Tamara King
Community Relations Director, Richland Library, and 2019 Library Journal Mover & Shaker

Dee Robinson
Director of Library Experience, Branches, Richland Library

Ci Ci Holloway
Human Resources Director, Richland Library
How Do WE Respond?
This Happened…

Image by NBC Today
Then This...
Then...

Photo by Jason Miczek/Reuters
And for awhile…

Photo by Chip Somodevilla / Getty Images
And then…and again…and again
The Result...

“Idiots shutting down I-126. Better not be there when I get off work or there is gonna be some run over dumb asses.”

- Jimmy Morris, fired captain with the Columbia Fire Department
Neutral or Necessary?

LIBRARIANS ARE NOT NEUTRAL AND LIBRARIES ARE NOT NEUTRAL SPACES.
In August 2016, Richland Library forms the Social Awareness Taskforce (SAT)

13 diverse staff members make up SAT

All members of the taskforce are trained annually to lead discussions on race, bias, inclusivity and equality

Tackled social justice, women’s rights and race
We actively build community by encouraging honest dialogue, empathy and courageous communication.
Using small circles of dialogue and trained moderators, the community forums encourage honest and open communication.
Establish Guidelines

- try on ideas
- OK to disagree
- respond with ‘tell me more’
- confidential
- use ‘I’ statements

Courtesy of Race to Table SC
Let’s Talk About Race
What does your life look like through the narrowed lens of racial identity?

<table>
<thead>
<tr>
<th>I am…</th>
<th>Black</th>
<th>White</th>
<th>Asian</th>
<th>Latino/a, Hispanic</th>
<th>American Indian</th>
<th>Multi-Racial</th>
</tr>
</thead>
<tbody>
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<tr>
<td>My significant other is…</td>
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<td>My neighborhood is mostly…</td>
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<td>My best friend is…</td>
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<tr>
<td>My friends are mostly…</td>
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<td>My co-workers are mostly…</td>
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<td>My place of worship is mostly…</td>
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<td>My high school was mostly…</td>
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<td>The author of the last book I read is…</td>
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<td>My primary care doctor is…</td>
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<tr>
<td>My hairdresser/barber is…</td>
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</tbody>
</table>
SAT Successes

- Nearly 1,000 participants have attended discussions on race, women’s rights and social justice.

- Hosted more than 30 community forums, events and book clubs systemwide.

- Distributed more than 300 books communitywide.

- Recognized nationally and locally for innovative approach to DEI efforts.
Let’s Talk Race participant said she “left feeling more hopeful about her community and more open to her neighbors.”

Participants have reported to being motivated to get more proximate with their neighbors, eg: joining the NAACP, seeking out diversity in their daily lives and relationships.

Partners have used information from discussions to inform advocacy and policy decisions.

The #1 question, “When are you doing this again?”
What’s Next...

- Family & Adult Race & Diversity Book Clubs and Book Club Sets
- Social Justice Documentary Film Series
- Continuing Staff Discussions
- Scheduling Let’s Talk agenda for 2020
My Life Experience Lab

- The lab uses virtual reality (VR) technology and simulation tools to cultivate empathy

- 300 participants

- Immigration, homelessness, social justice, sexual assault and disability.

- More than 88% reported having a better understanding of the topic after experiencing the simulation.
My Life Experience

“To understand and feel what others are going through is a gift. Some people ignore it, and some people pay attention. I choose to pay attention. I just hope people walkway with an open outlook on what they might not be noticing every day.”

- Bruce Chamous, Lab participant
The Annie E. Casey Foundation’s Seven-Step Process

1. Understanding race equity and inclusion principles
2. Engaging affected populations and stakeholders
3. Gathering and analyzing **disaggregated data**
4. Conducting systems analysis of root causes
5. Identifying strategies and resources
6. Conducting race equity impact assessment
7. Evaluating effectiveness and adapting strategies

Project Manager : Dee Robinson
Project Champion : Georgia Coleman
Team Members : Keisha Byrd, Matt Gossett, Crystal Johnson, Chiquita Singletary, Amy Teramoto
Subject Matter Experts : Ci Ci Holloway, Susan Lyon, Thomas Lide, Sarah Sawicki, Roxanne Price
RICHLAND LIBRARY
Leadership 2019
BARRIERS

app. dependent on writing skill

- anonymity

concerns about:
- is this for me?
- how will this help me?
- time spent away
- non-Muls
- where I work
- not here long enough/too long

- diversity
- synergy

“whole” person

Supervisor encouragement/lack of rejection, multiple times

need to seek out others to learn about experience

ways to express yourself

scheduling
CiCi Holloway: Human Resources Director
CHolloway@RichlandLibrary.com
Richland Library Diversity Statement

We are committed to fostering an inclusive culture that celebrates and respects our differences and unique learning styles.

How Do We Do This?

Working hand-in-hand with our customers and community partners, our staff are continuously striving towards a shared vision of innovative library programs and services that underscores our commitment to the diversity of the communities that we all serve.

Together, we are part of something larger. We are building a culture based on open, respectful conversations that allow us all to learn about one another as individuals, with different perspectives and life experiences.

This vision informs all that we do, enriching our work and helping us enhance our communities.

Diversity, Equity and Inclusion

Everyone is welcome here. Everyone has access to our collections, programs and services. Everyone is encouraged to be a part of a culture—where all dimensions of diversity are accepted, valued and utilized—where we all thrive and belong.
1. THIS IS RICHLAND LIBRARY
2. DEVELOPING OUR AUTHENTIC STRATEGY
3. ENERGIZING THE COMMUNITY TO SUPPORT OUR MISSION
II. DEVELOPING OUR AUTHENTIC STRATEGY

A. Leadership commitment
B. Accountability and ownership by all employees
C. Integration of DEI into key people processes
D. Create a welcoming and engaging culture for all employees and customers
Leadership Commitment

Empowering Our Differences

- CEO/ED - Tone from the top
- ELT/Ambassadors
- Diversity Business Objectives
- Diversity Champions
- "Living the Library"
- Courageous Conversation
- Breaking Biases
- Convo & Coffee with Melanie
Create an inclusive work environment
Enable diverse representation
Strengthen employer brand
Create a high-performance culture
Integrate into business processes

Leadership
Competency & Education
Communication & Engagement
Operational Excellence & Innovation

Enhance the Customer Experience
Engage our Team
Advance our Community

Values, Vision, Mission and Promises

2019-2022 Strategic Plan

DEI
Integration of DEI into key people processes
We benefit greatly from hiring a more diverse workforce:

• Provides a better understanding of the demographics of the customers we serve
• Allows us to have a competitive advantage
• Enables us to discover untapped opportunities and new customers and products or services
Our DEI perspective… it drives our innovation, shapes our culture, and engages high performing teams to deliver exceptional customer experiences.
## DEI Strategy

**DEI Statement:**

We are committed to fostering an inclusive culture that celebrates and respects our differences and unique learning styles. Everyone is welcome here. Everyone has access to our collections, programs and services. Everyone is encouraged to be a part of a culture—where all dimensions of diversity are accepted, valued and utilized—where we all thrive and belong.

<table>
<thead>
<tr>
<th>The World of Grey</th>
<th>Building Relationship Currency</th>
<th>Becoming Better Acquainted w/ Policies and Procedures</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Overview:</strong> Discussing current and practical employee relations scenarios that really make you think! Supervisors address in a group setting.</td>
<td><strong>Objective:</strong> • What are the key factors to building relation currency? • The different strategies to build relationship currency with your peers, leadership and key stakeholders.</td>
<td><strong>Overview:</strong> &quot;We don’t always know what we don’t know.&quot; It is either rule or law. These are the policies that Richland Library lives by...</td>
</tr>
<tr>
<td><strong>Objective:</strong> • Learn, create share practical examples of day-to-day case studies focused on DEI</td>
<td><strong>Time:</strong> 60 minutes</td>
<td><strong>Objective:</strong> • Focusing on the policies and procedures that supervisors say are important. • Providing supervisors with tools to be more effective.</td>
</tr>
<tr>
<td><strong>Time:</strong> 60 minutes</td>
<td><strong>Time:</strong> 60 minutes</td>
<td><strong>Time:</strong> 90 minutes</td>
</tr>
<tr>
<td>MicroTriggers™</td>
<td>Breaking Biases</td>
<td>The Future of Diversity</td>
</tr>
<tr>
<td>---------------</td>
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</tr>
<tr>
<td><strong>Overview:</strong> Understanding the business impact of micromessages to our bottom-line.</td>
<td><strong>Overview:</strong> We all have biases and should be aware of how they can undermine our goals for creating an inclusive environment.</td>
<td><strong>Overview:</strong> 75% of the workforce will be Millennials and Gen Z by 2025. What is the future of diversity and inclusion?</td>
</tr>
</tbody>
</table>
| **Objective:**  
  • The impact of subtle behaviors on individual, team and business performance.  
  • Recognizing your role and responsibilities associated with creating a diverse and inclusive work environment. | **Objective:**  
  • Recognize the impact of our biased behavior.  
  • Avoid bias in the hiring process and decision making.  
  • Interactive activities and "tricky" videos will keep you on your toes. | **Objective:**  
  • Learn the difference between diversity, equity and inclusion.  
  • Discuss how diversity contributes to the bottom line.  
  • How these new generations will change the world. |
| **Time:** 90 minutes | **Time:** Half day | **Time:** 60 minutes |