

Diversity and Inclusion in Libraries: Audit Checklist

AREA	PRACTICE/FOCUS	COMMENTS
Institution	<p><i>Rate each item as 3=excellent, 2=satisfactory, 1=poor</i></p> <p>Extent to which the following exist:</p> <ul style="list-style-type: none"> <input type="checkbox"/> a community profile, reporting diversity characteristics, and an updating process <input type="checkbox"/> a needs assessment process for broad and/or targeted surveys <input type="checkbox"/> a mission statement that addresses diversity and inclusion <input type="checkbox"/> a strategic plan that addresses diversity and inclusion <input type="checkbox"/> a diversity and inclusion audit/assessment and process <input type="checkbox"/> a diversity and inclusion statement/policy <input type="checkbox"/> a diversity and inclusion plan <input type="checkbox"/> diversity and inclusion "on the agenda" – a mindset and a way of work <input type="checkbox"/> engages community in library planning <input type="checkbox"/> diversity and inclusion in recruiting/hiring/retention/promotion (hiring and keeping the best) <input type="checkbox"/> diversity and inclusion staff training (awareness, language acquisition, targeted areas) <input type="checkbox"/> diversity and inclusion in services (equitable, effective and appropriate services) <input type="checkbox"/> diversity and inclusion in assessment 	
Staff	<ul style="list-style-type: none"> <input type="checkbox"/> equity in recruitment, retention and promotion, employing affirmative action as appropriate <input type="checkbox"/> understanding that different perspectives and approaches at work are valued <input type="checkbox"/> openness to seek clarification and understanding <input type="checkbox"/> recognition of individual strengths and managing differential contributions to teamwork <input type="checkbox"/> training to address areas of diversity problems or gaps <input type="checkbox"/> respect of diverse co-workers and users, and promote understanding of cultural differences <input type="checkbox"/> effective cross-cultural communication skills <input type="checkbox"/> strong interpersonal relations (staff-staff, staff-management, staff-users, staff-community) 	
Management <small>(adapted from Thomas & Ely, 2001; pp. 51-54: Eight Preconditions for</small>	<ul style="list-style-type: none"> <input type="checkbox"/> value of a variety of opinion and insight <input type="checkbox"/> value of a variety of approaches to work <input type="checkbox"/> opportunities to learn about diversity and encourages personal development 	

<p><i>Making the Paradigm Shift)</i></p>	<ul style="list-style-type: none"> <input type="checkbox"/> engaging staff perspectives in problem solving <input type="checkbox"/> understanding of the challenges of diversity as an opportunity to grow <input type="checkbox"/> expectation of high standards of performance from everyone, creating/adopting differential policies as needed <input type="checkbox"/> openness and employment of a relatively egalitarian, nonbureaucratic structure <input type="checkbox"/> a culture of respect and caring <input type="checkbox"/> a well-articulated and widely understood mission, set of core values, and a code of ethics/conduct 	
<p>Access</p>	<ul style="list-style-type: none"> <input type="checkbox"/> use of diverse and accessible technology, communication style and languages <input type="checkbox"/> adoption of respectful subject/indexing terminology <input type="checkbox"/> multilingual signage, forms and website <input type="checkbox"/> available multilingual services/staff <input type="checkbox"/> diversity in information literacy instruction 	
<p>Collection</p>	<ul style="list-style-type: none"> <input type="checkbox"/> representation (topics, perspectives, etc.) <input type="checkbox"/> relevant topics, formats, language, etc. <input type="checkbox"/> evaluation for bias (positive or negative) 	
<p>Programming</p>	<ul style="list-style-type: none"> <input type="checkbox"/> engagement across cultures, generations, etc. <input type="checkbox"/> support of community building <input type="checkbox"/> support of cultural identity development <input type="checkbox"/> programming to increase a diversity of attendees <input type="checkbox"/> discussion of racism, other isms, privilege, and other forms of oppression <input type="checkbox"/> library promoted as a community and cultural space <input type="checkbox"/> opportunities to learn diverse languages <input type="checkbox"/> scheduling of activities taking into account religious or traditional holidays 	
<p>Outreach, Engagement and Collaboration</p>	<ul style="list-style-type: none"> <input type="checkbox"/> community input, broad and targeted <input type="checkbox"/> collaboration with community on library and community projects <input type="checkbox"/> collaboration with diverse communities to promote the library <input type="checkbox"/> use of appropriate and accessible technologies, communication style and languages <input type="checkbox"/> accessible library services and spaces 	

Advocacy	<input type="checkbox"/> utilizes library resources to address social change and justice <input type="checkbox"/> recognizes knowledge and information as social and cultural capital <input type="checkbox"/> combats racism and other forms of oppression with information <input type="checkbox"/> promotes understanding of diverse cultures	
Research & Education	<input type="checkbox"/> Obtains data to learn more about diversity and inclusion within library and user community <input type="checkbox"/> Offers educational programs about diversity and inclusion <input type="checkbox"/> Works with researchers and community organizations/members to learn how libraries can better address and implement diversity and inclusion	

REFERENCES

Gardenswartz, Lee and Rowe, Anita. *Managing Diversity: A Complete Desk Reference and Planning Guide*. Burr Ridge, IL: Irwin Professional Publishing and San Diego: Pfeiffer & Co., 1993.

Gardenswartz, Lee and Rowe, Anita. *Diverse Teams at Work: Capitalizing on the Power of Diversity*. Society for Human Resource Management, 2003.

Thomas, David A. and Ely, Robin J. "Making Differences Matter: A New Paradigm for Managing Difference," *Harvard Business Review on Managing Diversity*, Boston: Harvard Business School Publishing, 2001; pp. 33-66.

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