#critlib 2016-10-17: diversity/inclusion/anti-oppression at public service points

Archive of the October 17, 2016 #critlib chat on diversity/inclusion/anti-oppression at public service points, moderated by @gnomadlibrarian. For more info about #critlib, including past and future chats, visit http://critlib.org/

Jenna HEL-LCSHman
@zinelib

Moderated by @gnomadlibrarian #critlib #antioppression #ciredesk #refdesk #mediacheckout #readingroom twitter.com/violetbfox/sta...

A YEAR AGO

Violet Fox
@violetbfox

Public librarians: please join tomorrow's #critlib discussion on inclusion/anti-oppression at public service points! critlib.org/public-service...

A YEAR AGO

liz chenevey
@gnomadlibrarian

hello out there! i never use this thing but 2day at 2p i'm moderating a #critlib chat on diversity at library desks! bit.ly/2di5w0B

A YEAR AGO

Introductions

Violet Fox
@violetbfox

Hi #critlib! Welcome to everyone, your moderator for today's chat is @gnomadlibrarian. Chat questions & readings at: critlib.org/public-service...

A YEAR AGO
liz chenevey
@gnomadlibrarian

Hi everyone and welcome to this #critlib chat about diversity/inclusion at our service points! Let's get started with some intros :)

A YEAR AGO

liz chenevey
@gnomadlibrarian

I'm Liz, a library specialist at an academic library and I focus on training our service point staff. Excited to moderate this #critlib !!

A YEAR AGO

Violet Fox
@violetbfox

Hi #critlib, I'm Violet, academic cataloger in the middle of Minnesota. Big thanks to @gnomadlibrarian for last-minute chat moderation!!

A YEAR AGO

Kelly McElroy
@kellymce

Hi #critlib! I'm Kelly, academic librarian in Oregon. I'll be in and out, but looking forward to seeing what folks have to say!

A YEAR AGO

Violet Fox
@violetbfox

Might be a low turnout at #critlib today just because of last-minute announcement, but such a valuable topic! Any lurkers out there?

A YEAR AGO

gayatri singh
@socaldesi

hi! I'm at an academic library in san diego. as a reference coordinator really looking forward to today's chat! #critlib

A YEAR AGO
Tina Gross
@aboutness

A tad late because dust got back from a meeting. Hi #critlib! I'm a cataloger at a medium-sized academic library in central Minnesota.

Nimisha Bhat
@mishiebhat

I'm Nimisha, an academic librarian lurking from Ohio! #critlib

Violet Fox
@violetbfox

@gnomadlibrarian And we may want to re-run chat at a different time, I know public libs often have difficulty with daytime chats. #critlib

Katlyn Griffin
@libraringkat

hi #critlib! Katlyn, info lit librarian in MO. I will be in & out--working on some classes for tomorrow.

MontserratBiedermann
@montserratlj

There's a #critlib chat on inclusion in libraries happening at the same time as the #DLC #FLDP conference session on public libraries.

Forty and Sporty
@adamrnizelle

Hi #critlib! Adam, instruction/ref librarian lurking today from the Philly area.
Lindsay Cronk here! Always love #critlib on a Monday afternoon. Mostly just reading today.

Daniel Kiely
@k2theiely

Craig Arthur
@NicestLibrarian
what's going on #critlib? I'm sorry that I'm missing this one, but I'm teaching in 15. looking forward to catching up on the discussion!

tara robertson
@tararobertson
One eye on some troubleshooting, one eye on #critlib

liz chenevey
@gnomadlibrarian
Keep the intros coming, and we may re-run this chat in the future, but let's get started with what we've got! #critlib

Q1. What does diversity and inclusion mean to you and/or your library?

liz chenevey
@gnomadlibrarian
Q1. What does diversity and inclusion mean to you and/or your library? #critlib
A1. Going beyond just being "welcoming" & expecting patrons to do all the work without serious investment from the library. #critlib

A YEAR AGO

liz chenevey
@gnomadlibrarian

To me diversity & inclusion in libraries means fair representation and critical allyship from white/cis/abled library workers #critlib

A YEAR AGO

Violet Fox
@violetbfox

A1. Showing that we are invested in the community and its well-being on all fronts, not *just* literacy or our circulation stats. #critlib

A YEAR AGO

gayatri singh
@socaldesi

A1 that lib staff and users feel welcome. going beyond 'token' reflection in our numbers to really create an inclusive environment #critlib

A YEAR AGO

*In every community there are people and organizations working to end racism. Invite them in. Make space for those voices and invest in those organizations. Libraries can create a platform for community dialogue and, most importantly, let communities impacted by racism lead the process," says Amy Sonnie, Librarian at Oakland Public Library (CA).

#critlib Q1 quoting @bannedlibrarian from @oaklibrary she has been instrumental in leading various inclusion projects pic.twitter.com/lZ3j0MGzXl

PAT TEA @PATONEY - A YEAR AGO

Kelly McElroy
@kellymce

A1: in our Strategic Plan, diversity = "We recognize, promote, & value the differences within our organization & community. #critlib

A YEAR AGO
Kelly McElroy
@kellymce

A1: Beyond that, inclusion means meeting people where they are, not just waiting for them to do things our way. #critlib

A YEAR AGO

Gayatri Singh
@socaldesi

A1. at a recent wkshp, I heard that our users 'should be able to see themselves represented from when they walk in our doors." 1/2 #critlib

A YEAR AGO

Gayatri Singh
@socaldesi

A1. I haven’t been able to figure out what that looks like in practice. 2/2 #critlib

A YEAR AGO

Daniel Kiely
@k2theiely

re @socaldesi, I am trying to conceptualize special collections that make discovery easier, more social, etc. #critlib

A YEAR AGO

Forty and Sporty
@adammizelle

A1. Diversity and inclusion that shares power with marginalized communities #critlib

A YEAR AGO

Liz Chenevey
@gnomadlibrarian

A1. also, creating space for discussions surrounding diversity, racism, anti-oppression for all levels of staff #critlib

A YEAR AGO
Violet Fox @violetbfox

@gnomadlibrarian Super important point! Seems much easier for librarians to get funding for training than staff, in my experience. #critlib

A YEAR AGO

Violet Fox @violetbfox

And staff are so often the point of entry to library services, that it’s crucial to have them wholeheartedly on board & trained. #critlib

A YEAR AGO

Violet Fox @violetbfox

A1. Taking steps toward seeing more diverse representation at our service points: anti-bias training, anti-racist hiring practices. #critlib

A YEAR AGO

gayatri singh @socaldesi

@violetbfox yes! they can’t be ‘one-shot’ we offered a webinar so now we can check it off the list. training has to be ongoing #critlib

A YEAR AGO

Pat Tea @patoney

Racial Equity in the Library, Part Two: Diverse Collections, Programming, Resources: webjunction.org/news/webjuncti... @WebJunction #critlib

A YEAR AGO

Kelly McElroy @kellymce

A1: Of course, diversity and inclusion can also be buzzwords that prevent folks from actually challenging structures of power #critlib

A YEAR AGO
liz chenevey
@gnomadlibrarian

Very true, I feel that way about a lot of "diversity offices" at univs. I’d like to combat that mentality in our library services #critlib twitter.com/kellymce/status...

Kate Deibel
@metageeky

A1: we might not think about websites as public service points, but those should meet accessibility standards, responsiveness, etc. #critlib

MontserratBiedermann
@montserratlj

A1: Would “inclusion” also mean including community voices in library programs/projects/initiatives? #critlib

Kate Deibel
@metageeky

@montserratlj Good point. What is meant my ‘inclusion’ or ‘universal access’ is often nuanced. Does multilingual count, for example. #critlib

MontserratBiedermann
@montserratlj

This DLC/FDLP conference on public libraries is discussing a digital inclusion survey, so it’s like having synergy with the #critlib chat!

Kelly McElroy
@kellymce

yes! #critlib twitter.com/montserratlj/s...
Kate Deibel
@metageeky

@gnomadlibrarian There's an interesting legacy in names of diversity offices too. Many are called offices of minority affairs or... #critlib

A YEAR AGO

Gayatri Singh
@socaldesi

@montserratlj I think so. working in acad lib, we're great at partnering with campus folks. I think we cld do better w/ larger cmtty #critlib

A YEAR AGO

Kate Deibel
@metageeky

@gnomadlibrarian During grad school, I was involved in several fights to include disability under the diversity banner. #critlib

A YEAR AGO

Liz Chenevey
@gnomadlibrarian

That's awesome! We have a pretty rad diversity council in my lib who actively thinks about D/I in a very intersectional way #critlib twitter.com/metageeky/stat...

A YEAR AGO

Liz Chenevey
@gnomadlibrarian

including disability services. we're making strides right now to correct some weird access issues to further help disabled patrons! #critlib twitter.com/gnomadlibrarian...

A YEAR AGO

Gayatri Singh
@socaldesi

@metageeky @gnomadlibrarian our campus still trying to get disability studies classes eligible for the EDI course undergrads take #critlib

A YEAR AGO
Q2. What does an anti-oppressive service model look like?

Kate Deibel
@metageeky
@gnomadlibrarian other terms usually historically associated with race. It narrows the definition of diversity. #critlib

Kelly McElroy
@kellymce
@davehudson123’s keynote at CLAPS digs into this so beautifully: arizona.openrepository.com/arizona/handle... #critlib

Violet Fox
@violetbfox
A2. I think there has to be flexibility involved for the community you’re serving, not one-size-fits-all. #critlib

nimisha bhat
@mishiebhat
A2. Not making assumptions about patrons - offering a variety of solutions to take into account abledness/access issues/etc #critlib
Violet Fox  
@violetbfox

A2. Respect is a big part of it--seeing patrons as individuals, respect for their struggles and passions and joys. #critlib

Kate Deibel  
@metageeky

A2: No automatic deferral of a patron to a special service. I've often seen a person in a wheelchair directed to accommodations. #critlib

gayatri singh  
@socaldesi

A2. I don't know. re- part-time staff, I’m torn btwn offering flexible hrs or gaining exp and taking advantage of part-time staff #critlib

Kate Deibel  
@metageeky

@gnomadlibrarian We do now and back then had people who joined the councils to help push that point. #critlib

Violet Fox  
@violetbfox

A2. To be perfectly clear on what it *doesn’t* look like: an all white, all woman, all middle-aged, all able-bodied library staff. #critlib

Kate Deibel  
@metageeky

@violetbfox visually able-bodied you mean. It is #invisibledisabilitiesweek after all. #critlib
nimisha bhat
@mishiebhat

A2. Sometimes it can be as simple as coming out from around the ref desk to talk to a patron to remove the inherent power structure #critlib

Pat Tea
@patoney

patrons appreciate it when I walk them to the shelves. it's my job and I'm happy to do it. twitter.com/mishiebhat/sta...

liz chenevey
@gnomadlibrarian

A2. Being respectful and inclusive, & understanding & hopefully challenging own privilege during interactions. #critlib

Violet Fox
@violetbfox

A2. Reflecting the community back to themselves, in staff composition as well as in programming topics and outreach efforts. #critlib

Violet Fox
@violetbfox

A2 (cont.) and when your community is (relatively) monolithic, providing diverse perspectives in reading material and programming. #critlib

Kate Deibel
@metageeky

I forgot to include respecting legacy and digital divide issues. Not bandwidth heavy, reasonable backwards browser support, etc. #critlib
Q2: Lots of listening. Cultural competence. Adequate training for those in public. #critlib

A2 working at college campus, I also try to advocate for 'public' users-- access to services, collections, computers, etc. #critlib

A2 is what I've been having trouble conceptualizing. I work at a very white/uppermidclass univ, so it's hard to grasp for some empl #critlib

A2. For one thing, being very conscious about who is represented in book displays and selections for kids' storytime. #critlib

A2. Follow blog.leeandlow.com and ...ansinchildrensliterature.blogspot.com for #critlib views on diversity in children's lit.

Q3. Beyond hiring diverse desk staff, what other steps can we take to create an empowered and inclusive service point?

Q3. Beyond hiring diverse desk staff, what other steps can we take to create an empowered and inclusive service point? #critlib
A3: Consider how you "advertise" yourself. Is there diversity in your pictures on brochures, posters, websites, etc.? #critlib

Keep in mind that you can stray into "token diversity" criticism when doing this. Don't reuse the same "diverse" people. #critlib

@metageeky And if you have to resort to reusing the same "diverse" set of people, be aware that you have a problem to be addressed! #critlib

@violetbfox It can be a small numbers issue too if only so many people volunteer for media. #critlib

@violetbfox Microsoft often has the same set of disabled users volunteer for usability testing. The tech optimizes for them. #critlib

@violetbfox There's been a lot of push among the accessibility folks there to expand the volunteer set through outreach. #critlib
nimisha bhat
@mishiebhat
A3. Acquisitions is such a big focus at our lib, making sure we listen to our student base and keep our materials diverse #critlib
A YEAR AGO

Kate Deibel
@metageeky
A3: For accessibility, make a clear link on every page (perhaps the standard wheelchair logo). No need to hunt for that service. #critlib
A YEAR AGO

liz chenevey
@gnomadlibrarian
A3. Focusing on active listening and empathy during service training. And removing the term "customer" from service #critlib
A YEAR AGO

Violet Fox
@violetbfox
Yes! Stepping away from a capitalist frame of reference--we should be better than that, more expansive. #critlib twitter.com/gnomadlibrarian...
A YEAR AGO

Violet Fox
@violetbfox
A3. Training, but also making sure we express *why* it's so important. Libraries which aren't inclusive lose patrons & vibrancy. #critlib
A YEAR AGO

gayatri singh
@socaldesi
A3. think about our policies. and it was mentioned before-- treating our website as a virtual service point #critlib
A YEAR AGO
Q4. How can we incorporate diversity/inclusion/anti-oppression training into general service point training—especially for student employees?

liz chenevey
@gnomadlibrarian

Q4. How can we incorporate diversity/inclusion/anti-oppression training into service point training—esp for student employees? #critlib
A4. Please share inclusion / anti-oppression resources you've found helpful! I'll bring them together on critlib.org. #critlib

A YEAR AGO

A4 this has been on my to-do/think-about list for years! does anyone have student training materials they can share? #critlib

A YEAR AGO

Been thinking a lot about UX and our lib website, would be great to gather a student focus group to address accessibility issues #critlib twitter.com/socaldesi/stat...

A YEAR AGO

@mishiebhat Keep in mind that disability is very diverse and your focus group will be narrow by definition. #critlib

A YEAR AGO

A4. I talk a lot about the "user journey" to encourage meeting users where they are. but it's v. superficial--i need to go deeper. #critlib

A YEAR AGO

A4. I'm also thinking of handing out the @LISmicroaggress zine to my service point staff to have them work on and encourage convo! #critlib

A YEAR AGO
nimisha bhat
@mishiebhat

A4. My institution recently set aside an entire day for faculty/staff to attend diversity training led by social justice advocates #critlib

A YEAR AGO

liz chenevey
@gnomadlibrarian

That’s amazing. How’d you swing that!? I would love to do that with my staff #critlib twitter.com/mishiebhat/sta...

A YEAR AGO

Violet Fox
@violetbfox

@mishiebhat Just library folks, or entire institution? #critlib

A YEAR AGO

nimisha bhat
@mishiebhat

@violetbfox the entire institution, but our director made it mandatory for us (classes were already on a fall break) #critlib

A YEAR AGO

nimisha bhat
@mishiebhat

@mishiebhat A4. Totally understand this is a huge privilege and not all places have the funds/time for this, but it was so great! #critlib

A YEAR AGO

nimisha bhat
@mishiebhat

@mishiebhat A4. But maybe a facilitated dialogue/workshops among lib staff & student workers to do something similar is possible? #critlib

A YEAR AGO
@mishiebhat What a powerful message to send to the entire staff about institutional priorities! #critlib

@violetbfox lurking #critlib, academic librarian in Cambridge

@violetbfox Aspects of white supremacy culture cwsworkshop.org/PARC_site_B/dr... #critlib

Katlyn Griffin @libraringkat

A4. This may seem obvious, but make sure the person doing the training is on board with diversity & inclusion! Story time follows. #critlib

Katlyn Griffin @libraringkat

when I was a grad ref assistant, a librarian explained to me that our policy was to point out where both bathrooms were when asked. #critlib

Katlyn Griffin @libraringkat

I thought this was great! No gender assumptions! A solution to no gender neutral bathrooms & bathrooms in opposite directions. #critlib
Katlyn Griffin
@libraringskat

my hopes were quickly crushed when the librarian telling me this thought we were taking political correctness too far #critlib

A YEAR AGO

Katlyn Griffin
@libraringskat

after that, I was less likely to suggest diversity & inclusion things bc of how the full time staff would treat me as a student. #critlib

A YEAR AGO

Kelly McElroy
@kellymce

Similarly, in terms of ability, don’t just point people to the stairs -- point out the elevators, too. #critlib twitter.com/libraringskat/s...

A YEAR AGO

Katlyn Griffin
@libraringskat

@kellymce yesss! so important too. #critlib

A YEAR AGO

A A McNamara
@aamcnamara

A3/A4 as someone who until v recently was in access services, microaggressions at desk are something I think about a lot. #critlib

A YEAR AGO

A A McNamara
@aamcnamara

A3/A4 (I know I perpetrated a few myself!) so training on microaggressions and how to avoid them would be important, I think #critlib

A YEAR AGO
an important point-- how can we support each other when we witness microaggressions at desks, either btwn staff and/or users #critlib twitter.com/aamcnamara/sta...

A YEAR AGO

Pat Tea
@patoney

speak out. stand up. twitter.com/socaldesi/stat...

A YEAR AGO

Violet Fox
@violetbfox

@aamcnamara Just teaching concept of microaggressions lets people identify hard-to-see problems. I love microaffirmations concept! #critlib

A YEAR AGO

A A McNamara
@aamcnamara

@socaldesi yes! how to deal w/microaggressions btwn users was one of the things I felt most powerless abt at desk. we need tools. #critlib

A YEAR AGO

Kelly McElroy
@kellymce

Community-led libraries stuff happening in Canada is *fantastic.* #critlib twitter.com/lisahubbell/st...

A YEAR AGO

liz chenevey
@gnomadlibrarian

Well that's our #critlib chat! Thanks to everyone who was able to participate! I'm def going to use twitter more now--it was fun :)

A YEAR AGO
Violet Fox
@violetbfox

As we wrap up today's #critlib chat, thanks to first-time moderator @gnomadlibrarian, who did an excellent job!

A YEAR AGO

Violet Fox
@violetbfox

I will volunteer to Storify/archive today's #critlib chat so I can highlight all the wonderful resources shared on critlib.org!

A YEAR AGO

gayatri singh
@socaldesi

@violetbfox @gnomadlibrarian yes! thank you for shining the light on public services. :) #critlib

A YEAR AGO

Lisa Hubbell
@lisahubbell

Great job @gnomadlibrarian on modding #critlib and look forward to hearing your voice on Twitter.

A YEAR AGO

nimisha bhat
@mishiebhat

Thank you so much for mod'ing a great topic, @gnomadlibrarian! #critlib

A YEAR AGO

A A McNamara
@aamcnamara

@violetbfox @gnomadlibrarian thank you! I am sorry I joined in so late, it's a great topic! #critlib

A YEAR AGO
@gnomadlibrarian thanks for a great #critlib chat! Also, hi VA library buddy! (even if I currently live in MO)

A YEAR AGO

liz chenevey
@gnomadlibrarian

ties in with our #critlib discussion from earlier this afternoon! twitter.com/raamatuid/stat...