

**EBD # 12.19**

**2011-2012**

**TO:** ALA Executive Board

**RE:** *Office for Diversity & Spectrum Scholarship Program update*

**ACTION REQUESTED/INFORMATION/REPORT:**

*Information only*

**ACTION REQUESTED BY:**

**CONTACT PERSON:**

*Miguel A. Figueroa, Director Office for Diversity*

[mfigueroa@ala.org](mailto:mfigueroa@ala.org) 312-280-5295

**DRAFT OF MOTION:**

**DATE:** *December 30, 2011*

**BACKGROUND:**

*Summary of Office for Diversity and Spectrum Scholarship Program activities since the June 2011 Executive Board Report*

***Attachments:***

Report

“Civility and Diversity” and “Bias in the Workplace” Information Cards

Knowledge Alliance Design Samples

JCLC Preliminary Program

## **Office for Diversity and Spectrum Scholarship Program Update**

### *Events at the 2012 Midwinter Meeting*

The Committee on Diversity and the Diversity Research Grants Advisory Committee will host the 2012 DiversiTea, which serves as the launch of the 2012 ALA Diversity Research Grants program and provides a forum for attendees to discuss current work in diversity research and explore the opportunities provided by the Diversity Research Grants program. Dr Camila Alire, 2011 Achievement in Library Diversity Research Honoree, will provide opening remarks. Sunday January 22, 4:00pm-5:30 pm in the Dallas Convention Center Room C150.

As part of the IMLS-funded “Spectrum Doctoral Fellowships: Building Change” program, the Office for Diversity will host “Is a PhD in LIS for You,” featuring a panel of current doctoral students. This is an opportunity for individuals considering LIS doctoral study to learn more about the opportunities and challenges of pursuing this advanced degree. Saturday January 21, 10:30 am-12:00 noon in the Dallas Convention Center Room C149.

### *Online Learning*

The Office for Diversity launched Diversity Leadership Online with three webinars beginning December 1, 2011. This ongoing webinar series provides the foundation for a culture of responsible diversity leadership within the profession and is based on the Diversity Leadership Institutes previously hosted as pre-conferences to the ALA Annual Conference. With new opportunities for individuals to participate in learning no matter where they are, the ALA Office for Diversity is excited to provide the valuable content of the Diversity Leadership Institute in an online format.

The first three sessions included “The Diversity Committee: Your Library’s Competitive Advantage,” presented by Valerie Bell (Chief Librarian, Branch Services, Ocean County Library), “How Diversity Matters: Micro-Practices That Keep Libraries Relevant,” presented by Karen Downing (University Learning Communities Liaison and Foundation & Grants Librarian, University of Michigan) and “The Diversity Conversation: Why You Need to Have It and How to Start It,” presented by Miguel Figueroa (Director, Office for Diversity).

Sessions are affordably priced (ALA member: \$20; Nonmember: \$25; Group: \$120) and utilize the Adobe Connect platform. On average, sessions received 9 group registrations and 24 individual registrations. Each session is recorded and provided to attendees along with an evaluation.

The Office for Diversity will develop a second series of webinars to be introduced in the early Spring and seeks to build attendance through increased promotion.

### *Empowering Diverse Voices—2011-2012 ALA President Molly Raphael’s Presidential Initiative*

The Office for Diversity continues to support "[Empowering Diverse Voices](#)," a diversity leadership initiative of 2011-2012 ALA President Molly Raphael. "Empowering" is composed of five elements, each chaired by a member leader. At the 2012 ALA Midwinter Meeting, two elements will launch.

Champion Connections, co-chaired by Rose Dawson and Mary Jo Venetis, seeks to increase diverse new members' association involvement through the encouragement of a personal champion, an influential leader who takes an interest in early involvement and development. Through a "speed dating" approach, new leaders can match with established leaders who can advocate for their increased leadership development within the association. Over 25 champions have agreed to participate in this year's event (Saturday January 21, 1:30-3:30 pm in the Dallas Convention Center Room A 201/202) and will meet with 25 new and emerging leaders.

A Leadership Video Series, chaired by Loida Garcia-Febo, seeks to document the leadership experiences and practices of diverse leaders from the profession. Recordings with over 26 leaders will take place at the 2012 Midwinter Meeting. Recordings will be edited and released beginning in the early Spring.

Additional elements planned throughout the remainder of the year include an Association Options Fair, chaired by Trevor Dawes and Holly Cole Okuhara, which will provide new members with access to member groups seeking new members and leaders; a Leadership Program Series, chaired by Dale K. McNeill and Janice Welburn, which will provide online and in-person programming focused on diversity and leadership; and Building Bridges Across Mentoring Programs, chaired by Janine Golden, which seeks to compile and coordinate the many mentoring opportunities provided throughout the association and its affiliates.

#### *New Learning Resources*

The Office for Diversity continues to invest in the development of new learning resources which provide members and the library community with information on diversity and its importance in the profession.

The Office for Diversity has introduced four new learning resources. "[Recruitment for Diversity](#)" offers guidance for focusing on diversity in the recruitment process, including drafting the job description, promoting the opportunity, and executing the search; a newly revised "[Strategic Planning for Diversity](#)" was developed with Jody Gray, Diversity Outreach Librarian/American Indian Studies Librarian, University of Minnesota Libraries, and provides guidance for developing a diversity plan, assessing needs, and setting priorities and goals; "[Civility and Diversity](#)" explores how a more civil environment can produce a more diverse environment and offers simple strategies for making a more polite, courteous and welcoming work environment; and "[Bias in the Workplace](#)" explores how bias affects workplace relationships and offers suggestions for examining and overcoming personal biases.

The final two resources, "Civility and Diversity" and "Bias in the Workplace," are being developed into short informational cards (see pg. 7-8) and will be made available for free to ALA members. The cards are intended to serve as coaching tools or conversation starters for libraries interested in promoting diversity.

#### *Presentations/Exhibiting*

The Office for Diversity exhibited at the 4<sup>th</sup> National REFORMA Conference, September 15-17, 2011 in Denver, Colorado.

The Office for Diversity presented at the 2011 Mississippi Library Association Conference, October 19-21, 2011 in Jackson, Mississippi.

### *Spectrum Scholarship Program*

The Spectrum Scholarship Program continues to be a primary focus for the Office for Diversity.

The Spectrum Scholarship Program received over 140 completed applications for the 2011 Spectrum Scholarships. The Office for Diversity awarded 53 2011-2012 Spectrum Scholarships. The Spectrum program continues to fund scholarships through the initial endowment and the generous contributions of individuals and organizations whose donations support named scholarships in the Spectrum Family of Funds. For 2011, scholarships have been awarded in honor of the following individuals: Leo Albert, Ron Clowney, Louise Giles, William R. Gordon, Howard M. and Gladys B. Teeple and Dr. Betty J. Turock. Additionally the following organizations sponsored named Spectrum Scholarships: Medical Library Association/National Library of Medicine (MLA/NLM) supports two scholarships, American Association of School Librarians (AASL), Association of College and Research Libraries (ACRL), Association for Library Service to Children (ALSC), Library Instruction Round Table (LIRT), and the Young Adult Library Services Association (YALSA). Ten additional scholarships were provided through the ALA/ProQuest Scholarship Bash and 20 scholarships were provided through a grant from the Bill and Melinda Gates Foundation.

In December 2010 the Office for Diversity submitted two grants to the IMLS's Laura Bush 21<sup>st</sup> Century Librarian Program. One application sought to support the Spectrum Scholarship Program through the provision of an additional 25 scholarships per year; this proposal was not funded. The Office did receive funding for a second round of Spectrum Doctoral Fellowships (\$886,499). The Office for Diversity submitted an application to the Bill & Melinda Gates Foundation (\$300,000) to support the Spectrum Scholarship Program and received funding for the Technology Transforms Communities project.

The Office for Diversity continues to support the Spectrum Presidential Initiative, which will be reported on by the ALA Development Office.

### *Gates Grant – Technology Transforms Communities*

Twenty of the 2011-2012 Spectrum Scholarships were funded through the grant from the Bill & Melinda Gates Foundation. The project also supports the development a library technology curriculum for the 2011 and 2012 cohorts of Spectrum Scholars and all interested Spectrum alumni. The Office conducted a survey in the summer of 2011 to assess Spectrum Scholars' familiarity with various technologies and libraries' implementation of technologies. Scholars were also asked to indicate their own expertise in these areas and their interest in serving as presenters thereby assisting the Office in furthering identifying specific webinar topics. Stephen X. Flynn—2009 Spectrum Scholar, Gates Millennium Scholar and Emerging Technologies Librarian at the College of Wooster—has agreed to serve as the Curriculum Coordinator for the Technology Transforms Communities initiative.

The first webinar was held on November 15 and was entitled "Engaging Under-served Users With Your Digital Initiatives". This webinar was presented by Angela Nolet, a 2000 Spectrum Scholar and the Online Services Project Specialist/Children's Librarian at King County Library System and Rebecca "Nicci" Westbrook, a 2009 Spectrum Scholar and the Coordinator of Digital Operations for the University of Houston Libraries. The webinar was recorded and a link to view the recording was distributed to current

Scholars and Spectrum alumni who were unable to attend the live session. The Office for Research and Statistics will be presenting a webinar on the Public Library Funding and Technology Access Study on January 31<sup>st</sup> and Spectrum alumni Stephen Flynn and Jamal Cromity will be presenting a webinar on Mobile Technology and the Digital Divide on February 15<sup>th</sup>.

#### *IMLS Grant—Discovering Librarianship: The Future is Overdue*

In conjunction with 35 Field Recruiters, the Office for Diversity is preparing to launch Knowledge Alliance – the branded recruitment effort developed for the Discovering Librarianship Project. The Knowledge Alliance website (see pg. 9) will allow Field Recruiters to create profiles for high school and college students they meet at career events. Once an individual has created a Recruit profile on the site (either through attending a career event and visiting the Knowledge Alliance booth or by signing up online) they can use the site to identify a mentor/ally and stay in contact with them, find information on career fairs in their area, and stay abreast of news about the library and information science field.

Since Midwinter 2011, Field Recruiters have attended 12 recruitment events in Alaska, Arkansas, Arizona, California, Iowa, Illinois, Mississippi, North Carolina, and Texas. The Field Recruiters will be exhibiting with the Knowledge Alliance materials from February 2012-June 2013. Additionally, Field Recruiters are establishing connections to the Career Centers at their undergraduate alma maters, work institutions and any other campuses with which they are affiliated as another source of leads.

#### *IMLS Grant—Spectrum Doctoral Fellowships: Building Change*

The Office for Diversity is utilizing the first year of the program to promote LIS doctoral study as a viable option for individuals from underrepresented racial and ethnic groups and build the potential applicant pool for the program. To this end the Office is sponsoring a discussion on “Is a PhD in LIS for You” at the ALA Midwinter Meeting featuring a panel of current doctoral students. The Office will also sponsor the Leaders Wanted Doctoral Options Fair at the 2012 ALA Annual Conference. Additionally Spectrum Doctoral Fellows from the first cohort will serve as speakers in free, informational webinars about LIS doctoral study, including defining a research focus, selecting an academic program, preparing for admissions, and opportunities within doctoral studies. The Office will begin promoting these webinars in February.

Twenty-one LIS Doctoral Programs are partnering on this project and a meeting of all partnering institutions is taking place at the 2012 ALISE Annual Conference.

Applications for Spectrum Doctoral Fellowships are expected to be made available in the Fall of 2012 for students planning to begin doctoral study in Fall of 2013. Interested individuals must apply both to the Spectrum Doctoral Fellowship program and the LIS doctoral program(s) of their choice by posted deadlines in order to be considered.

#### *Joint Conference of Librarians of Color 2012*

The Office maintains liaison responsibilities to the Steering Committee of the 2012 Joint Conference of Librarians of Color (September 19-23, 2012 in Kansas City, MO). This steering committee is composed of two representatives from each of the ethnic affiliates and non-voting secretary and treasurer. The Committee is co-chaired by Janice Rice from the American Indian Library Association and Haipeng Li

from the Chinese American Librarians Association. The Office for Diversity has been responsible for coordinating the JCLC Steering Committee's meetings at the Midwinter and Annual Conferences and working with Amy McGuigan of ALA Conference Services to help begin to solicit RFP's for the various services required of the JCLC.

The Joint Conference of Librarians of Color received over 200 proposals for programs for the upcoming conference. Due to the high volume of proposals received, the JCLC Program Committee will begin notifying program coordinators on a rolling basis beginning December 1, 2011, with all accepted proposals being notified no later than January 15, 2012.

The Joint Conference of Librarians of Color will debut their preliminary conference program at the 2012 ALA Midwinter Meeting.

ALA President Molly Raphael will host a fundraising reception for the Joint Conference of Librarians of Color on Saturday January 21 from 5:00-7:00 in the Omni Dallas Hotel Katy Trail Room.

For more information on JCLC 2012, please visit <http://jclc-conference.org>.

## “Civility and Diversity” and “Bias in the Workplace” Information Cards

# >civility

**ci·vil·i·ty** (sə'vilitē) *n* 1 archaic : training in the humanities  
2 courtesy, politeness; a polite act or expression

If we really think about the goals of diversity, we are seeking a workplace where different perspectives and experiences can be mutually respected and fostered for the betterment of the organization. A polite, courteous, and welcoming work environment furthers diversity efforts by creating a workplace where people—all kinds of people—want to contribute to their fullest potential.

We've all experienced incivility in the workplace. A flippancy remark from a co-worker. An accusatory e-mail copied to everyone in the library. A co-worker who never cleans up their mess. A meeting interrupted by late arrivals, early departures, or inattentive participants. Incivility often goes unnoticed, unless

you are the recipient of the incivility. The byproducts of incivility can be significant, including lowered productivity through reduced hours worked or reduced effort, intent on revenge or retribution, or even departure from the workplace.

### What does a more civil environment produce?

- **Collaborations**—staff members work together effectively and achieve objectives more efficiently
- **Ideas**—without fear of being dismissed or ridiculed, staff members will suggest new ideas for improving the organization
- **Customer Satisfaction**—when co-workers work together, they

work better, enriching our users' experiences

- **Retention**—if yours is a workplace where people treat each other well and are truly happy, then staff will be less likely to leave the comfortable work environment you have created



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**ALA** American Library Association

When it comes to finding information and instruction for how to become more civil, there is probably no better source—and likely it's easily available in your ready reference section—than Emily Post's *Etiquette*. Here, we provide some adapted instruction to address some of the most regular opportunities to increase civility in the workplace.

### In-Person

**Just say hello.** It's easy—just saying hello will demonstrate the respect and the concern you have for those you work with.

**Learn names.** Yes, names are important. If you've forgotten a name, politely ask for help or a reminder. Respect proper uses (Michael vs. Mike) and pronunciations.

**Avoid interruption.** Interruption can have varying degrees of impact depending on who you are speaking with. Interrupting a subordinate or someone from an underrepresented group can be seen as an assertion of dominance or a diminishment of their value.

**Remember what your parents said.** Please, thank you, you're welcome, excuse me, and I'm sorry—these are the essentials for demonstrating respect for your colleagues.

### In Meetings

**Respect time.** If you are conducting a meeting, be aware of the value of attendees' time and use it efficiently and effectively. If you are attending a meeting, respect the beginning and end times.

**Make invites inclusive.** One of the most important meeting responsibilities is to invite the right people. Failing to invite stakeholders or intentionally excluding individuals can seed mistrust and anger in your workplace.

**Some things are best suited for one-on-one.** Instead of discussing items in front of everyone, save it for a later time when it can be addressed privately. Airing grievances or criticisms in front of everyone only increases the potential for disrespect.

### In E-mail

**The medium sometimes isn't right for the message.** Not every message is suitable for e-mail—sensitive communications with supervisors or subordinates, criticisms, etc are probably best left for in-person conversations.

**Check and double-check.** While it is a quick and effective means of communication, taking an extra moment to make sure the e-mail is addressed correctly and to reread the content to ensure that its tone and content are accurate and appropriate is worthwhile.

**Forward for information.** Many messages are worth forwarding if your intent is to share the information. Adding commentary, especially criticism or sarcasm, is dangerous (the forward can get back to the original sender) and detrimental to the workplace.

# > bias

bi•as \ˈbi-əs\ *n.* an inclination of temperament or outlook; esp a highly personal and unreasoned distortion of judgment : PREJUDICE

When it comes to bias, there really isn't any good—it's just the bad, the ugly, and the sometimes unacknowledged. While we all probably know what bias is, we probably haven't taken the time to really address its effect in the workplace and to look at ways to eliminate it.

Biases can be positive (all librarians are well-read) or negative (all librarians lack fashion sense). They are usually personal, developed through individual personal experiences or environments. They're also broad generalizations that often limit our experiences with individuals—and this is where they can lead to problems in the workplace.

Let's try to illustrate bias in three categories—the bad, the ugly, and the unacknowledged:

**The Bad.** "Bad" bias is what keeps people out of our personal circles and our institutions. People in wheelchairs can't work here. People with accents shouldn't interact with the public. People with children can't go out after work. The "bad" bias limits people within our own assumptions. It is often the type of bias that exists within our thoughts and that can even sometimes be uttered out loud.

**The Ugly.** The "ugly" is probably the easiest thing for us to identify. The "ugly" are those statements that we know are wrong—the things many of us can't even think, that don't make sense. People on welfare are lazy. Women are bad at math. White men don't care about diversity. The "ugly"

are the ultimates, the generalizations that can't be proven.

**The unacknowledged.** The "unacknowledged" can seem positive. Asians are good with technology. They can be self-directed. I'm Mexican and we're always late. They can masquerade as helpfulness. People with accents need to be spoken to slowly and loudly. They can seem logical. African American librarians should work with African American communities. The unacknowledged lead to all of the regular problems of bias, and because they aren't acknowledged and addressed they can perpetuate and spread within the workplace.

## Difference vs. Bias

Some workplaces want to act like there are no differences—that everyone is the same. This is simply not true. Differences are unavoidable in the workplace and they usually make workplaces stronger. Acknowledging differences doesn't lead to perpetuating bias. Knowing that English is Alicia's second language is fine—basing our assessment of her abilities on that is not. Difference is an essential part of recognizing the individual, but when difference is used to generalize individuals based on what we think of that group, it becomes a bias.

## 6 Steps to Changing Bias

- 1. Reflect.** Spend time reflecting on the biases that you might have—almost everyone holds some form of bias. Think through how those biases might have been formed and if there is any sound logic or reason to them.
- 2. Confront.** Consider why you might be holding onto a bias. Is it because of fear—a preventative measure based on a bad experience? Is it for security—a crutch that helps you feel better about yourself? Is it avoidance—a way to dodge difficult situations with groups you don't understand or that make you uncomfortable?
- 3. Engage.** One of the best ways to eliminate a bias is to prove it wrong through personal experience and engagement. We're all professionals and we can draw on each other to help improve our workplace. Engage in a conversation with someone different from yourself. Get to know them as an individual and take note of how they dispel the biases you might hold.
- 4. Commit.** Commit to experiencing individuals, not groups. Remember that everyone is a unique individual, not a stereotype of a group.
- 5. Maintain.** Keep making connections with individuals—embrace each opportunity to meet and experience a new person to appreciate the differences and unique elements that make that person who they are.
- 6. Discuss.** Talk about your experiences with bias and with overcoming biases. Encourage others to talk about their experiences. Use discussion to help point out lingering blind spots and to continue building a bias-free workplace.



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ALA  
American  
Library  
Association



# KNOWLEDGE + ALLIANCE

KNOWLEDGE + ALLIANCE

LOGIN OR CREATE ACCOUNT

## Meet your Ally.

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LEARN MORE

### Need an Ally?

Phasellus molestie magna non est bibendum non venenatis nisi tempor.

GET STARTED

### Find your Ally.

Phasellus molestie magna non est bibendum non venenatis nisi tempor.

What is your Ally's first and last name?

SEARCH

### News

Jan 12, 2011 at 1:45 pm  
Nullam in du mauris. Vivamus hendrent arcu sed erat molestie vehicula. Sed auctor neque eu tellus rhoncus.

Jan 12, 2011 at 1:45 pm  
Nullam in du mauris. Vivamus hendrent arcu sed erat molestie vehicula. Sed auctor neque eu tellus rhoncus.

Jan 12, 2011 at 1:45 pm  
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### Upcoming Events

Jan 12 - 13, 2011  
**Nullam In Du Mauris**  
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Feb 22 - 23, 2011  
**Nullam In Du Mauris**  
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Jan 12 - 13, 2011  
**Nullam In Du Mauris**  
Vivamus hendrent arcu sed erat molestie vehicula. Sed auctor neque eu tellus rhoncus.

### Questions?

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What's your question?

What's your email?

ASK