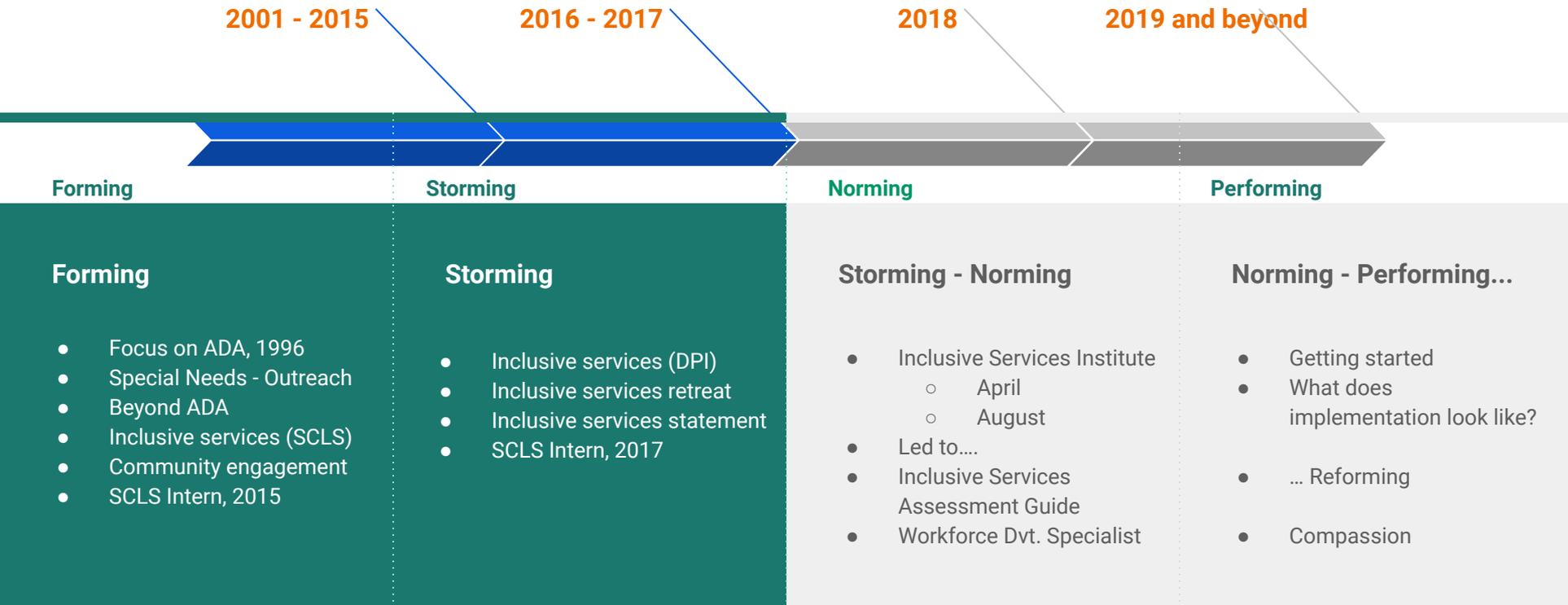

Inclusive Services Assessment Guide for WI Public Libraries

— Mark Jochem and Shawn Brommer —
SCLS

Background: the Genesis of Inclusive Services, SCLS and WI



Inclusive Services Statement

“What does it mean to be
inclusive?”

Wisconsin’s public libraries are places where everyone should feel safe, welcomed, and respected in experiences such as (but not limited to):

- Arrival at the building
 - Intersections with library policies
 - Perusal, use, and request of library materials
 - Participation in library-sponsored or library-located events
 - Interactions with library staff
 - Passive and virtual interactions
-

More... from the Inclusive Services Statement

On a concrete level, inclusive services should be visibly incorporated into all library services. The concept that libraries are for everyone should be evident through every point of access or interaction with the library. A person's race, ethnicity, age, citizenship, literacy level, ability, family structure, income level, health status, gender identity, sexuality, style of dress, familiarity with public libraries -or any other dimension of identity - should neither negatively influence nor interfere with access to library services.

When libraries honor the full diversity of their communities, communities thrive. First and foremost, inclusive library services should be developed locally with and for all community members. Wisconsin public library system and state library staff should facilitate coordinated regional and statewide inclusive services training and consulting. Our common goal is to improve life and learning opportunities for all Wisconsin residents.

Inclusive Services Institute and Assessment Guide



What to create?

- No set product or outcome
- Explored a couple of approaches
 - Develop tools to use in libraries
 - Develop a toolkit of resources for libraries
- Finally, settled on an assessment tool to evaluate inclusion



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The Process - How are we going to do this?

- Inclusion is a BIG, complex topic
- Looked at key aspects of the library:
 - Organization
 - Function
 - Structures
 - Relationships



Image by: Gerd Altmann from Pixabay (<https://pixabay.com>)

Four Focuses, Four Groups

- Who is responsible? Service Providers and Policy
- What the library has to offer
- Where the interactions take place
- How does the library engage with the community?



Image by: Patricia Alexandre from Pixabay (<https://pixabay.com>)

An introduction:

Designed for:

- WI Public Library Directors
- WI Public Library Staff
- WI Public Library Boards of Trustees.

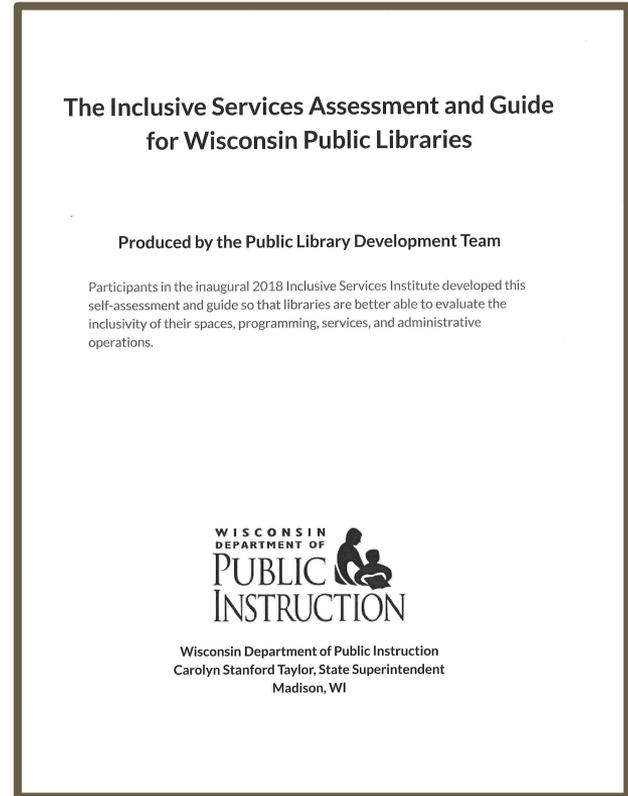
Intent to foster inclusive library environments where everyone is:

- Safe
- Welcomed
- Respected.



Inclusive Services Assessment and Guide for Wisconsin Public Libraries

- Self assessment tool and guide to evaluate inclusion
 - A series of statements to consider and respond
 - Rubric to provide a quantifiable score
 - Reflection Worksheet
- Based on Inclusive Services Statement released May 2017



The checklist

Yes: This response indicates that the library is currently executing the checklist statement.

Yes; the library displays pictograms at the entrances of restrooms.

No: This response indicates that the library is not currently executing the checklist statement.

No; the library does not display pictograms at the entrances of restrooms.

In Progress: This response indicates that the library is currently developing the checklist statement.

In Progress; the library is in progress of installing pictograms at the entrances of restrooms.

Not Applicable: This response indicates that the checklist statement is factually irrelevant to the library.

Not Applicable; the library does not have public restrooms because it is a bookmobile.

Who is responsible? Service Providers and Policy

Governance, examples

Does the **library board** reflect demographics of the community?

Are policies updated to reflect the needs of the community served?

Is inclusion reflected in the Library Director position description (e.g. created with input from a community partner)?

Administration, examples

Has the **library director** ensured that the Inclusive Services Statement is shared w/new board members?

Does the library director engage with diverse community groups?

Does the library director integrate inclusivity practices into recruiting, screening, hiring, & retaining staff?

Staffing, examples

Do **library staff** have a general understanding of basic inclusivity standards?

Do library staff communicate and work effectively with other staff?

Do library staff assist in planning efforts?

Are all library staff, trustees, & volunteers trained in patron privacy?

What the library has to offer

- Collections
 - Example: 6. Is the community involved in building and advising on the content of the collection?
- Programs
 - Example: 6. Does the library include an inclusivity statement on promotional materials?
- Services
 - Example: 22. Is there a community space/meeting room that all groups are welcomed to reserve?



(Pictured from left to right: Susan Younger, Samma Johnson, Kristina Gomez, and Mark Jochem)

Where the interactions take place

Facility – the physical presence

- Outdoor spaces
- Indoor spaces
- Meeting room/event space
- Computers and technology
- Collection spaces
- Restrooms
- Staff areas

Access – services and online access

- Location, hours, and services
- Library card registration
- Online access (website and catalog)

How does the library engage with the community?

Marketing, examples

Do the graphics on library promotional materials include people from a range of ethnicities, genders, religions, & abilities?

Do library social media profiles or accounts include content that would be beneficial to all people?

Is the content of the library's marketing materials accessible to diverse populations?

Community engagement, examples

Has the library identified the needs & issues of specific groups in the **community** in collaboration with them?

Does the library seek out & engage w/underrepresented communities to make sure that everyone feels welcomed at the library?

Does the library work w/community organizations to facilitate reciprocal sharing of information?

Funding, examples

Does the library budget include funds for cultural competency & anti-bias training for staff, board, volunteers?

Does the budget include funds for funding programs & purchasing materials that reflect the diversity of the community & beyond?

Does the budget allow for staff hours to spend outside the library to connect w/ community members?

How does the library engage with the community?

Self Care for Library Workers, examples

Is library staff encouraged to take breaks on their shifts?

Is library staff encouraged to create healthy boundaries between work and home life?

Is library staff encouraged to take time to reflect on programming and on-going services?

Is library staff encouraged to take time to reflect on or process library incidents or stressors?

Inclusive Culture at the Library, examples

Do library staff have an understanding of what inclusivity means to members of their community?

Are staff tasks focused on providing the best possible service?

Does staff make thoughtful decisions in working with patrons and members of the community as part of their daily work routine? (co-workers = community members)

Using the guide - Approaches

All at once - A major undertaking



Image by: David Mark from Pixabay (<https://pixabay.com>)

Incrementally - A section or two at a time



Image by: Free-Photos from Pixabay (<https://pixabay.com>)

Rubric and Reflection

Rubric

- It is for informational purposes only
- Each checklist item is assigned 1 possible point:
 - Yes = 1
 - No = 0
 - In Progress = 0.5
 - Not Applicable = 1
- Each section has a set number of points based on the number of checklist items

Reflection

- Use as a way to take the rubric score and turn it into a plan of action.

Questions and Discussions

- Consider: How can we (SCLS) support your efforts?
 - Examples might include:
 - Planning Meetings
 - Staff, community, or trustee discussion
 - CE's
 - Book discussions
- Questions about the Inclusive Services Assessment Tool?

Resources

- McIntosh, Peggy. “White Privilege: Unpacking the Invisible Knapsack.” *National SEED project*. nationalseedproject.org/images/documents/Knapsack_plus_Notes-Peggy_McIntosh.pdf Accessed: 21 May 2019.
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- Symonette, Hazel. “Empathic Perspective-Taking as Sustainable Pathways Towards Cultural Competence: Stance vs Status.” 2006.
- Remen, Rachel Naomi. “Serving Is Different from Helping or Fixing.” *Noetic Sciences Review*. 2013.
- The Inclusive Services Guide for Wisconsin’s Public Libraries, [DRAFT](#)