

USING POLICIES TO PROMOTE
EQUITY,
DIVERSITY, AND
INCLUSION

SERVING THE UNDERSERVED

Underserved populations – who are they?

Reasons for not using library – why aren't they at the library?

Library policy – which policy influences this?



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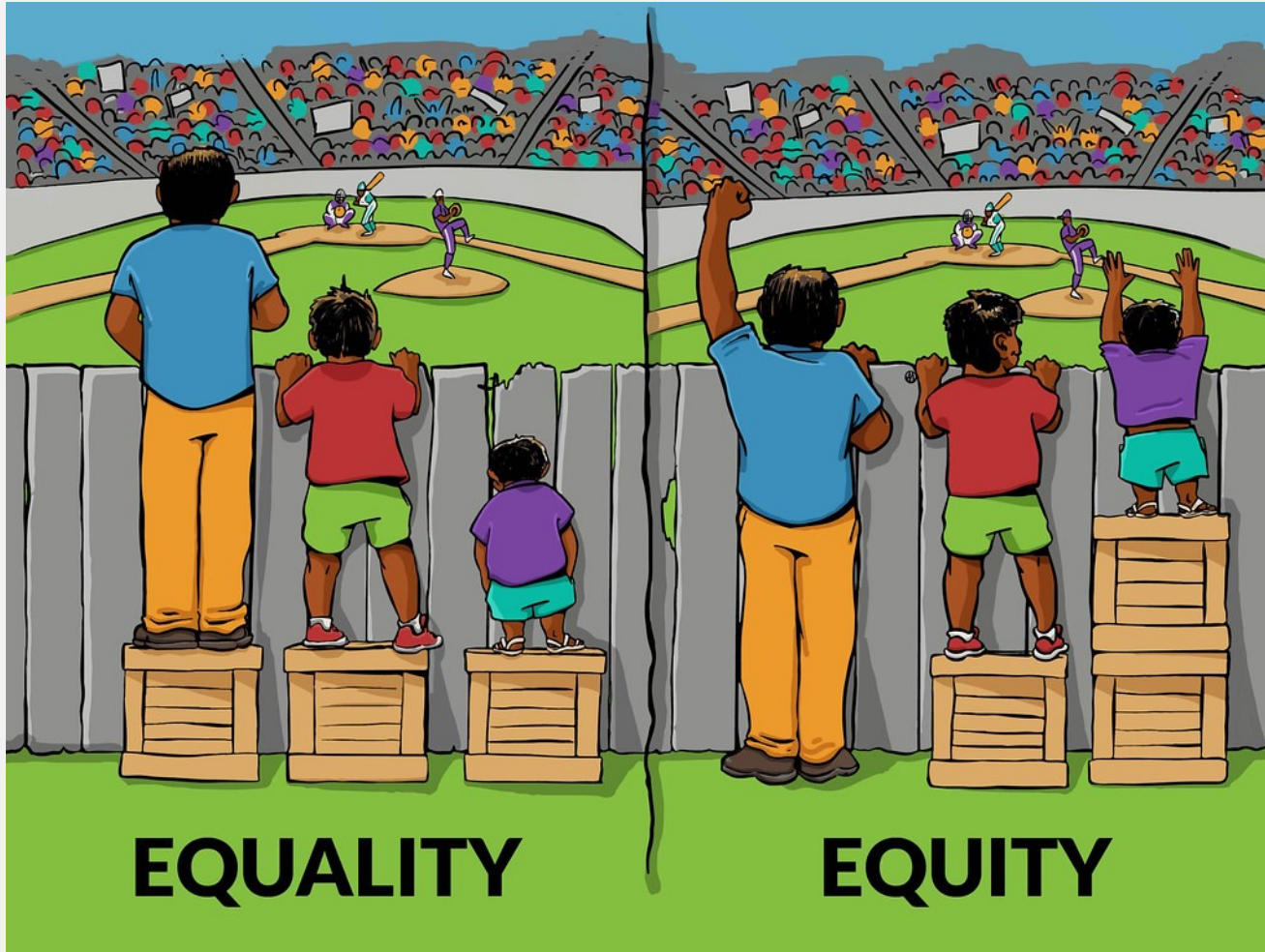


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ACCESSIBILITY

- Welcoming policies
- Why is accessibility important?
- Set expectations
- General or specific?