What About Mainstream Librarians Serving Diverse Populations?

Lori Mestre
University of Illinois at Urbana-Champaign

Abstract
With so few librarians from an ethnic or culturally diverse group available to serve as designated librarians for multicultural services, libraries need to extend their efforts by looking to mainstream librarians. What challenges do they face as they learn how to gain an entrée into the communities they serve? Hear highlights from a recent study conducted to learn of experiences, training needs, and program development of librarians serving diverse populations.
What About Mainstream Librarians Serving Diverse Populations?

Lori Mestre
lmestre@illinois.edu

For a recorded presentation go to:
http://www.library.uiuc.edu/diglit/coop/mestre_KY_2008

Spectrum of the Future
National Diversity In Libraries Joint Conference
October, 3, 2008
University of Illinois at Urbana-Champaign
Issues at Hand

Preparation and Training of Librarians to Serve Diverse Populations

Getting Started

Isolation and Support Issues
Surveys

- **Selected** librarians serving diverse populations (45 questions with open ended options)
  
  **Response rate:** 44 out of 123 = 35.7%

- All accredited U.S. Library Schools
  
  **Response rate:** 25 out of 49 = 51%

Interviews

- Interviewed 15 of the librarians from the survey = 27%

Web Page Evaluation of 123 ARL Libraries

- Reflection of Diversity in Library Mission and Strategic Plans
- Time it took to locate diversity at the Library Web Page
- Evidence of Diversity Committees
Ethnicity

Citations from comments made for this slide:
Finding Diversity Librarians

Where are They?
Web Page Analysis

Libraries with Diversity in Mission Statement/Strategic Plan

Libraries with a Diversity Committee

Librarian for Multicultural/Diversity/Outreach

Time it took to find “diversity” on the library website (5-15 minutes)

Library pages where diversity was not found
Suggestions

Make diversity/multiculturalism visible from your web page.

- About Pages (diversity mission statements, committee reports)
- Directories (staff and subject)
- Searches (include relevant diversity metatags)

Help make it clear who to contact regarding diversity connections

Toronto Public Library
"The one world toward which we are rapidly moving will not, I think, be a world of one race, or a world of one thought, but a world of mutual understanding, respect and tolerance..." Mary McLeod Bethune

Multicultural Services Librarian
"Developing and managing interdisciplinary collections in diversity studies"

Multicultural Information Resources

- Music
- Selected Multicultural Studies Web Sites
- Reference
- Education
- Article Indexes / Databases
- Dictionaries / Encyclopedias
- Research Guides
- Videos

Diversity Quick Picks

- Services
- Ask a Librarian
- Information Sources
- Diversity Resources
- Recognition Calendar
- Academic and Personal Assistance @ UWM
- UWM & Milwaukee Events
- Diversity @ UWM & in the UW System

http://www.uwm.edu/Libraries/multicultural/
Paths to Learning

Adults & Seniors
Business Community
Community College
Students
KidsPlace
Multicultural
SJSU Distance Learners
SJSU Students & Faculty
TeenWeb

Connecting our community with paths to learning from childhood to seniorhood

This page last updated June 01, 2007 by the Web Team
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<td>contains</td>
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<td>Type</td>
<td>Dept/Program</td>
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<td>AND OR</td>
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<td>Sort By</td>
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Lauc Home  ||  ALA Diversity

Comments to LAUC Committee on Diversity. Last updated 22 July 2004.

http://internal.library.ucsc.edu/comm/lauc/diversity/
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<tbody>
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<td>Title</td>
<td>contains</td>
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<tr>
<td>Type</td>
<td>Guide/Biblio</td>
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Lauc Home || ALA Diversity

Comments to LAUC Committee on Diversity. Last updated 22 July 2004.
Current Roles

14 of 107 ARL Libraries
Diversity Librarians

78 of 107 ARL Libraries
Subject Specialists

New Term?
Outreach
A Need for All Librarians To Be Culturally Competent

Barrie Public Library, Ontario
36.2% of the respondents were the first ones in the position.

59% felt that the search ctte wasn’t necessarily looking for anyone with this type of experience.

42.6% felt isolated.

39.1% felt they had to try to fit into the environment.
Did you intentionally seek a position dedicated to multicultural/diversity services?

In Percentages

- **Yes**: 27.7%
- **No**: 61.7%
- **Comment**: 6.4%
Did you believe that you had all of the qualifications, skills, and experiences that were asked for in this position?

- Yes: 63.8%
- Not Really: 21.3%
- Other: 12.8%
What made you the most qualified for this job?

In Percentages

<table>
<thead>
<tr>
<th>Experience with diverse cultures</th>
<th>From an ethnic group</th>
<th>Outgoing &amp; make connections</th>
<th>Public relations &amp; marketing skills</th>
</tr>
</thead>
<tbody>
<tr>
<td>42.6</td>
<td>21.3</td>
<td>57.4</td>
<td>27.7</td>
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</table>
“Not sure. The position is still being developed and the expectations change with the goals of the library and the university.”

“I really was not sure since it hadn’t been done before.

“I have been able to make my strong attributes work for this position, but I do wonder if the position had been advertised originally if I would have met all the qualifications.”
87.2% entered library school not thinking about a career in multicultural librarianship
Diversity Preparation

Did your Library School program prepare you to work with multiple constituencies?

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<thead>
<tr>
<th></th>
<th>Yes</th>
<th>Somewhat</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Count</td>
<td>21.7</td>
<td>50</td>
<td>28.3</td>
</tr>
</tbody>
</table>
Did your library school offer a specific course in multicultural librarianship (or something similar)?

From the Librarian Survey
- No: 75.6%
- Yes: 22.2%

2.2 comments

From the Library School Survey
- No: 25%
- Yes: 75%
Did you intentionally seek a position dedicated to multicultural/diversity services?

In Percentages

- Yes: 27.7%
- No: 61.7%
- Comment: 6.4%
How should multicultural librarianship be part of the curriculum?

- Required: 25.5
- Elective: 12.8
- Elements in every course: 40.4
- Both required and elements in every course: 8.5
- As elective and elements in every course: 12.8
Getting Started: How Do I Learn to:

Work with diverse cultures?

Initiate, coordinate, and expand diversity-related programs at my library and institution?

Gain an entrée as liaison to the various diverse populations?

Better prepare all librarians to be culturally competent?
Establishing relationships 22%

Becoming a presence in the library/community 17.15%

Other 30%

Most Challenging Aspect of Job

Developing an environment that embraces diversity 10%

Developing a plan of action 20%
Gaining an Entrée 20.5%
Socially Accepted Norms 2.3%
Other 18.1%
Understanding Cultural Nuances 20.5%
Communication 22.7%
Approachability 15.9%

Greatest Challenges Working with Diverse Cultures
“I created the job and had to learn as I went.”

“It was my first professional position.”

“I have been given the opportunity to vision the future of immigrant services for my library system. I do that through a great staff, a working knowledge of the research and best practices nationwide and through knowing and connecting to the community.”
Best Practices

Don’t miss our OLC 2006 Diversity Conference presentations and materials! The 2006 OLC Diversity Conference featured library-based programs that expand cultural awareness, increase sensitivity to economic, physical, and social differences, encourage advocacy, cooperation, and partnerships, heighten self-awareness, and showcase best practices in services and programming. Handouts and other resources from the 2006 Diversity Conference, provided by session presenters, are available here.

The American Library Association’s Office for Diversity has created a Library Diversity wiki to allow library diversity advocates to collaborate, communicate and connect with the most up-to-date information on diversity activities and issues that impact the profession, the workplace, and the quality of direct service delivery.

The Ocean County (NJ) Library, always a leader in library diversity initiatives, offers the Diversity Cookbook, a toolkit of diversity programs. This is a great service for libraries to gather program ideas along with some basic instructions for making a variety of diversity programs happen and succeed.

OLC Diversity Committee member Susan Ballard offers the Hip Pocket Guide to Better Service for LGBT Customers (Microsoft Word, 160KB) for download, with links and tips for collection development, reference, programming, and outreach.

The Conflict Resolution Education Connection offers workshops, training and resources for educators and others in promotion of Conflict Resolution Education. The many instructional materials offered include resources on diversity awareness and related areas.

http://www.olc.org/diversity/best_prac.html
Gaining an Entrée

Was there a previous person in this position?

- **YES**: 58.6%
- **NO**: 36.2%

<table>
<thead>
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</tr>
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</table>
Gaining an Entrée

- Find the Stakeholders
- Get an Introduction
- Prepare Promotional Materials
- Become an Ally
Did you find it difficult to find relevant examples elsewhere of accomplishments, plans, programs of multicultural/diversity librarians?
Suggestions – Investigate:

- Relevant caucuses, listservs, committees
- Conferences that focus on Diversity
- Library and diversity websites
- Literature
- Libraries serving diverse populations
- Further training and courses
Examples from Web Sites

Collection Development
Diversity Resources

Welcome to our collection of diversity resources gathered to help you plan and deliver your own excellent service in your communities. These have been carefully screened and selected. Although most resources are flexible enough to apply to ANY diverse population, there are some specific items related to particular groups (for example, Spanish-speakers, immigrants, etc.) under the 'create programs' and 'even more info' headings.

These categories can be used as a planning outline if you follow them from top to bottom, or you can dive into any topic that interests you. Select any category and you will be guided to an annotated list of additional related topics to explore. (NOTE: Some links open additional windows, and you cannot immediately access the preceding page from those.) Explore the links and resources provided. Some books and periodicals may need to be located at a local library rather than online.

[http://www.cde.state.co.us/cdelib/diversity/Resources-Info.htm](http://www.cde.state.co.us/cdelib/diversity/Resources-Info.htm)
The Multicultural Children's Book Database

A collaborative project of the University Library and the Department of Teacher Education

http://html.ulib.csuohio.edu/bookreviews/
Library Services to Multicultural Populations Section

The Section brings together libraries and institutions interested in the development and availability of library services designed to meet the needs of cultural and linguistic minorities.

The Section is striving to share its experience in library services to multicultural populations in view of the necessity to ensure that every member in our global society has access to a full range of library and information services. In order to achieve this, it promotes international cooperation in this field.

STRATEGIC PLAN

2006-2007 | 2004-2005

WELCOME!

Libraries have always been a place where all are welcome. With the recent changes in our demographic make up libraries have the opportunity to play a vital role in creating a climate of trust and respect. Libraries continue to connect people and serve communities. This website is designed to help libraries as they search for excellence in service. We have compiled models and resource materials that can be shared by all libraries wherever the need exists. The following pages are the culmination of a grant funded project designed to help libraries in Illinois improve services to their rapidly diversifying populations. By providing a coordinated regional approach, the grant enabled project libraries to learn about their diverse populations, develop diversity services and obtain high levels of cultural competency. Our goals can be summed up as follows:
Diversity Online

Library Specific Web Resources for Serving Underrepresented Populations

- African American/Black
- Aging
- Asian American/Asian/Pacific Islander
- Diversity at Large
- People with Different Abilities
- Gay, Lesbian, Bisexual & Transgendered
- Gender/Women’s Studies
- Hispanic/Latino
- Immigrants/New Americans
- Multiracial/Interracial
- Native Alaskan/American Indian

African American/Black

Black Caucus of the American Library Association

The Charlotte-Mecklenburg Story: Public Library of CMC

Syracuse University Library: African American Studies

http://www.ala.org/ala/diversity/diversityonline/diversityonline.htm
Next DIAL-South business meeting

Dear DIAL Members and Friends:

DIAL-SOUTH is going to Orange County!! Please join us for the next DIAL-South business meeting Friday August 22nd, 2008 10am-12pm at Pollak Library, California State Fullerton. Specifically Room PL-311 on the 3rd floor of the north side of the library.

MAP to CSUFullerton:
900 N State College Blvd, Fullerton, CA 92831 Link to Google Maps

PARKING:
Visitor parking permits cost $5.00 for all day.

The parking kiosk* is now located on Arts Drive off of State College (in the lower left hand side of the map). Parking in Lot E on the east side of the campus as it is the closest to the Pollak Library (PL). If one enters from the north side (from Yorba Linda Blvd) there is a parking permit machine at the northern end of Lot E.

Please use the following map in order to locate parking areas:

http://parking.fullerton.edu/Maps/PrintableCampusMap.pdf

*The yellow permit machines accept one and five dollar bills only. Daily permits may be purchased in Lots: A, E, and G during all hours in which permits are required and are valid in all student lots and parking structures.

TELECONFERENCE OPTIONS: Please contact Barbara Miller (bmillier@Exchange.FULLERTON.EDU) for teleconference alternatives.

Thank you for your participation!!!

Valeria E. Molteni
Chimene Tucker
Co-Chairs
Diversity in Academic Libraries Interest group: DIAL-South
California Research and Academic Libraries
http://www.usc.edu/libraries/partners/carl-dial/
Spanish Speakers

According to the 2000 Census, nearly 1 in 5 U.S. residents speak a language other than English at home. Of the 47 million residents who speak another language at home, 28% speak Spanish.

This area of WebJunction offers resources for serving Spanish-speaking patrons including research, outreach management tools, information and resources in Spanish for direct use by patrons, tools for increasing access to technology, and our growing Community of Practice, focused on outreach to Spanish speakers, that evolved from WebJunction's Spanish Language Outreach Program.

http://www.webjunction.org/spanish
Diversity Blogs


Diversity@UCONN libraries blog  http://ucldiversity.blogspot.com/

Spectrum: New Voices@your library  http://blogs.ala.org/spectrum.php

Diversity Librarian’s Network  http://diversitylibrariansnetwork.blogspot.com/

Illinois Cultural and Racial Diversity Blog  http://www.illinoislibrarydiversity.blogspot.com/
White Paper on “Achieving Racial and Ethnic Diversity....”

ACRL releases “Achieving Racial and Ethnic Diversity among Academic and Research Librarians”

CHICAGO — The Association of College and Research Libraries (ACRL) announced the release of “Achieving Racial and Ethnic Diversity among Academic and Research Librarians: The Recruitment, Retention, and Advancement of Librarians of Color,” a white paper commissioned by the ACRL Board of Directors working group on diversity, chaired by Dorothy Washington of the Purdue University Black Cultural Center Library in Lafayette, Ind. The paper was authored by Teresa Neely of the University of New Mexico in Albuquerque, N.M., and Lorna Peterson of the University of Buffalo in Buffalo, N.Y.

The white paper and a companion piece authored by ACRL President Julie Todaro, of the Austin Community College in Austin, Texas, can be found online at www.ala.org/ala/acrl/acrlpubs/whitepapers/whitepapersreports.cfm.

Full Press Release from ALA

Posted by Phara at 3:36 PM
Labels: diversity ACRL whitepaper
Please Share Your Favorite Diversity Books!

What are your favorite books related to diversity topics? You are cordially invited to share a couple of paragraphs reviewing your favorite diversity book by posting here in the comments section. Please include the bibliographic citation and an approximate reading level. Any reading level would be fine, from preschool early reader to seasoned library administrator.

We would love to hear from you! Your patrons, especially kids, are welcome to write about their favorite diversity books, too.

Thanks, and happy reading!

Kay Shelton

Posted by Kay Shelton at 11:03 PM  0 comments  Links to this
Spanish Language Outreach Update - May 2008

Posted by admin on 29 Apr 2008 at 2:51 pm under Uncategorized

Featured Resource: Growing Comunidad

Just in time for El día de los niños/El día de los libros, check out these helpful resources and templates from the Growing Comunidad: Library Programs and Materials for Latino Youth Workshop (http://webjunction.org/doDisplayContent?id=19681) taught by Jamie Campbell Naidoo, Ph.D. at the University of South Carolina, School of Library and Information Science.

Upcoming Webinars: Two Great Topics

Join us April 29th to learn about the recently published report, Welcome, Stranger: Public Libraries Build the Global Village by Urban Libraries Council, from report authors, Rick Ashton and Danielle Patrick Milam. Find out five strategies libraries can use to support successful immigrant transitions. The first 75 webinar registrants will receive a free copy of the Welcome, Stranger report.

Mark your calendar for our May 13th webinar about Innovative Health Information Programs for Spanish speakers. The webinar will feature several innovative programs designed to increase access to health information for Spanish speakers and increase community health. Guest speakers include: Susan Dalmas, manager of Queens Library/Adult Learner Program; Kathel Dunn, Associate Director of the National Network of Libraries of Medicine, Middle Atlantic Region; and Loida Garcia-Febo, Assistant Coordinator, Special Services, Queens Library.


Save the Date: Spanish Language Outreach Celebration at ALA

http://www.nmrls.org/diversityblog/
Diversity Connects Home

This wiki is for handouts and presentations from the 2008 Colorado Library Diversity Summit.

Maureen O'Connor writes from Queens Public Library:

“I just want to thank you for including me in the Diversity Summit. It was a wonderful experience, not just seeing the Rockies but seeing how interested and involved the participants were in the conference and project. Thanks again.”

Maureen

Download an action plan form below to capture your best idea for implementation.

This is where we'll post a follow-up evaluation survey, too.

You can also interact with participants and the Special Populations Committee at our Ning. Sign in and join groups at http://librarydiversity.ning.com

Diversity connects— Colorado Library Diversity Summit Wiki
http://diversityconnects.wetpaint.com/?t=anon
Diversity Wikis

Library Diversity Wiki - ALA
http://wikis.ala.org/diversity/index.php/Main_Page

NMRLS Diversity Services
http://nmrls-diversity-services.pbwiki.com/FrontPage?lo=473b13ec
Culture Corner
The UT Libraries' Culture Corner is sponsored by the Libraries' Diversity Committee and showcases titles from the Libraries' collection related to the many dimensions of diversity.

http://www.lib.utk.edu/refs/lifeofthemind/
Programming

International Festival 2008
Fun and frolic at the Diversity Committee’s International Festival table.

Spring Culture Corner 2008
Appalachian Culture: The Melungeons was chosen as the theme for the Spring 2008 Culture Corner, featuring resources that focused on the history and culture primarily of the isolated tri-racial group.

Women’s History Month Movie Marathon
March 27, 2008

International Festival 2008
Fun and frolic at the Diversity Committee’s International Festival table.

http://www.lib.utk.edu/diversity/activities/outreach/07-08outreach.html
Displays / Brown Bags

Photo Exhibits
Competitions
Seminars

National Hispanic Heritage Month
“Hispanic American: Strength in Unity, Faith and Diversity.”
Multilingual Poetry Readings
The **Library Diversity Committee** annually recognizes an individual or group who has made a significant contribution to the Library’s Diversity program with the **Annual Diversity Award**.
“I was sitting in a meeting and we were talking about putting some photographs up in the room where all the computers are to put some pictures on the wall and break it up to beautify the wall. So the person who was doing it said “We’re going to put pictures from the 1920s”. So when they put pictures up there it was only white people and white men in the pictures and I’m like “okay, am I the only one that sees this question?” …
A Need for Us All

Lori Mestre
lmestre@illinois.edu

Support for the research funded by the Research and Publication Committee of the University of Illinois at Urbana-Champaign Library.
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Spectrum of the Future
National Diversity In Libraries Joint Conference October 3, 2008

PowerPoint available at: http://www.library.uiuc.edu/diglit/coop/mestre_KY_2008/

Resources Mentioned in the Presentation:

- ACRL: Racial and Ethnic Diversity Committee
  http://www.ala.org/ala/acrl/aboutacrl/acrlcomm/acrlracialethnic.cfm
- American Library Association - Diversity
  http://wikis.ala.org/diversity/index.php/Main_Page
  As one of the many offices within ALA, the Office for Diversity serves as the liaison to the Committee on Diversity and its subcommittees. Additionally, this office administers Spectrum, a scholarship program designed to improve library service through the development of an ethnically diverse workforce.
  - ALA Diversity directory (beginning) on wiki
  - ALA Diversity Online (web resources for serving underrepresented populations; ethnic caucuses...)
    http://www.ala.org/ala/diversity/diversityonline/diversityonline.htm
  - ALA Office for Diversity http://www.ala.org/ala/aboutala/offices/diversity/index.cfm
  - ALA Office of Literacy and Outreach Services
    http://www.ala.org/ala/aboutala/offices/olos/index.cfm
- ARL Diversity Initiatives - Association of Research Libraries
  http://www.arl.org/diversity/divoverview/index.shtml
- Cleveland State University Multicultural Children’s Book Database
  http://html.ulib.csuohio.edu/bookreviews/
- Colorado Department of Education: Library Services to Diverse and Special Populations
  http://www.cde.state.co.us/cdelib/librarydiversity.htm (includes diversity plans, assessment, collections, programs, leaders in diversity...)
- Diversity in Academic Libraries (DIAL South California)
  http://carl-acrl.org/ig/dials/
- IFLANET Library Services to Multicultural Populations Committee
- Illinois State Library Diversity Program
- Librarians Association of the University of California: Resources on Diversity Database
  http://internal.library.ucsc.edu/comm/lauc/diversity/
- Lincoln Trails Regional Library System Diversity
  Lincoln Trails Regional Library System http://www.librarydiversity.info/
- OLC Diversity Awareness and Resources Committee
  http://www.olc.org/diversity
- Penn State Diversity in Libraries - Examples and Resources
  http://www.libraries.psu.edu/psul/diversity/resources/diversitylinks.html
- San Jose Public Libraries and San Jose State University Library:
  - Paths to Lifelong Learning
    http://www.sjlibrary.org/gateways/index.htm
  - Multicultural Gateway
    http://www.sjlibrary.org/gateways/multicultural/index.htm
- University of Illinois at Urbana-Champaign: Diversity and Multicultural Information
  http://www.library.uiuc.edu/ugl/diversity/
University of Tennessee - Knoxville [http://www.lib.utk.edu/diversity/](http://www.lib.utk.edu/diversity/) (Library Diversity Resources (committees, activities, resources)


Web junction [http://www.webjunction.org/1](http://www.webjunction.org/1) (lots of great examples, plans, exercises)
  - [http://www.webjunction.org/spanish-diversity/resources/overview](http://www.webjunction.org/spanish-diversity/resources/overview)
  - [http://www.webjunction.org/latino-perceptions/resources/wjarticles](http://www.webjunction.org/latino-perceptions/resources/wjarticles)

Blogs and Wikis Mentioned
- Diversity@UCONN Libraries Blog [http://ucldiversity.blogspot.com/](http://ucldiversity.blogspot.com/)
- Diversity Librarian’s Network [http://diversitylibrariansnetwork.blogspot.com/](http://diversitylibrariansnetwork.blogspot.com/)

Wikis Mentioned
- Diversity connects – Colorado Library Diversity Summit Wiki [http://diversityconnects.wetpaint.com/?t=anon](http://diversityconnects.wetpaint.com/?t=anon)

Other Selected Diversity Resources
- Background on Multicultural and Diversity Topics [http://www.alalib.org/ala/acrl/aboutacrl/acrlcomm/acrlraceethnic.cfm#point3](http://www.alalib.org/ala/acrl/aboutacrl/acrlcomm/acrlraceethnic.cfm#point3)
- Center for Research on Education, Diversity, and Excellence, University of California, Santa Cruz [http://www.crede.ucsc.edu/](http://www.crede.ucsc.edu/)
- Diversity Appreciation, Training and Management [http://www.mappn.org/library/emp_well/diversity/diversty.htm](http://www.mappn.org/library/emp_well/diversity/diversty.htm)
- Houston Area Library System: Diversity (great examples, tutorials, resources) [http://www.hals.lib.tx.us/cust123/2diversity.html](http://www.hals.lib.tx.us/cust123/2diversity.html)
- National Center for Cultural Competency [http://www11.georgetown.edu/research/gucchd/NCCC/foundations/frameworks.html](http://www11.georgetown.edu/research/gucchd/NCCC/foundations/frameworks.html)
- Tolerance Web Project (Southern Poverty Law Center) [http://www.tolerance.org/](http://www.tolerance.org/)

Lori Mestre (lmestre@illinois.edu) Digital Learning Librarian,
University of Illinois at Urbana Champaign