

by Violet Fox a year ago

#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 #circdesk #refdesk #mediacheckout #readingroom [twitter.com/violetbfox/sta...](https://twitter.com/violetbfox/status/791111111111111111)



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/2di5woB



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.



A YEAR AGO



Nimisha Bhat
@mishiebhat

I'm Nimisha, an academic librarian lurking from Ohio! [#critlib](#)



A YEAR AGO



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](#)



A YEAR AGO



Katlyn Griffin
@libraringkat

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



A YEAR AGO



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.



A YEAR AGO



Forty and Sporty
@adammizelle

Hi [#critlib](#)! Adam, instruction/ref librarian lurking today from the Philly area.



A YEAR AGO



[count cronkula](#)
@linds_bot

Lindsay Cronk here! Always love [#critlib](#) on a Monday afternoon. Mostly just reading today.

A YEAR AGO



[Daniel Kiely](#)
@k2theiely

Hi [#critlib](#). Daniel, Elec. Resources lib at CC in the Bay Area.

A YEAR AGO



[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!

A YEAR AGO



[tara robertson](#)
@tararobertson

One eye on some troubleshooting, one eye on [#critlib](#)

A YEAR AGO



[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](#)

A YEAR AGO

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](#)

A YEAR AGO



Violet Fox
@violetbfox

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
@socialdesi

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/Iz3j0MGzXl

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/statu...](https://twitter.com/kellymce/status...)

 A YEAR AGO



Kate Deibel
@metageeky


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

 A YEAR AGO



MontserratBiedermann
@montserratlj

A1: Would "inclusion" also mean including community voices in library programs/projects/initiatives? [#critlib](#)

 A YEAR AGO



Kate Deibel
@metageeky


[@montserratlj](#) Good point. What is meant by 'inclusion' or 'universal access' is often nuanced. Does multilingual count, for example. [#critlib](#)

 A YEAR AGO



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!

 A YEAR AGO



 **Kelly**  **McElroy** 
@kellymce

yes! [#critlib](#) twitter.com/montserratlj/s...

 A YEAR AGO



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



liz chenevey
@gnomadlibrarian

Yes! Let's expand on services in Q2! [#critlib](#) [twitter.com/violetbfox/sta...](#)



A YEAR AGO

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



liz chenevey
@gnomadlibrarian

Q2. What does an anti-oppressive service model look like? [#critlib](#)



A YEAR AGO



Kate Deibel
@metageeky

[@gnomadlibrarian](#) other terms usually historically associated with race. It narrows the definition of diversity. [#critlib](#)



A YEAR AGO



Kelly McElroy
@kellymce

.[@davehudson123](#)'s keynote at CLAPS digs into this so beautifully:
[arizona.openrepository.com/arizona/handle...](#) [#critlib](#)



A YEAR AGO



Violet Fox
@violetbfox

A2. I think there has to be flexibility involved for the community you're serving, not one-size-fits-all. [#critlib](#)



A YEAR AGO



nimisha bhat
@mishiebhat

A2. Not making assumptions about patrons - offering a variety of solutions to take into account abledness/access issues/etc [#critlib](#)




A YEAR AGO



Violet Fox
@violetbfox


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

 A YEAR AGO



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](#)

 A YEAR AGO



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](#)

 A YEAR AGO



Kate Deibel
@metageeky


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

 A YEAR AGO



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](#)

 A YEAR AGO



Kate Deibel
@metageeky

[@violetbfox](#) visually able-bodied you mean. It is [#invisibleabilitiesweek](#) after all. [#critlib](#)

 A YEAR AGO



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](#)



A YEAR AGO



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...](https://twitter.com/mishiebhat/status/1111111111)



A YEAR AGO



liz chenevey
@gnomadlibrarian

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



A YEAR AGO



Violet Fox
@violetbfox

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



A YEAR AGO



Violet Fox
@violetbfox

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



A YEAR AGO



Kate Deibel
@metageeky

I forgot to include respecting legacy and digital divide issues. Not bandwidth heavy, reasonable backwards browser support, etc. [#critlib](#)



A YEAR AGO



Forty and Sporty

@adammizelle

A2: Lots of listening. Cultural competence. Adequate training for those in public. [#critlib](#)



A YEAR AGO



gayatri singh

@socaldesi

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



A YEAR AGO



liz chenevey

@gnomadlibrarian

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](#)



A YEAR AGO



Lisa Hubbell

@lisahubbell

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



A YEAR AGO



Lisa Hubbell

@lisahubbell

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



A YEAR AGO

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



liz chenevey

@gnomadlibrarian

Q3. Beyond hiring diverse desk staff, what other steps can we take to create an empowered and inclusive service point? [#critlib](#)



A YEAR AGO



Kate Deibel

@metageeky

A3: Consider how you "advertise" yourself. Is there diversity in your pictures on brochures, posters, websites, etc.? [#critlib](#)



A YEAR AGO



Kate Deibel

@metageeky

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



A YEAR AGO



Violet Fox

@violetbfox

[@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](#)



A YEAR AGO



Kate Deibel

@metageeky

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



A YEAR AGO



Kate Deibel

@metageeky

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



A YEAR AGO



Kate Deibel

@metageeky

[@violetbfox](#) There's been a lot of push among the accessibility folks there to expand the volunteer set through outreach. [#critlib](#)



A YEAR AGO



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...](https://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
@socialdesi

A3. think about our policies. and it was mentioned before-- treating our website as a virtual service point [#critlib](#)



A YEAR AGO



Violet Fox
@violetbfox

Great point, @socaldesi--reflecting on policies & who they're there for. Do staff understand and apply rules fairly? #critlib twitter.com/socaldesi/stat...



A YEAR AGO



nimisha bhat
@mishiebhat

A3. I work at an art & design school so we aim to order books about/create displays to showcase non-white/non-hetero art/artists #critlib



A YEAR AGO



Kate Deibel
@metageeky

@mishiebhat Make sure the public service people know about the material being displayed so they can talk about it. #critlib



A YEAR AGO



liz chenevey
@gnomadlibrarian

That's such a good point! Not only increases collaboration & good relations, but empowers service staff to engage deeper with org #critlib twitter.com/metageeky/stat...



A YEAR AGO



Lisa Hubbell
@lisahubbell

Oops: for #critlib chat on public libraries and inclusion. Great tools for listening to full range of service community for any non-profit. twitter.com/lisahubbell/st...



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/antioppression training into service point training—esp for student employees? #critlib



A YEAR AGO



Violet Fox
@violetbfox

A4. Please share inclusion / anti-oppression resources you've found helpful! I'll bring them together on critlib.org. [#critlib](#)



A YEAR AGO



gayatri singh
@socaldesi

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



nimisha bhat
@mishiebhat

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



Kate Deibel
@metageeky

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



A YEAR AGO



liz chenevey
@gnomadlibrarian

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



liz chenevey
@gnomadlibrarian

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...](https://twitter.com/mishiebhat/status/1234567890)



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



Violet Fox
@violetbfox


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

 A YEAR AGO



A A McNamara
@aamcnamara

lurking #critlib, academic librarian in Cambridge

 A YEAR AGO



Forty and Sporty
@adammizelle


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

 A YEAR AGO



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

 A YEAR AGO



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

 A YEAR AGO



Katlyn Griffin
@libraringkat

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

 A YEAR AGO



Katlyn Griffin
@libraringkat

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
@libraringkat

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/libraringkat/s...



A YEAR AGO



Katlyn Griffin
@libraringkat

[@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



gayatri singh
@socaldesi

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



Katlyn Griffin

@libraringkat

@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...



A YEAR AGO