Cultural Competence & Collaborative Conversations

**A Path to Providing Equitable Services for
Multicultural Patrons**

Introductions

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Outline

1. Answering the “Why?”
2. About the class
3. The Journey...
4. Takeaways
5. How can I do this at my library?
6. Resources

Why is this topic important?

Class Format

- **Class activity**
- **Foundation of cultural competency**
- **Intersectionality as the framework**
- **Opportunities for open discussion**

Number of Individuals Who Have Completed the Serving Multicultural Patrons Class from '11-'17

Data: The Importance

- Increase in participants from all branches
- District is starting to place an importance on EDI (equity, diversity, and inclusion):
 - This has led to other initiatives
 - We are able to educate and meet staff where they are

How did we get here?

The Journey: Advocating

- The creation of our position, Intercultural Librarians
- Collaboration with management staff to:
 - 1. Decide content
 - 2. Present content
 - 3. Edit content
 - 4. Finalize content
- Too Long Didn't Read (TLDR): This takes time, emotional labor, and patience

The Journey: Planning

- **Surveying and interviewing staff members**
 - **Wants**
 - **Needs**
 - **Questions**
- **Content creation**
 - **Research**
 - **Application**
 - **Practice**

The Journey: Reevaluating

- **Make sure to continually reevaluate and update class**
- **Give staff the opportunity to respond**
- **Gather data whenever possible - it will come in handy!**

Takeaways

- **Staff buy-in is key**
- **Cultivate powerful allies**
- **Slow down**
- **Stay focused on what is important**
- **Continue the conversation**
- **Assess and reevaluate**
- **Leverage your success!**

**How can I
pitch this
idea to my
library?**

Pitching This to Your Library:

1. Find allies
2. Make a plan
3. Create a needs statement
4. Have concrete examples of how this will benefit staff members
5. Stand your ground
6. Be patient - this takes time

Resources

Center for Social Inclusion:

<https://www.centerforsocialinclusion.org/tools-resources/>

HAAS Institute for a Fair and Inclusive Society:

<https://haasinstitute.berkeley.edu/news-and-resources>

**NCORE: National Conference on Race and Ethnicity and
Higher Education**

<https://ncore.ou.edu/en/about/>

**ODLOS- Office for Diversity, Literacy, and Outreach
Services Resource List**

<http://www.ala.org/aboutala/offices/diversity/resources>

Cultural Competence Site for More Resources

<https://sites.google.com/view/alaac18culturalcompetence/home>

QUESTIONS?

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