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Library Journal Mover & Shaker



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How Do WE Respond?

This Happened...



Image by NBC Today

Then This...



Image by WCBD News

Then...



Photo by Jason Miczek/Reuters

And for awhile...



Photo by Chip Somodevilla / Getty Images

And then...and again...and again



Photo by Kena Betancur/Getty Images

The Result...



Photos by Paul Zoeller & The State Newspaper/ BY McClatchy

“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?



StorytimeUnderground

@StorytimeU



Following

LIBRARIANS ARE NOT NEUTRAL AND
LIBRARIES ARE NOT NEUTRAL SPACES.

RETWEETS

603

LIKES

1,017



3:26 PM - 12 Jul 2016



 603

 1K



Social Awareness Taskforce

- 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

PURPOSE

We actively build community by encouraging honest dialogue, empathy and courageous communication.

Circles of Dialogue



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

Let's Talk About Race



Check Your Bubble

Courtesy of Race to the Table SC

What does your life look like through the narrowed lens of racial identity?

| | Black | White | Asian | Latino/a, Hispanic | American Indian | Multi- Racial |
|--|-------|-------|-------|-----------------------|--------------------|------------------|
| I am... | | | | | | |
| My significant other is... | | | | | | |
| My neighborhood is mostly... | | | | | | |
| My best friend is... | | | | | | |
| My friends are mostly... | | | | | | |
| My co-workers are mostly... | | | | | | |
| My place of worship is mostly... | | | | | | |
| My high school was mostly... | | | | | | |
| The author of the last book I read is... | | | | | | |
| My primary care doctor is... | | | | | | |
| My hairdresser/barber is... | | | | | | |
| | | | | | | |

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

Community Impact

- 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 Chavious, Lab participant



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Race Equity and Inclusion Action Guide



7 STEPS TO ADVANCE AND EMBED RACE EQUITY
AND INCLUSION WITHIN YOUR ORGANIZATION

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

RACE AND SOCIAL EQUITY STRATEGIC PLAN TEAM

Project Manager : Dee Robinson

Project Champion : Georgia Coleman

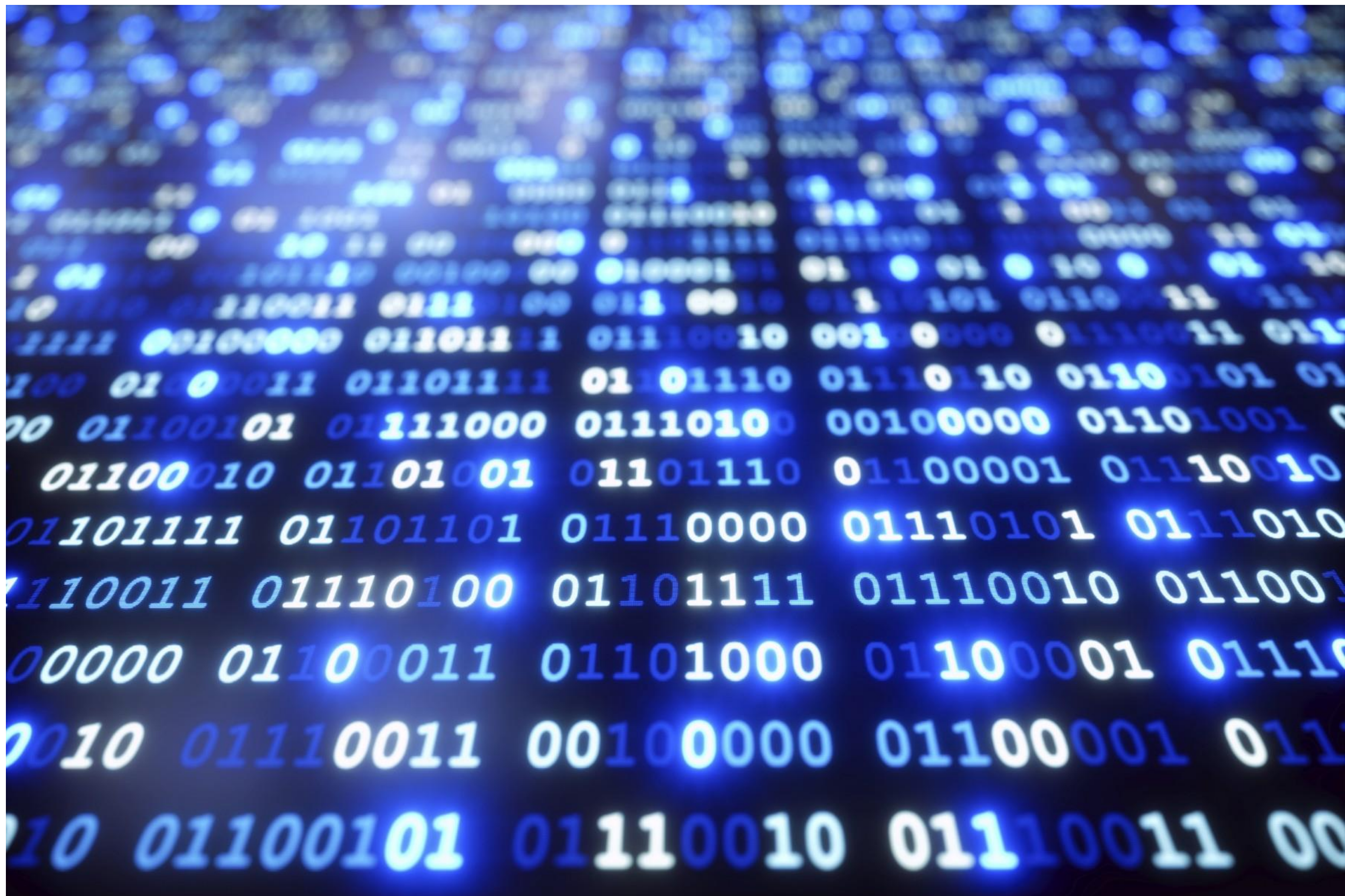
Team Members : Keisha Byrd, Matt Gossett, Crystal Johnson, Chiquita Singletary, Amy Teramoto

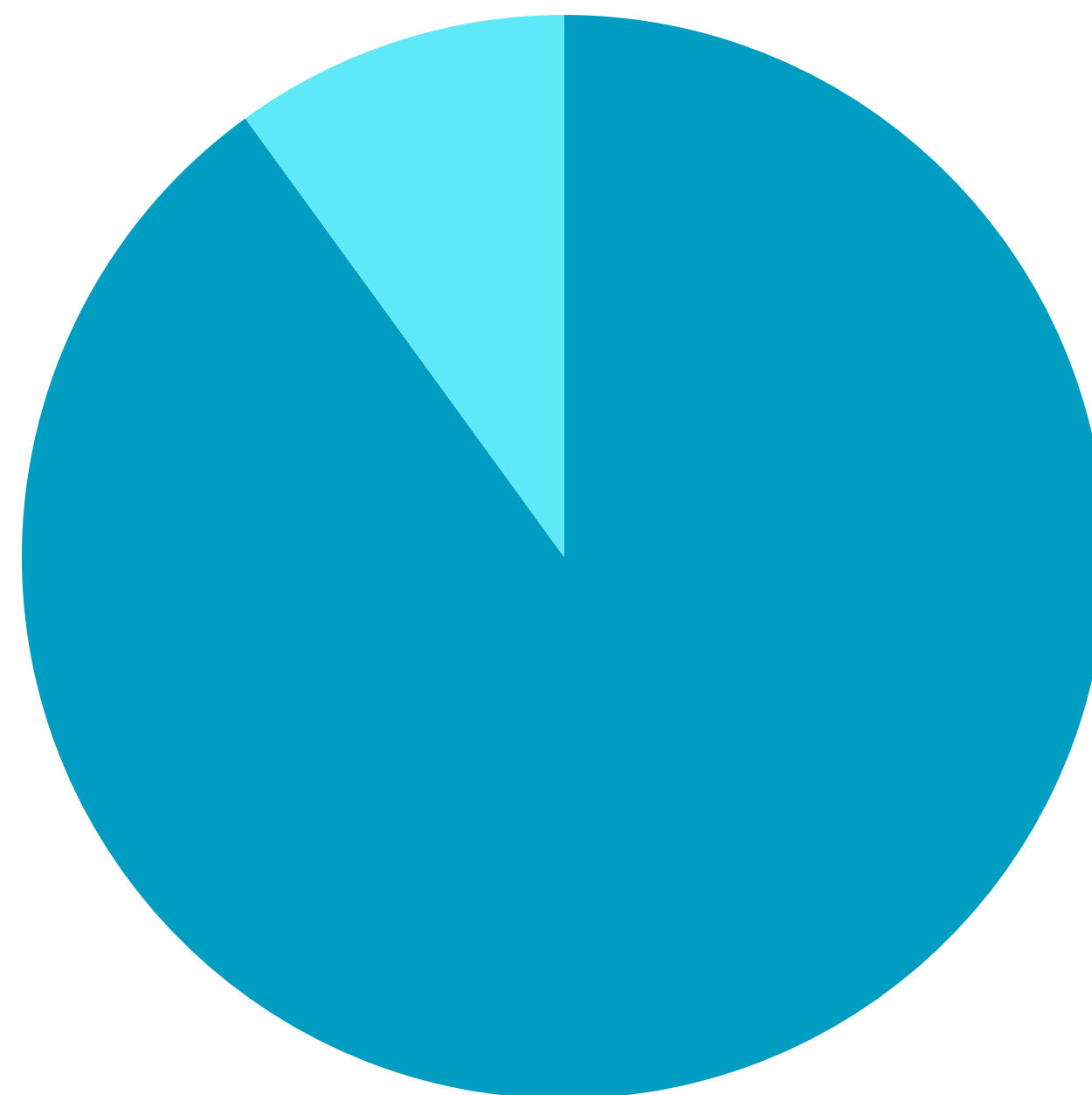
Subject Matter Experts : Ci Ci Holloway, Susan Lyon, Thomas Lide, Sarah Sawicki, Roxanne Price



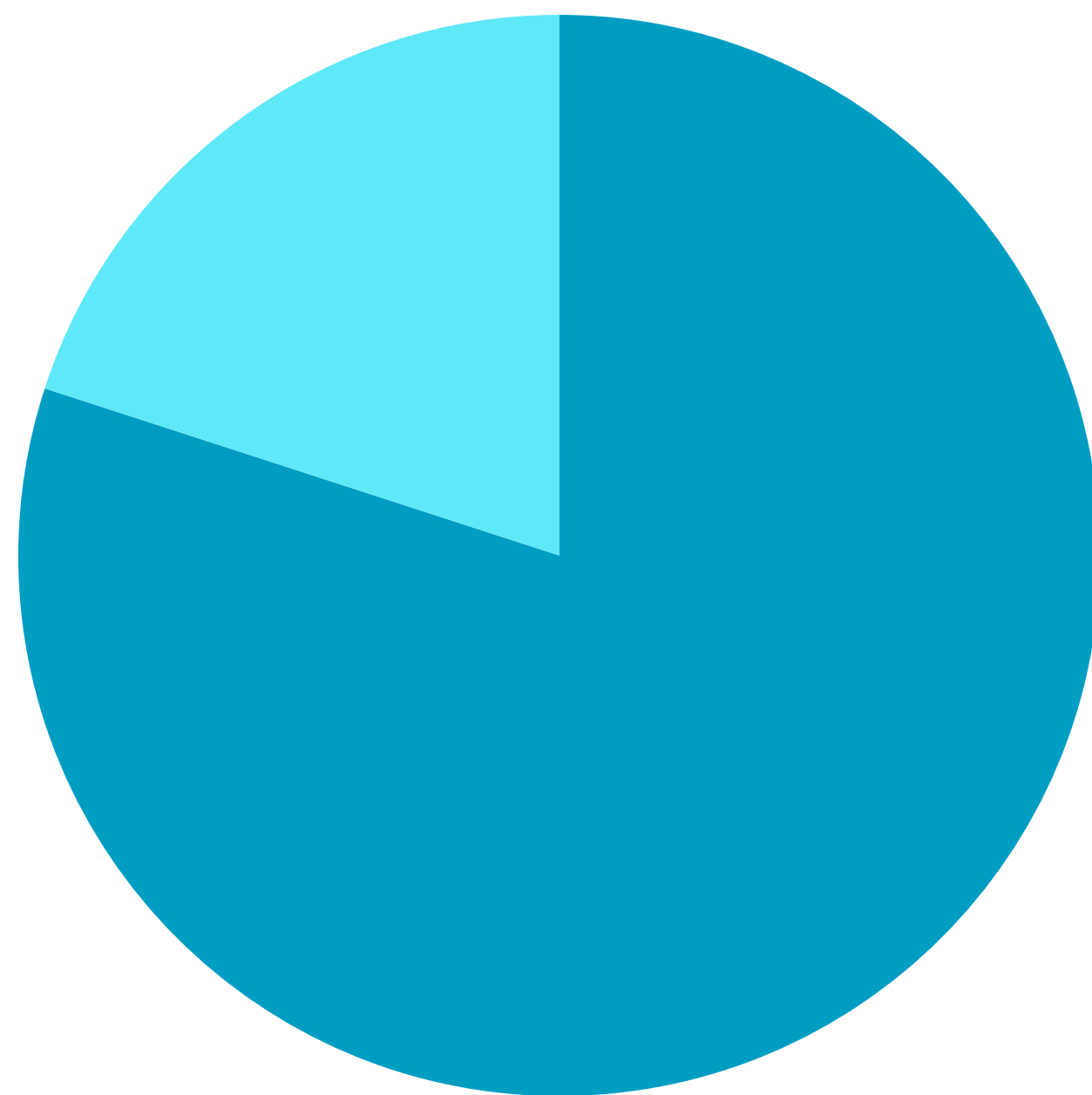
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Leadership 2019

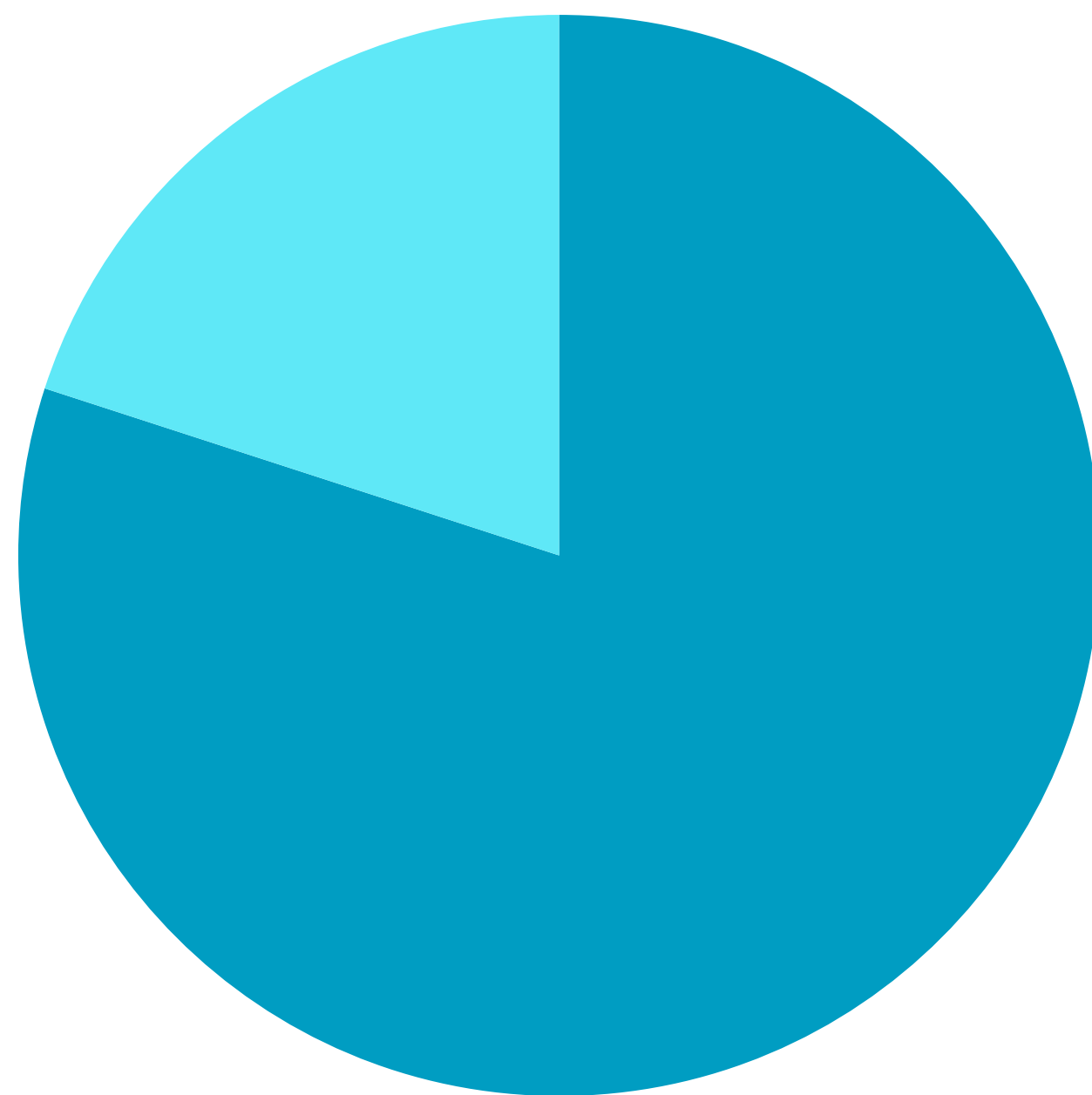




2013



2015



2017



BARRIERS

app. dependent ^{solely} on writing skill

~ anonymity ~ diversity
synergy
"whole" person

Concerns about:

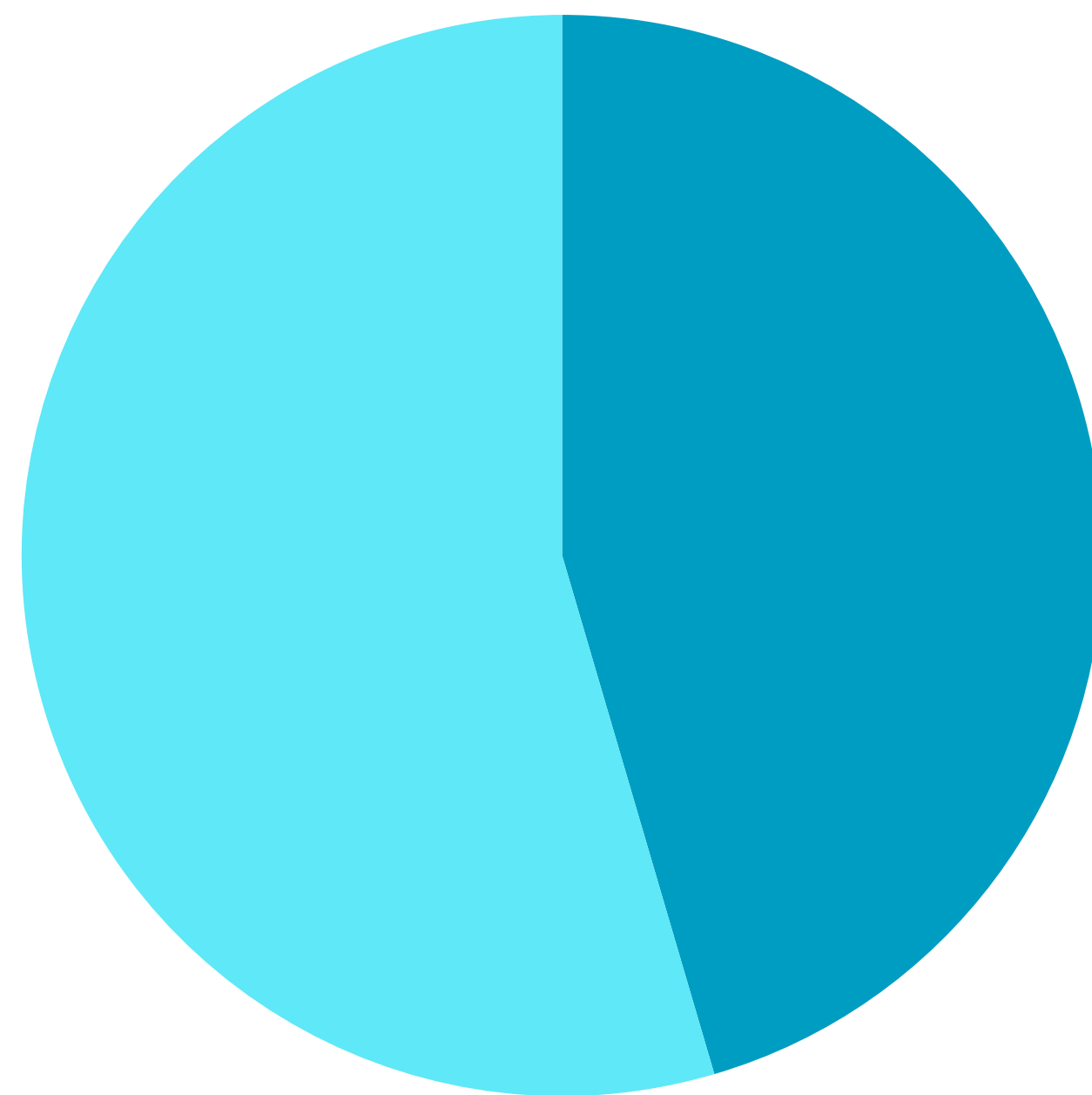
- is this for me?
 - time spent away
 - non-MLIS
 - wheel work
 - not here long enough/too enough
- how will this help ME?
- other ways to express yourself

Supervisor encouragement/lack of
rejection, multiple times

need to seek out others to learn about
experience

scheduling





2019



End of slide show, click to exit.

Richland Library
Leadership 2019
TAYLOR CAUGHMAN
RICHLAND LIBRARY BRIDGES
GRADUATED ON NOVEMBER 7, 2019

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CECH
RICHLAND LIBRARY BRIDGES
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TANEAL ROBERTSON
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CURTIS MILTON
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KARA CIERI
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KIMBERLY JONES
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CHIQUITA SINGLETARY
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DETROIT | NOVEMBER 8-10 2018 | REGISTER NOW



FACING RACE

A NATIONAL CONFERENCE

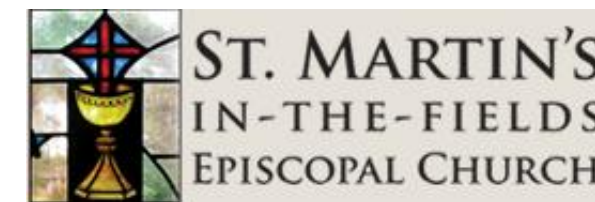
PRESENTED BY **race forward** & **Csi** CENTER FOR SOCIAL INCLUSION



RACE MATTERS

The Power of Conversation

DEI Collaborative Partners





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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

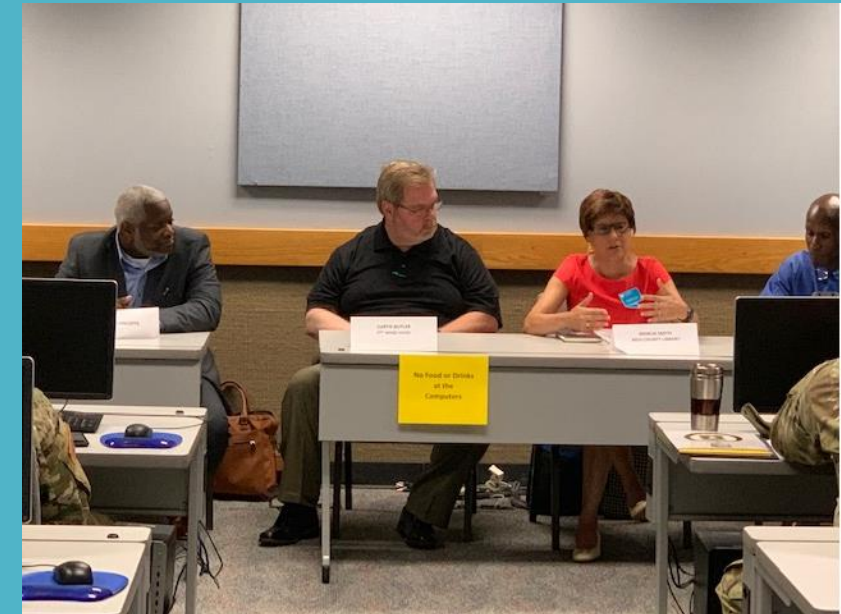
Our Approach

- 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





- ❖ Enhance the Customer Experience
- ❖ Engage our Team
- ❖ Advance our Community



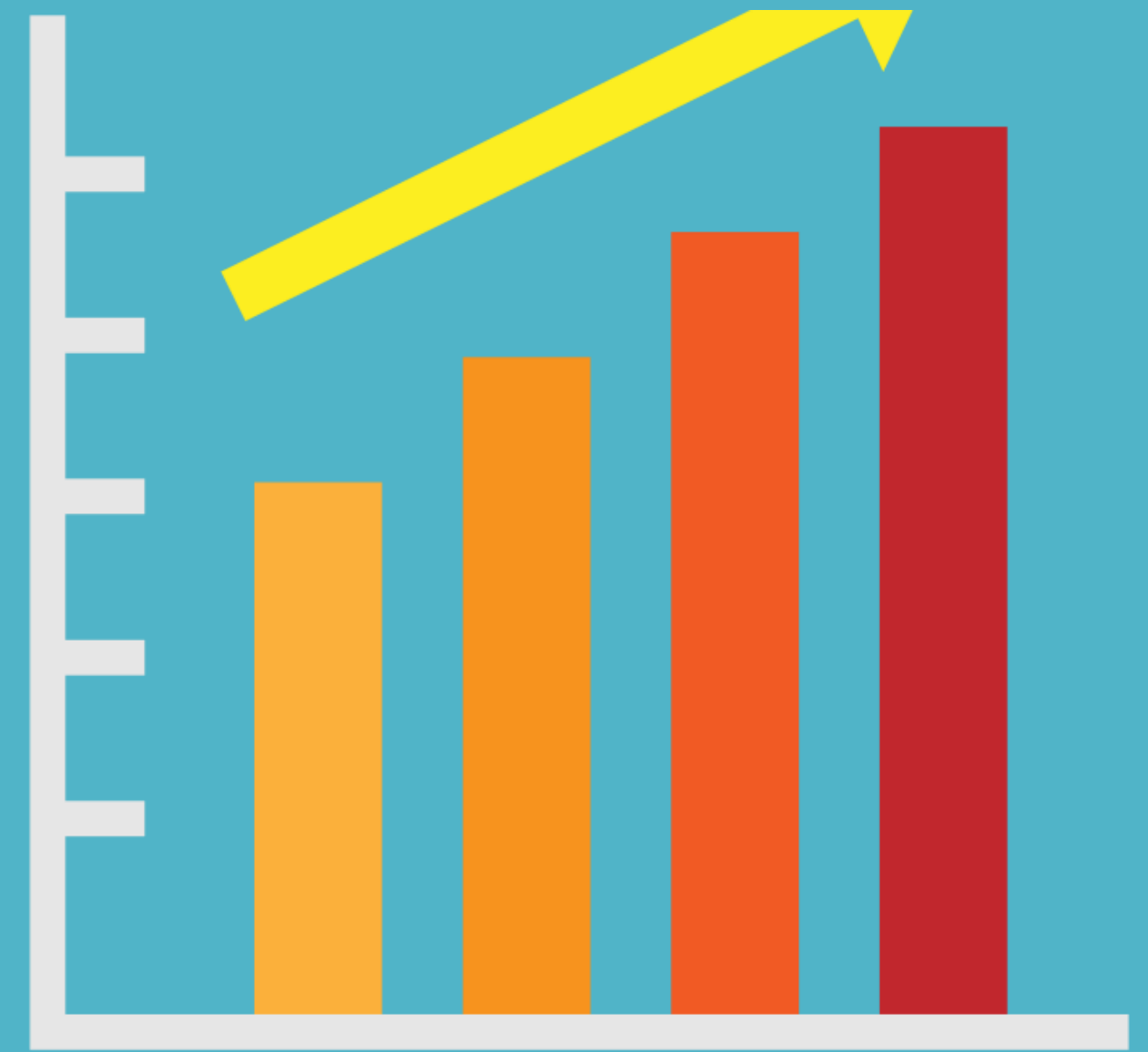
Integration of DEI into key people processes

A stylized illustration in shades of blue and white. Two figures, a woman on the left and a man on the right, are shown from the waist up, pushing a large, light blue rectangular box towards the center. The box features a white document icon with a circular arrow, symbolizing a process or cycle. The background is a solid light blue with faint, larger-scale geometric shapes and lines, creating a modern, corporate feel.

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.

The World of Grey

Overview:

Discussing current and practical employee relations scenarios that really make you think! Supervisors address in a group setting.

Objective:

- Learn, create share practical examples of day-to-day case studies focused on DEI

Time: 60 minutes

Building Relationship Currency

Overview:

Why relationship currency matters to you in your role at Richland Library?

Objective:

- What are the key factors to building relation currency?
- The different strategies to build relationship currency with your peers, leadership and key stakeholders.

Time: 60 minutes

Becoming Better Acquainted w/ Policies and Procedures

Overview:

"We don't always know what we don't know." It is either rule or law. These are the policies that Richland Library lives by...

Objective:

- Focusing on the policies and procedures that supervisors say are important.
- Providing supervisors with tools to be more effective.

Time: 90 minutes

| MicroTriggers™ | Breaking Biases | The Future of Diversity |
|---|--|--|
| <p>Overview: Understanding the business impact of micromessages to our bottom-line.</p> <p>Objective:</p> <ul style="list-style-type: none"> • 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. <p>Time: 90 minutes</p> | <p>Overview: We all have biases and should be aware of how they can undermine our goals for creating an inclusive environment.</p> <p>Objective:</p> <ul style="list-style-type: none"> • 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. <p>Time: Half day</p> | <p>Overview: 75% of the workforce will be Millennials and Gen Z by 2025. What is the future of diversity and inclusion?</p> <p>Objective:</p> <ul style="list-style-type: none"> • Learn the difference between diversity, equity and inclusion. • Discuss how diversity contributes to the bottom line. • How these new generations will change the world. <p>Time: 60 minutes</p> |



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