

Western Libraries Diversity Plan

2013-2016 Plan

CREATED BY:

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Introduction

Western Washington University has long understood the need for supporting diverse perspectives and backgrounds in higher education. Indeed, Western Washington University identifies the institution's mission as "...serving the state of Washington, the nation, and the world by bringing together individuals of diverse backgrounds and perspectives in an inclusive, student-centered university that develops the potential of learners and the well-being of communities."

Western Libraries, in full agreement with the University's mission, strives to develop an inclusive educational environment through three main methods:

- a. Develop culturally competent personnel through trainings and workshops;
- b. Complete a wide array of projects and tasks designed to create a supportive environment that represents all voices on campus;
- c. Partner with all campus and/or regional organizations when relevant (and when time permits).

During the 2011-2013 Biennium, the Libraries Diversity Committee attempted to complete fourteen projects, each affiliated with their respective departments. Upon review, the Committee has completed 86% of these tasks and projects. Of the ones that remain unfinished, these projects are long-term endeavors – such as website and e-reserve accessibility – that cannot be accomplished within a single biennium. Thus, the Committee will continue working on these long-term initiatives.

The current Plan expires in late June 2013, and it is time to present another. However, there are changes in this new Plan. The 2013-2016 Western Libraries Diversity Plan is organized into the following areas, with affiliated projects in every section:

- a. **Recruitment & Retention:** The Diversity Committee will provide useful tools for recruiting diverse, qualified personnel.
- b. **Employee Training & Development:** The Diversity Committee will provide opportunities for employee development, with the goal of culturally competent personnel.

- c. **Outreach & Instruction:** The Diversity Committee will provide useful tools for including diverse voices in Libraries Instruction, as well as perform important outreach endeavors.
- d. **Collections & Access:** The Diversity Committee will highlight the diverse voices at Western Libraries found in library collections, in addition to improving access to those same collections for users with disabilities.

One last note: Campus partnerships across organizations are an important part of outreach, and allow the Libraries to develop projects that are truly meaningful to their constituents. Therefore, the Diversity Committee will strive to partner with campus and regional organizations whenever relevant in order to build long-term relationships and heighten the relevance of our services.

Sincerely,
Western Libraries Diversity Committee
Rebecca Marrall (Chair)
Ryer Banta
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Western Libraries Diversity Plan (2013-2016)

Recruitment & Retention (Area 1)

Action Plan 1.1	Update Recruitment Plan
Project Description	The 2011-2013 Recruitment Initiative needs an update. The initiative needs any new contact information, along with additional resources for Search Committees within the Libraries.
Start Date	July 2013
Responsibility	Western Libraries Diversity Committee
Desired Outcomes	To create an effective recruitment tool for Search Committees within Western Libraries, when searching for classified staff, professional staff, or faculty positions.
Deliverables	<ol style="list-style-type: none"> a. Updated recruitment plan, complete with new contact information for library organizations and listservs. b. Determine whether electronic guide is a better tool than a physical paper document for housing resources. c. Updated interview questions about diversity-related matters for Search Committee members to ask candidates. d. Assessment survey for Search Committees to determine what further information is needed.
Assessment & Review	<p>Assessment will take form of short, internal report and will note:</p> <ul style="list-style-type: none"> - Use of plan by Libraries personnel and/or Search Committees; - Frequency of Use; - Subsequent feedback from Committees. <p>Summary of assessments to be delivered in Dec. 2014 and June 2016.</p>

Action Plan 1.2	Update Recruitment Plan – Student Employees
Project Description	While the 2011-2013 Recruitment Initiative has some resources devoted to student recruitment, this initiative would new contact information and additional resources for student supervisors within the Libraries.
Start Date	July 2013
Responsibility	Western Libraries Diversity Committee
Desired Outcomes	To create an effective recruitment tool for student supervisors within Western Libraries and the Learning Commons.
Deliverables	<ol style="list-style-type: none"> a. Updated recruitment plan, complete with new contact information for campus organizations.

	<ul style="list-style-type: none"> b. Determine whether electronic guide is a better tool than a physical paper document for housing resources. c. Updated interview questions about diversity-related matters for student supervisors to ask student candidates. d. Assessment survey for student supervisors to determine what further information is needed.
Assessment & Review	<p>Assessment will take form of short, internal report and will note:</p> <ul style="list-style-type: none"> - Use of plan by Libraries personnel and/or Search Committees; - Frequency of Use; - Subsequent feedback from Committees. <p>Summary of assessments to be delivered in Dec. 2014 and June 2016.</p>

Employee Training & Development (Area 2)

Action Plan 2.1	Cultural Competency
Project Description	Internal trainings and workshops can be an effective way to build cultural competency among personnel around diversity-related matters.
Start Date	July 2013
Responsibility	Western Libraries Diversity Committee
Desired Outcomes	<p>To provide educational opportunities in order to raise awareness and understanding about the diverse groups on campus.</p> <p>To improve cultural competency among personnel at Western Libraries.</p>
Deliverables	<ul style="list-style-type: none"> a. On-going presentation of workshops, webinars, and internal trainings (Goal: One per quarter). b. Investigate opportunities for partnering with the Organizational Development Coordinator. c. Assessment survey distributed after each event.
Assessment & Review	<p>Assessment will take form of short, internal report and will note:</p> <ul style="list-style-type: none"> - Attendance statistics; - Frequency of events; - Event type and purpose; - Subsequent feedback from Committees. <p>Summary of assessments to be delivered in Dec. 2014 and June 2016.</p>

Action Plan 2.2	Student Employees – Training & Development
Project Description	Since the advent of the Learning Commons at Western Libraries, student personnel are often at the forefront of service delivery. Thus, it is important to equip student employees with necessary information through training.
Start Date	September 2013, September 2014, September 2015
Responsibility	Western Libraries Diversity Committee
Desired Outcomes	To train an effective student workforce who are cognizant of diverse needs, and are able to make efficient and appropriate referrals as needed.
Deliverables	<ul style="list-style-type: none"> a. The Committee will develop, and host, a yearly training for student employees prior to the start of Fall Quarter. b. Create an electronic guide that houses resources to which student employees can refer in unique service situations. c. Training will provide an overview of resources and tools available to students with disabilities, transgender students, and many other groups. d. Students will complete an assessment survey for the Diversity Committee, in order to determine what further information is needed.
Assessment & Review	<p>Assessment will take form of short, internal report and will note:</p> <ul style="list-style-type: none"> - Number of students participating; - Affiliated departments and organizations; - Subsequent feedback from student employees. <p>Assessment to be delivered after each training, and will be based upon survey results.</p>

Outreach & Instruction (Area 3)

Action Plan 3.1	Diversity Displays (Electronic & Physical)
Project Description	Diversity Displays are an on-going exhibit of library resources that represent all groups on campus.
Start Date	July 2013 (On-going, once a quarter)
Responsibility	Western Libraries Diversity Committee
Desired Outcomes	To provide educational opportunities in order to raise awareness and understanding about the diverse groups on campus.
Deliverables	<ul style="list-style-type: none"> a. On-going presentation of library resources that provides

	<p>perspectives on diverse groups (Goal: One per quarter).</p> <p>b. Displays will consist of a a) Physical exhibit in the Libraries; and b) An Electronic exhibit or video to accompany the physical exhibit.</p> <p>c. The Committee will reach out to student organizations within WWU whenever possible in order to create meaningful partnerships around these days.</p>
Assessment & Review	<p>Assessment will take form of short, internal report and will note:</p> <ul style="list-style-type: none"> - Frequency of displays; - Overview of topics and library resources used. <p>Summary of assessments to be delivered in Dec. 2014 and June 2016.</p>

Action Plan 3.2	Multicultural Literacy Repository
Project Description	As information managers and disseminators, librarians are often aware of how cultural paradigms can influence a patron's skill set in information literacy. Partnering with the Instruction Coordinator, the Diversity Committee will create a module on this topic, specifically designed to a) raise awareness about cultural paradigms and information literacy; and b) to be easily inserted into a LIBR 201 course.
Start Date	July 2013
Responsibility	Western Libraries Diversity Committee
Desired Outcomes	<p>To increase discussion of diverse worldviews in information literacy.</p> <p>To create an efficient method for incorporation of materials featuring diverse worldviews into Library Instruction.</p>
Deliverables	<p>a. Completed instruction module, composed of a) Lesson Plan; b) Brief Lecture; c) In-class activity; d) Take home assignments.</p> <p>b. Assessment survey for instructors to complete upon use of the module.</p>
Assessment & Review	<p>Assessment will take form of short, internal report and will note:</p> <ul style="list-style-type: none"> - Use of module by Libraries personnel; - Frequency of Use; - Subsequent feedback from Libraries personnel. <p>Summary of assessments to be delivered in Dec. 2014 and June 2016.</p>

Action Plan 3.3	Heritage Resources Exhibits (Electronic & Physical)
Project Description	Heritage Resources displays are an on-going exhibit of resources from Special Collections, the Center for Pacific Northwest Studies, and the WWU Archives, all of which are designed to showcase diverse voices on campus and/or in the Pacific Northwest region.
Start Date	July 2013 (On-going, approximately two to three times per year).
Responsibility	Western Libraries Heritage Resources Department (Roz Koester)
Desired Outcomes	To raise awareness and understanding about the diverse groups on campus and/or in the Pacific Northwest Region. To raise awareness of the scope and diversity of collections within Heritage Resources.
Deliverables	a. On-going presentation of Heritage Resources that provides perspectives on diverse groups (Goal: Approximately two to three times per year). b. Displays will consist of a physical exhibit in the Libraries.
Assessment & Review	Assessment will take form of short, internal report and will note: <ul style="list-style-type: none"> - Frequency of displays; - Overview of topics and library resources used. Summary of assessments to be delivered in Dec. 2014 and June 2016.

Collections & Access (Area 4)

Action Plan 4.1	Architectural Accessibility
Project Description	Assessing architectural accessibility is an on-going opportunity to create a more inclusive Library at WWU.
Start Date	July 2013 (On-Going)
Responsibility	Western Libraries Diversity Committee
Desired Outcomes	To increase access by physical means of Library materials and tools for all students on campus. By increasing access, to create an inclusive learning environment.
Deliverables	a. Improved signage denoting important resources for students, staff and faculty. b. Improved awareness (via student and staff training, and LibGuides) of architectural accessibility. c. On-going engagement of opportunities to improve architectural accessibility.
Assessment & Review	Assessment will take form of short, internal report and will note:

	<ul style="list-style-type: none"> - Progress of internal discussion; - Any subsequent actions on discussion. <p>Summary of assessments to be delivered in Dec. 2014 and June 2016.</p>
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Action Plan 4.2	Electronic Accessibility
Project Description	Increasingly, electronic accessibility is important for students with visual impairments and learning disabilities. Therefore, the Diversity Committee will pursue opportunities to ensure that Library materials (i.e., the website, the catalog, and more) are electronically accessible.
Start Date	July 2013
Responsibility	Western Libraries Diversity Committee
Desired Outcomes	<p>To increase access by electronic means of Library materials and tools for all students on campus.</p> <p>By increasing access, to create an inclusive learning environment.</p>
Deliverables	<p>a. Assessment of Western Libraries online presence: Library IT will improve the accessibility of their online presence by testing each site or application with free online accessibility testing tools. Problems will be addressed or documented for future review. Sites or applications to be assessed include:</p> <ul style="list-style-type: none"> i. Libraries' Homepage ii. Catalog iii. Intranet iv. LibGuides v. Viking Village vi. Online Chat vii. Room Booking System viii. Illiad <p>b. Feature Accessibility LibGuide: A quick way to advertise already available accessibility measures is to feature the LibGuide entitled "Information and Services with Users with Special Needs" on the LibGuides site. Hopefully, the improved visibility of these resources will encourage greater use.</p>
Assessment & Review	<p>Assessment will take form of short, internal report and will note:</p> <ul style="list-style-type: none"> - Progress of internal discussion; - Any subsequent actions on discussion. <p>Summary of assessments to be delivered in Dec. 2014 and June 2016.</p>

Statement on Diversity

Western Libraries acknowledges the importance of respecting diversity, and believes that understanding the complexity of humanity enriches the delivery of library and information services. Thus, the Libraries commit to endeavors that assure engagement with diversity-related topics in effort to transform the physical, social, and scholarly climate.

Principles

Western Libraries values the myriad dimensions of culture, ethnicity, gender, age, ability, political beliefs, and much more.

Western Libraries believes that exploration, and inclusion, of diverse perspectives enhances scholarly research and creative endeavor.

Western Libraries values inclusion, defined as the conscious and consistent practice of removing barriers -- technological, academic, and physical -- that prevent patrons retrieving information and library services.

Western Libraries values accessibility of library materials for all patrons in pursuit of scholarly or academic endeavor.

Vision

Western Libraries envisions a creative and scholarly community where inclusion is proactive, not an after-thought to be remedied. Practicing inclusion will deepen the Western Libraries' already considerable contribution to both on-campus and extended scholarly communities, and transform the Libraries into a truly multicultural learning community.

Definitions

Diversity is defined as the multiple dimensions of humanity; as the complete array of the myriad variations of culture, ethnicity, gender, age, ability, political beliefs, religion, and much more.

Inclusion is defined as the conscious and consistent practice of removing barriers – technological, academic, and physical – that prevent patrons retrieving information and library services.

Culture is defined as a group of individuals that operate on shared knowledge, expectations, and beliefs. Thus, multicultural refers to the many cultures that make up Western Libraries' student, staff and faculty.