Statement

WISCONSIN
DEPARTMENT OF
PUBLIC
INSTRUCTION

Tony Evers, PhD, State Superintendent

What Does It Mean to Be Inclusive?
A Statement from the Division of Libraries and Technology
March 21, 2018

Wisconsin public libraries are places where everyone should be safe, welcomed, and respected in experiences such as (but not limited to):
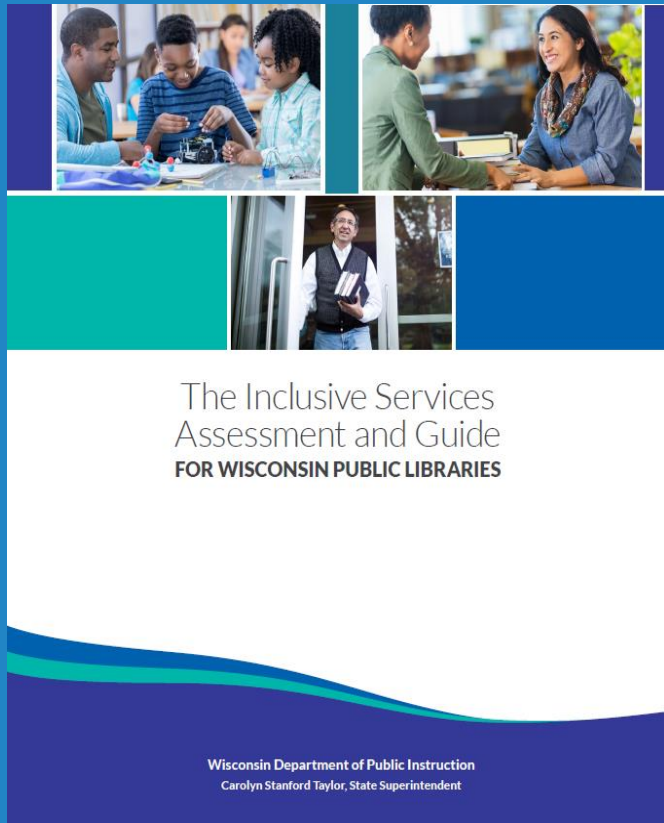
- Arrival at the building (transportation, physical accessibility, signage, hours of service, greetings by library staff)
- Intersections with library policies (getting a library card, using a computer, paying a fine)
- Perusal, use, and request of library materials (navigating the aisles, accessing Wi-Fi, individual privacy, diversity of collection)
- Participation in library-sponsored or library-located events (marketing of events, time and location, transportation, registration, room set-up, novice-friendly vs. designed for frequent users)
- Interactions with library staff (body language, tone, diversity of library staff, proactive/reactive engagement)
- **Passive and virtual interactions through** library signage, webpages, displays, and marketing (readability, tone, diversity, accommodations).

The Division of Libraries and Technology interprets Statute 43.24(2)(k) "*Promotion and facilitation of library service to users with special needs*" to encompass **inclusive services**. Inclusive library services are holistic, spanning library policies, collections, space, and services. Inclusive services reflect equity and accessibility for all members of the community. Diverse communities are strengthened by libraries that intentionally develop and deliver services to individuals or groups for whom accessing and using the library is difficult, limited, or minimized.

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Inclusive Services Institute (2018)

2019!

The Inclusive Services Assessment and Guide
FOR WISCONSIN PUBLIC LIBRARIES

Wisconsin Department of Public Instruction
Carolyn Stanford Taylor, State Superintendent

- Designed for WI public Library Directors, Library Staff, Library Boards of Trustees (you!)
- A resource to help implement the Inclusive Services Statement
- Intentionally created to compliment the 2018 WI Public Library Standards
- It's comprehensive and long, but can be highly individualized depending on your needs

Notes on Section 43 of WI State Statute

- Written in WI law (43.24(2)(k) that libraries be accessible to people with "special needs"
- Language that suggests an **othering** of populations and individuals
- "Special needs" → Inclusive Services
- Cultural shifts, language changes over time

3.

Using the Assessment & Action Steps

Where do we start?

Structure of the Assessment and Guide

- Sections
  - ***Who is Responsible*** Governance, Administration, Staffing
  - ***What the Library Has to Offer*** Collections, Programming, Services
  - ***Where the Interaction Take Place*** Outdoor Spaces, Meeting Rooms (and more)
  - ***How the Library Engages with the Community*** Marketing, Community Engagement (and more)

Structure of the Assessment and Guide

- Checklist
  - **Yes**
    "The library is currently executing the checklist statement."
    "Yes; the library board reflects the demographics of the community."
  - **No**
    "The library is currently not executing the checklist statement."
    "No; the library board does not reflect the demographics of the community."
  - **In Progress**
    "The library is currently developing the checklist statement."
    "In Progress; the library is working on outreach efforts to diversify the library board."
  - **Not Applicable**
   **"The checklist statement is factually irrelevant to the library."**
    "Not Applicable; The library does not have public restrooms because it is a bookmobile."

Structure of the Assessment and Guide

- **Scoring Rubric**: each response equalling a value, intended as a prioritization aid
- **Reflection Worksheet**: provides an opportunity for more detailed exploration of each section, an opportunity to identify assets and next-steps
- **Glossary**: terms and acronyms

Recommendations

- Read the Introduction (ask a librarian if you need some resources!)
- Start with **Section 3: Who is Responsible**
- Find the Scoring Rubric at the end and use it for Section 3
- Fill out the Reflection Worksheet
- Action steps!
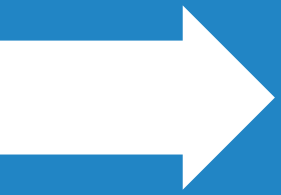
Has your definition of inclusivity shifted, changed, or stayed the same?

Questions?

Photos: https://allarewelcomehere.us

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Resources

▷ City of Madison Racial Equity and Social Justice Initiative. Racial Equity & Social Justice Key Concepts and Definitions handout. Permission from Sarah Lawton, Madison Public Library.

▷ The Inclusive Services Assessment and guide for Wisconsin Public Libraries. https://dpi.wi.gov/sites/default/files/imce/pld/pdf/Inclusive_Services_Assessment_and_Guide_for_Wisconsin_Public_Libraries_2019.pdf

▷ McIntosh, Peggy. "White Privilege: Unpacking the Invisible Knapsack." *National SEED project.* https://nationalseedproject.org/images/documents/Knapsack_plus_Notes-Peggy_McIntosh.pdf

▷ Rosa, Kathy. 2017 ALA Demographics Study. http://www.ala.org/tools/research/initiatives/membershipsurveys?fbclid=IwAR2shT8aVdXWR0RXIglhjfYuar7CXJreae-NDYM6ko4vkVnM6nAHTucRVtk

▷ Wisconsin Department of Public Instruction. "What Does It Mean to Be Inclusive?" https://drive.google.com/file/d/0BzKbkfyCqtQOMU9nWHJlQVVTRU0/view