Why are we here?
• We want to strengthen our understanding of diversity and its benefits
• We want our libraries to thrive into the future

What will we do?
• Big Concepts relevant to diversity and inclusion
• Inclusivity
• Cultural Competencies
• The unique benefits that diversity brings to libraries
• Time for questions and comments

In our work and in our living, we must recognize that difference is a reason for celebration and growth, rather than a reason for destruction. For it is not our differences that divide us. It is our inability to recognize, accept, and celebrate those differences.

- AUDRE LORDE
Setting the Stage:

Definition of Diversity

Diversity Means All of Us

To create a welcoming and respectful environment and organizational culture within the library, we must not assume that people who have characteristics different than our own necessarily have the same needs, experiences, and points of view that we do. At the same time, we must not make the assumption that "they" are all the same.

Therefore, we must expand our definition of diversity to include all of us. This requires a different mindset, one where the emphasis is on how we as individuals can all contribute to a diverse workplace.

University of Michigan Library
February 1996

Setting the Stage:

Definition of Diversity (cont.)

Diversity is not just about numbers. It requires profound structural and cultural change. We will not succeed in creating a truly diverse environment until every individual feels valued and respected, and that their point of view and experiences are important to the workings of the organization.

Community Agreement:

In the spirit of mutual learning & discovery:

- Respect everyone’s opinions
- One mike, one diva
- Step up, step back (share & listen)
- Take risks
- Be open to new ideas
- Confidentiality

(From Mary Evangeliste, Fearless Futures)
Why is Diversity Important?

- The gap between principle and practice
- Little opposition to diversity as an idea
- Have we achieved common cause in the practice of diversity
- An example: hiring for diversity
  1. The need to be intentional
  2. ...and the problem of bias

Why is Diversity Important?

| A diverse group of people will ALWAYS come to better decisions than a homogenous group of experts (Page, 2007) | Facilitates systemic distortion. Homogeneity impedes creativity and democracy in an organization—the very things correlated with improved user satisfaction (Lowry & Hanges 2007). |
| Diverse groups of people approach work differently (they see things through different lenses, perspectives and experiences) which allows for greater creativity and problem solving (Page, 2007) | Facilitates discursive closure. Homogeneity leads to important stakeholders being left out of conversations/silencing. Daily and monumental decision making is impeded. Over time, leads to a negative cumulative outcomes (Heath, 2007). |
| Benefits from diversity also occur through the various micro-practices that diverse library staff bring to their daily work (Downing, 2009) | Systematically distorts power. Homogeneity normalizes organizational behaviors that impede creativity, democratic, and satisfaction outcomes (Heath, 2007). |

Why is Diversity Important?

Attention to best diversity practices benefits absolutely everyone in an organization!

AND

It leads to improved library user satisfaction! (Hanges & Lowry, 2007)
EXERCISE 1: Big Concepts

Instructions:
Take one of the concepts below that resonates with you, and in 7 words or less, describe what this concept means to you:

Social Identity/Identities
Diversity
Multiculturalism

Cultural Competencies
Inclusion
Equity

• Mega Concepts
  • Diversity
  • Multiculturalism

• Organizational Actions
  • Inclusion
  • Equity

• Individual-based Concepts
  • Cultural Competencies
  • Social Identities

Pause...

• Questions?
• Comments?
Exercise 2: Social Identities Grid*

<table>
<thead>
<tr>
<th>Social Identities</th>
<th>Group Membership</th>
<th>Identities that you:</th>
<th>What do you think?</th>
<th>Want to know more about?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sex</td>
<td>Female</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Gender/ Gender identity</td>
<td>Female</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Race(s)</td>
<td>Black and White</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ethnicity(ies)</td>
<td>African Canadian, Scottish, Irish</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sexual orientation</td>
<td>Heterosexual</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Religion</td>
<td>Humanist</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Social class</td>
<td>Middle</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Age (words, not number)</td>
<td>Middle age</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Physical ability</td>
<td>Asthmatic</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Body type/ size</td>
<td>Average</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Nation of origin/ citizenship</td>
<td>Canada</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fill in your own</td>
<td>Biracial identity</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*Developed by Alanna Aiko Moore

Inclusivity

- What do we mean by inclusivity
  - A strategy to make the most of our diversity
  - Eliminates marginality / decenters the privilege of one group over others
  - Erosion of inclusion may foster a “separate and unequal” society
It’s all about “culture”....

• Cultural Competency
• Cultural Proficiency
• Cultural Humility

Cultural Competency

EXERCISE 3: Scale of Cultural Competency
(Overall, 2009)

Social Work Categories

• Cultural incapacity
• Cultural blindness
• Cultural competence
• Cultural proficiency
What is culture?

• The way people behave that includes communication, actions, customs, beliefs, values of a racial, ethnic, religious or social group.

Culture Competency

“Individuals who display a high degree of expertise in understanding and respecting cultural issues.”
(Patricia Montiel Overall)

“The state of being capable of functioning effectively in the context of cultural differences.”
(Kathi’s Mental Health Review, Copyright 1996-2008 © Kathi Stringer)

Cultural Leadership

• Enhances scope of leadership

• Knowledge of minority history and culture

• Known for supporting minorities

• Various abilities within a culture
Cultural Competence

• Four components:
  1. Awareness of one's own cultural worldview
  2. Positive attitude towards cultural differences
  3. Knowledge of different cultural practices and worldviews
  4. Cross-cultural skill

Cultural Competencies Provide Leaders with:

• Extra resources

• Enriched insights

• Lessons in confronting challenges (Thick skin!)

Culturally Competent Leaders....

• Need to bring their organizations around.
  • Accept the value of diversity.
  • Cope with the dynamics of change that diversity brings.
  • Are very capable of successful leadership in a culturally-diverse environment.
Cultural Competencies Are Not Enough….

- Recognize the value of diversity.
- Create a disadvantaged-free environment.
- Know what obstacles to look for.
  - Natural awareness & sensitivity

Cultural Proficiency

Have exceptional abilities in dealing with diverse cultures

A Culturally Proficient Leader….

- Acknowledges cultural differences and identifies them.
- Values diversity and views life from a culturally inclusive perspective.
- Is able to manage the dynamics of difference.
- Adapts to diversity.
- Institutionalizes diversity.
  - Proposes and implements the culturally proficient policies.
Cultural Humility

- Lifelong process of self-reflection and self-critique
  - Lifelong learning
- Flexible
- Humble

Diversity Benefits: Institutional

- Makes us more relevant to our constituents
- Improves our decision-making
- Improves our service outcomes
- Improves our overall quality
- Makes us stronger global competitors/collaborators
- Improves leadership capacity/quality
- Improves climate for everyone

Diversity Benefits: Individual

- Improves our multicultural competencies
- Lessens isolation/increases integration
- Improves critical thinking skills
- Improves creativity and flexibility
- Improves career choices
- Benefit from improved climate

...if managed deliberately...
Pause...

- Questions?
- Comments?

Wrap-up

Thank YOU!