

William & Mary Libraries

Diversity Plan | 2017 – 2020

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Statement of Values

We, at William and Mary Libraries, are committed to fostering an environment where diversity, inclusion, and equity are viewed as fundamental to our mission, and integral to our service model on campus and in the broader community. We believe an environment that is open and welcoming to all patrons is crucial to fulfilling the research, teaching, and service mission of the University. We strive to create a climate of belonging, which we believe promotes self-agency, participation, collaboration, and innovation.

Our definition of diversity and inclusion places emphasis on recognizing and equally valuing the perspectives of all people, regardless of race, ethnicity, ability, class, religion, age, gender identity, sexual orientation, or any other differentiating characteristic. Our Diversity Plan focuses on actions and commitments that correspond to each of the five areas of our strategic plan: staff/staff development; collections; services; resources/outreach to the community; and space. Our Plan objectives demonstrate our commitment to diversity, equity, and inclusion in these areas.

We believe the Libraries' success requires involvement of individuals with diverse talents and backgrounds as stakeholders in our agenda. Further, we believe all Libraries personnel and administrators are responsible for creating an inclusive community that offers opportunities for all.

Goals

1. Develop a shared understanding of diversity and inclusiveness among library staff through training, thoughtful conversation, and programming.
2. Create a welcoming library space and climate.
3. Attract a diverse full-time workforce and help them thrive.
4. Strengthen diversity in the profession of librarianship.
5. Ensure the library's collections, special collections, and digital collections represent the diverse needs of our campus community.
6. Offer innovative services, programming, and community outreach which promotes the goals of diversity, inclusion, equity, and civility.

Goal 1

Develop a shared understanding of diversity and inclusiveness among library staff through training, thoughtful conversation, and programming.

Rationale

We want all of our colleagues and all of our library users to be treated with respect and dignity, regardless of status. It is important to develop our own knowledge and understanding of diversity because this allows us to better support and treat our users, seek a deeper understanding of their backgrounds, and be inclusive of their perspectives. We believe this makes a stronger organization. Higher education has critical diversity issues, and the positive value of continuous education cannot be understated. Staff Training should *encourage, educate,* and make staff *self-aware* of diversity goals, practice and definitions.

Objective 1.1: Form a group to plan professional development around diversity issues.

Objective 1.2: Create a culture of assessment around diversity issues.

Assessment strategies:

- Professional development group will review participation in training (numbers & percent of staff attending) and staff feedback.
- Increased presentations at conferences.
- Self-evaluations note increased collaborations with campus partners on issues of diversity.

Goal 2

Create a welcoming library space and climate.

Rationale

We want every student and patron to feel welcome and sense their belonging in our Libraries, with respect to our physical environment and our online spaces. We want the Libraries to meet a variety of needs students have for learning and leading their lives.

Objective 2.1: Add elements to our physical space to reflect our diversity and accommodate use by diverse groups.

Objective 2.2: Account for diversity and inclusion considerations when redesigning virtual spaces.

Assessment strategies:

- Usage statistics (door counts, website clicks, and other digital metrics).
- Positive comments about the atmosphere; request feedback from targeted student groups; comment boxes / white boards / easel comment boards.
- Completion of new spaces and redesigns discussed above.

Goal 3

Attract a diverse full-time workforce and help them thrive.

Rationale

As an organization, the Libraries are working to improve the representation of people of color in all job classifications. Diversity in our staff helps increase our creativity and decision making abilities as a group and brings new perspectives to our work. In order to serve our increasingly diverse student body and faculty, decisions impacting our programs and services must reflect a broad range of viewpoints and experiences. At William & Mary, diversity of our workforce is seen as crucial, to developing services and collections that meet the needs of our diverse users.

Objective 3.1: Examine and improve recruitment efforts to increase applicants from diverse backgrounds; identify potential biases among search committee processes and members.

Objective 3.2: Reach out to other communities working on diversity efforts, to locate and support learning opportunities that build on our services, expertise, and strategic goals so W&M Libraries *attracts and retains* diverse candidates.

Assessment strategies:

- More diverse professional faculty members and operational staff.
- Survey various users groups prior to efforts and at regular intervals to determine if actions are appropriate/effective.

Goal 4

Strengthen diversity in the profession of librarianship.

Rationale

The field of librarianship and academic environment is stronger when it fully represents our diverse society, and our users feel represented by the staff and faculty who serve them. We must collaborate with other libraries, library schools, and library associations towards strengthening and improving the pipeline from undergraduate studies through graduate information and library science programs, continuing through job placement and retention, especially for students of color.

Objective 4.1: Encourage librarians to host and engage in discussions about librarianship. Foster a climate where professional development is encouraged and supported.

Objective 4.2: Form a working group to develop a W&M Libraries sponsored practicum/internship program targeting those with diverse backgrounds, beginning with WMSure positions this summer.

Assessment strategies:

- Collect anecdotes from those encourage to enter the profession because of interactions with our library staff.
- Monitor published statistics on diversity in librarianship.
- Collect data and evaluations from participants in internship programs, following-up to see if their experience led to a library career.

Goal 5

Ensure the library's collections represent the diverse needs and experiences of our campus and broader community.

Rationale

We believe providing access to collections that are reflective of the people we serve and the broader community is vital to fostering a diverse scholarly climate.

Objective 5.1: Assess and expand our collections with an eye towards diversity and inclusion. Investigate and employ successful strategies used by other libraries, to determine if our collections meet the diverse curricular and research needs of our campus, our student body, and faculty. Assessment to include diverse perspectives on race, ethnicity, ability, class, religion, age, gender identity, sexual orientation, and other characteristics.

Assessment strategies:

- Results of collection assessment reports.
- Attendance and feedback from outreach, displays, exhibits, and web traffic.
- Positive connections built with faculty, student organizations, and campus groups on diverse topics and issues.

Goal 6

Offer innovative services, programming, and community outreach that promotes the goals of diversity, inclusion, equity, and civility.

Rationale

It is important to promote cultural literacy so we can better understand and serve the unique individuals within our college communities. Cultural knowledge and mindfulness about issues surrounding race, gender and gender identity, sexual orientation, nationality, religion, and beyond are essential skills in our globalizing and changing world.

Objective 6.1: Conduct an environmental scan of individuals and groups on campus to assess how we offer and promote services, and make continuous improvements to the same.

Assessment strategies:

- Community Feedback.
- Attendance at Events.
- Increased Collaboration.