

# Advancing Diversity: Moving Beyond Discussion

## 2018 MLA Conference Schedule

8:00 a.m. – 9:00 a.m.	Registration and Breakfast (Sykes Lobby)
9:00 a.m. – 9:15 a.m.	Opening Comments (Ketner Auditorim)
9:15 a.m. – 10:15 a.m.	Keynote Address (Ketner Auditorium)
10:30 a.m. – 11:20 a.m.	Breakout Session I
11:30 a.m. – 12:00 p.m.	Poster Session and Vendors (Trexler Lobby)
12:00 p.m. – 1:00 p.m.	Lunch (Young Dining Hall)
1:00 p.m. – 1:50 p.m.	Breakout Session II
1:30 p.m. – 3:30 p.m.	Refreshments Available (Sykes Lobby)
2:00 p.m. - 2:50 p.m.	Breakout Session III
3:00 p.m. – 3:50 p.m.	Breakout Session IV

### **Breakout Session I**

#### **Sykes 220**

##### **#CRITLIB in the Classroom: Ways Librarians can Incorporate Critical Information Literacy into Instruction**

**Natalie Ornat, Amanda Binder, and Lolita Rowe**  
**University of North Carolina Charlotte**

Critical Information Literacy is a growing theory and practice that examines the political, economic, and social impacts on the creation, access, and use of information. This lens acknowledges that information products are not neutral and that they are produced within human-created systems that carry biases, rigid power structures, and barriers to access. Understanding and connecting with this theory is one thing, incorporating it into our daily practice is another thing entirely. This session aims to be a collaborative discussion that explores ways librarians can take this critical perspective about information literacy and incorporate it into their classroom practice. Librarians from a local academic library will share specific ways they have been incorporating CritLib practices into their teaching and encourage session participants to share out ways they have (knowingly or not) incorporated these practices. Some critical questions to be raised will be: What is critical information literacy and what are specific ways this practice can be incorporated into library instruction? How does CritLib practice support the ACRL framework? What are challenges librarians face in adopting CritLib practices? How can we continue the conversation on CritLib and create a supportive community of practice in the Charlotte area?

# Advancing Diversity: Moving Beyond Discussion 2018 MLA Conference Schedule

## **Sykes 226**

### **Beyond Email: Techniques and Tools for Managing and Communicating with Diverse Teams**

**Somaly Kim Wu and Shelly Hypes**

**University of North Carolina Charlotte J. Murrey Atkins Library**

Modern academic libraries house diverse and highly evolved information ecosystems. The prolific use of electronic mail can stifle dialogue resulting in missed opportunities and/or misunderstandings. Effective communication and team building becomes an integral part of organizational success within these complex environments. Libraries must assess their current communication strategies in order to better utilize email and/or identify alternative tools. As libraries establish formal and informal teams to tackle new projects and initiatives, so too must libraries acknowledge the need for diversity and cultural awareness. This session highlights best practices in organizational management that supports the creation of open and inclusive cross-departmental teams. In addition, this session focuses on the application of project management methodologies in establishing successful teams and the tools and technology conducive to facilitating dialogue across the organization and beyond. Highly evolved and complex environments such as libraries require communication strategies for the information ecosystem to flourish. The presenters will share collaborative tools and technology that help foster communication and eliminate barriers to team building. Attendees will learn how to nurture an inclusive culture, identify tools and technology that foster collaboration and effective communication, and be able to apply these techniques within their organization.

## **Sykes 326**

### **Hold Up: The Impact of Diversity Rhetoric and Initiatives on Minority Academic Librarians**

**Kaetrena Davis Kendrick**

**University of South Carolina Lancaster**

A recent study focusing on racial and ethnic minority academic librarians reveals applied impacts of well-meaning diversity, equity, and inclusion (DEI) programs or strategic planning policies or implementation at U.S. colleges and universities. In order to move beyond discussion, we must address the concomitant impacts of existing EDI best practices and associated outcomes, which often do not take into account the lived work-life experiences of those whom these initiatives or policies claim to assist.

This session will share study participant commentary and critique on residency programs, issues of career planning and advancement, and distorted political reflections and actions of the dominant LIS demographic within the context of the public-facing LIS value of creating, supporting, and sustaining a racially and ethnically diverse workforce. This session will address the following questions:

1. To what extent are academic institutions and academic libraries committed to EDI?
2. What is the impact of EDI stagnation or superficiality on the careers or career outlook of racial and ethnic minority academic librarians?
3. What blind-spots should members of the dominant LIS workforce demographic be aware of as they engage in EDI work, programs, or allyship with People of Color (PoC)?

# Advancing Diversity: Moving Beyond Discussion 2018 MLA Conference Schedule

## Sykes 322

### **Tips & Tricks for Creating Accessible Resources**

Judy Walker

University of North Carolina Charlotte J. Murrey Atkins Library

As librarians we are responsible for creating and/or delivering resources to all users regardless of their ability. Often this can be a challenge when working with users with disabilities. Two of the more obvious disabilities are visual and physical challenges. This presentation will focus primarily on visual impairments and how we may not be providing the most accessible resources for our users. We will briefly discuss best practices for Universal Design and issues facing those with vision impairments. The bulk of the presentation will demonstrate how features of commonly used programs such as Word, Acrobat and LibGuides can be used to create accessible resources.

Critical questions to be raised and discussed in the session:

What is Universal Design and how does it impact libraries?

Are libraries really providing accessible resources for those with visual impairments?

What can librarians do to improve accessibility to resources for the visually impaired?

## **Breakout Session II**

## Sykes 220

### **Advancing Diversity: Advancing Academic Librarianship**

Lisa Ruth and Laura Blessing

North Carolina State University Libraries

The NCSU Libraries Fellows program was created to address the need for more librarians from underrepresented backgrounds as well as librarians with an interest in science, technology, and library management. The Fellows program, a post-MLS residency program that was established in 1999, has a strong record of success in these areas. This presentation will discuss why we created the program, how it differs from other academic library residency programs, what we've learned along the way, and how it is funded.

How did we structure the program for our library?

How do we modify the Search Process and create a position description?

What are some specific successes and lessons we have learned?

How has this program helped us increase the number of librarians from under-represented backgrounds at NCSU Libraries?

How do we obtain institutional buy-in from our colleagues?

How do we fund the program?

The session will end with questions and answers.

## Sykes 226

### **Getting it Right! The Library's Role in Facilitating Crucial Conversations about Diversity and Respect**

Richard Moniz, Johnson & Wales University Library and Danelle Eads, University of North Carolina Charlotte

As academic librarians and administrators we should not be neutral when it comes to both inclusivity and civility. Libraries need to consider initiatives, support, and funding relative to fostering diverse points of view and supporting diverse perspectives. This presentation will explore a variety of ways that academic libraries can support those conversations including: facilitating discussions of race and other issues associated with diversity, facilitating discussions related to civility in the library workplace, supporting diverse faculty and student populations through active involvement in initiatives, events, and groups, conducting a "diversity audit," and creating programs that create a more diverse library workforce.

# Advancing Diversity: Moving Beyond Discussion 2018 MLA Conference Schedule

## **Sykes 326**

### **Connecting with our Latino Communities**

**Carol Hull**

**South Carolina State Library**

In this presentation, I will discuss strategies for public libraries to improve their relationships with their Latino communities. Libraries can make a meaningful impact on individual lives and on their communities as a whole through their services and outreach to Spanish-speakers. In order to do so, there are a variety of barriers that must be overcome both within the Latino community and within libraries and library staff.

This presentation is based on my personal experience at the Dorchester Road Regional Library in North Charleston, South Carolina. When I began working there in 2014, I had little prior experience and did not speak Spanish or have Latino heritage. In that light, I will address issues of cultural sensitivity related to working with a group of which you are not a member. As an “outsider” coming to the Latino community, I built strong relationships and partnerships, and learned conversational Spanish myself. We started a full range of programs, including English classes, immigration clinics, bilingual storytimes, and Día celebrations. We improved the Spanish collection, attended Spanish-language outreaches, and had important library information translated. Through our work, many more Latino families began to feel comfortable using the library.

## **Sykes 322**

### **LibGuides and the Universal Design Approach: The Library’s Role in Providing Accessible Information for Diverse Audiences**

**Holly Mabry and Pam Dennis**

**Gardner-Webb University**

In an era of marginalization of various groups, the library should take the lead in providing accessible information to encourage a more inclusive environment for a diverse set of patrons. In 2015, our librarians formed a professional learning community to assist in the migration from LibGuides 1.0 to 2.0. As part of this process, we incorporated text and background color contrast and regrouped our LibGuides into more distinct categories to support our information literacy program.

In January 2018, the librarians met again to look at how we could revise the LibGuides content to fit the WCAG 2.0 and Section 508 Accessibility Guidelines. This Universal Design approach helps make guides more accessible for people with disabilities, as well as others who may have diverse needs. With participation by all our librarians, we added alternate text, included pdfs, revised text formatting to improve readability, and better identified items through link labels within the LibGuides. Our efforts were recognized by the university and expertise by one of our librarians is being utilized to revise the university and library websites. This presentation demonstrates ways to incorporate accessibility standards and guidelines into library online materials and provides a set of tools for checking accessibility compliance.

# Advancing Diversity: Moving Beyond Discussion 2018 MLA Conference Schedule

## Breakout Session III

### Sykes 220

#### **Creating Inclusive Environments: Steps to Effectively Addressing Campus Diversity**

**David Young, University of North Carolina Pembroke**

In today's digital age, academic libraries must come to terms with an increasingly diverse student/patron population. Users of the Library expect a wide variety of services which can address their particular needs effectively. Specifically, every patron of the Library enters the Library with a diverse set of skills, backgrounds, and needs. It is up to Library professionals to recognize these differences so that the users get the information that they need.

This presentation will answer the following questions:

- \* What is diversity or how is it defined?
- \* Are library patrons diverse in terms of gender, race, how they access information, and ability levels?
- \* What are some responsibilities of academic librarians in terms of accomplishing diversity in the workplace/serving our patrons?
- \* What are some specific ways to address diversity?
- \* In what ways is diversity represented in your library and/or campus?

### Sykes 226

#### **Breaking Down Barriers for Student Parents in the Academic Library**

**Anne Cooper Moore, Rebecca Croxton and Lindsey Sprague**

**University of North Carolina Charlotte J. Murrey Atkins Library**

In Summer 2016, the university library, in partnership with the adult student services office and with funding support from a local non-profit launched the library's first Family Friendly Library Room. The non-profit provides scholarships that support women raising school-age children to fulfill their dreams of earning a college degree. The Family Friendly Library Room can be reserved by parents and is outfitted with adult computers and study tables; play space, DVD's, toys, and books for children; and an early literacy computer. Since the room is popular, the library is developing a second room for group study. Family-friendly spaces fill an essential need for a growing group of learners who often face barriers when they must bring their children with them to campus. In this interactive presentation, participants will discuss their experiences with and solutions relating to supporting student parents in the library, including space considerations, policies, challenges, and lessons learned. Attendees will leave this session with ideas about how they can implement similar spaces in their own libraries.

The speakers will address a series of questions including:

- How can a library meet the resource and space needs for student parents?
- What factors should be considered in creating family friendly spaces?

# Advancing Diversity: Moving Beyond Discussion 2018 MLA Conference Schedule

## **Sykes 322**

### **Kids These Days Won't Answer the Phone: Generations in Context**

**Kimberly Looby**

**University of North Carolina Charlotte**

Most generational talks center on unique personality traits of various generations. These conversations about generations are products of the time of the discussion and are constantly evolving. The goal of this session is to move beyond unproductive discussion of the personalities of supposed "generations" and provide a framework for thinking about different people as a diverse group in age. We will consider how technology, the economy, and national events coincide with year of birth and relative age to see how these in turn shape skills and abilities. Rather than apply inappropriate and reductive stereotypes to a set of people born twenty years apart (as an acceptable form of ageism), consider how the world is constantly changing and how that affects everyone's way of life.

#### Critical Questions

Is it appropriate to stereotype people by when they were born?

How might the year a person was born impact their abilities and responsibilities?

What effects do time, technology, world events, and the economy have on a person?

How can we better use this concept of time and individual understanding as a better way for working with and teaching a diversity in ages?

## **Sykes 326**

### **Diversifying Your Collection: A Small Academic Library Moving Forward**

**Rebecca Freeman and Kaetrena Davis Kendrick**

**University of South Carolina Lancaster**

Collection development in a small rural academic library can be challenging due to limited staffing and limited collection funds. Diversifying resources within these limitations is even more daunting. Why is it important to diversify your collection? Should you define "diversity" for your resources? How does collection diversity affect the welcomeness of the institution? How do you go about diversifying your collection? How can you work with faculty, staff, and students to help your efforts? This presentation will discuss these questions and include a discussion on how and why a small academic library took on the challenge to provide the most for its students and the progress made. Attendees will come away with tips and ideas for how to make changes to their own collection.

# Advancing Diversity: Moving Beyond Discussion 2018 MLA Conference Schedule

## Breakout Session IV

### Sykes 220

#### **Organizing Your Library Using a Social Justice Framework**

Laura Brown, Mattie McKines and Zoe Warner

SCALE@UNC

The Student Coalition for Action in Literacy Education, is a social-justice oriented literacy nonprofit that operates out of UNC's School of Education. For the last 20 years, we have been working diligently to promote representative literature and learner-centric tutoring practices. We hope to host a session that outlines the importance of representation and cross-cultural understanding in education and how this relates to social justice. We will detail how we seek to implement a social justice framework in the construction and organization of library materials. Attendees will receive a checklist for evaluation of materials from a social justice framework so that these ideas can be applied to their own work. Attendees will also be asked to consider the critical question of how their own biases and perceptions of the world may impact their evaluation process.

This seminar will also encourage deep self-reflection and spark dialogue among attendees about the complexities of representation and diversity in literature. Why is representation important in literature? Why should books be windows and mirrors for students? How can greater diversity and representation be implemented in the construction and reorganization of a library? How does individual bias affect evaluation of literary representation? How can reflection and self-awareness be beneficial in constructing and evaluating a library's diversity and representation?

### Sykes 226

#### **Utilizing Deliberative Dialogue to Break Down Barriers**

Sherrill Shiraz, Darryl White, Sr., and Jason Hazard

Queens University of Charlotte

Deliberative dialogue is a form of discussion aimed at finding the best course of action. This is a non-threatening way for people who have different viewpoints to come together, hear those different viewpoints, learn from one another and make informed decisions about an issue. Our presentation will delve into how the library plays a key role in getting people of diverse backgrounds and viewpoints in one central location and how that central location can become a catalyst for deliberative dialogue topics. We will also share how deliberative dialogues have played out on the Queens campus.

### Sykes 326

#### **Let's Talk about our Diverse Patrons**

Retha Hall and Joe Eshleman

Central Piedmont Community College Cato Campus

Let's talk about the wide range of students that come into our libraries and how their cultures influence their ideas of the library, focusing on behavior. There is a great deal of complexity around these issues, and in this presentation, we will be looking into ways to reflect upon different cultures and how to react as librarians to each. Because we desire to create a welcoming and diverse library community, it is our responsibility to get to know how our patrons think about and approach their visits to the library. Additionally, getting to understand how cultures view the library can be important for future outreach and library marketing.

The primary focus for this presentation is around behavior in the library. While there are policies and expectations for library behavior, we would like to get our attendees to engage with this topic by providing their own experiences around conduct they have observed or interacted with. Also, discussions around reflecting on the wide range of cultural norms of behavior that enter the library and the appropriate and fair ways to interact with diverse patrons will help to move this topic beyond discussion and into confident action.

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## Posters

### **Engaging A Diverse Community: A Museum Collaboration at a Public Library**

Jo Henry and Teresa Clay  
Charlotte Mecklenburg Library

### **Information Literacy on the Go!**

### **Looking at the Building Blocks of an Asynchronous Research Tutorial from Start to Finish**

Terrance J. Martin, Sr.  
North Carolina Wesleyan College

### **Increasing Diversity in the LIS Profession**

Samantha Clarke  
University of North Carolina at Greensboro

### **Using Kahoot to Make Library Instruction More Engaging For All Learners**

Vincent Larkin  
North Carolina Wesleyan College

### **Learning the Ins and Outs of the Library Through Diverse Internship Experiences**

Christopher Girgenti  
University of North Carolina Charlotte

### **Connection, Community, and Collaborative Partnerships: First-Year Instruction Librarians in the Virtual Classroom**

Laura McShane  
The University of North Carolina at Charlotte and Johnson & Wales University

### **A Teaching Opportunity for MLIS Students**

Lisa Barron, Kelsey Moleseed and Jennifer Dale  
University of North Carolina at Greensboro