Free Library of Philadelphia

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SKILLS FOR COMMUNITY-CENTERED LIBRARIES: ON IMPLICIT BIAS AND COMMUNICATION

Welcome!

Institute of Museum and Library Services Grant

North American Partners

CLEVELAND PUBLIC LIBRARY

Halifax Public Libraries

Multnomah County Library

Hartford Public Library
A place like no other.

COLUMBUS Public Library

San Francisco Public Library

Coy Public Library
Shippensburg, PA

- Curriculum developed to provide frontline staff with community engagement skills

- The Free Library of Philadelphia trained over 300 full-time public service staff including librarians, library assistants, and municipals guards

- Seven other public libraries across the United States and Canada piloted this curriculum with library staff members

# VARYING LEVELS OF EXPERTISE FOR EACH TOPIC

For some participants…

- information is new and will help them **begin** the community engagement process with your library community

- information is not new but this workshop allows you to **evaluate** how effectively you are implementing these skills in your daily practices

- you have strong knowledge and expertise in community engagement and these sessions are an opportunity to **share** your insights and best practices and think of how you can **train** others on your library team to become experts as well

WHAT'S IN IT FOR ME?

Image: Pixabay

Image: Pixabay
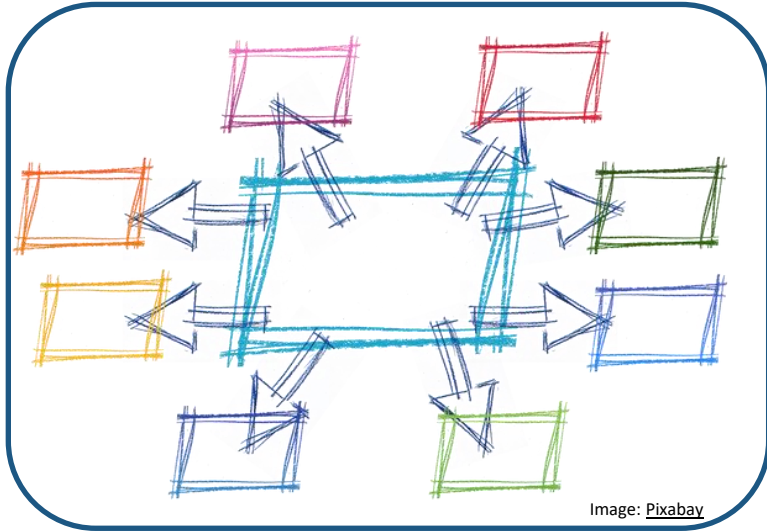
Examine assumptions based on your worldview and learn to "go beneath the surface" in order **to connect** with your library community.
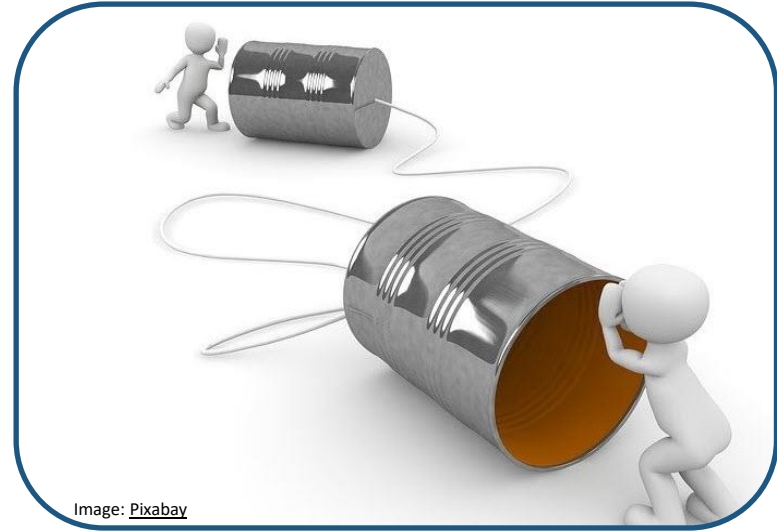
Reflect on your communication style **and practice** implementing effective strategies for speaking, listening, and asking questions.

Benefits of effective communication

- Improve communication skills
- Facilitate deeper discussions
- Make stronger connections

Share in chat!

Can you think of a time when **communication** with patrons **led to a change or improvement** in programming or processes at your library?

GROUND RULES

- Ground rules create a safe space to broaden our perspectives and connect.

- Our goal is to have authentic conversations that stimulate growth and learning.

- Let's use our ground rules and dig into today's topic.

SAMPLE GROUND RULES

- One speaker, one mic

- No one knows everything, together we know a lot

- Move up, move up

- We can't be articulate all the time

- Embrace curiosity

- Acknowledge the difference between intent and impact

- Specific rules for your group

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Adapted from Anti-Oppressive Facilitation for Democratic Process (pdf), Anti-Oppression Resource and Training Alliance (2017)

MY EXPERIENCE, MY LENS

Our cultures, races, faiths, socio-economic statuses, neighborhoods, and life experiences, among many other factors, shape the lenses with which we view the world.

How do we uncover what's happening behind our lenses?

MY EXPERIENCE, MY LENS

Sports fan

Master's degree

Immigrant

Myself

Mother

Biracial

A PRIMARY LENS

Lens: A personal way of interpreting the world

Selected word: **mother**

THE LIFE EXPERIENCE YOU CHOSE...

The life experience, or experiences, you chose has had a major impact on you and has allowed you to connect to and have a level of empathy for people who have similar experiences.

THE ICEBERG

Iceberg: A metaphor for an individual's lived experiences. That is, if any individual were an iceberg, others would only see what's above the water. Below the water are many more lived experiences that aren't visible.
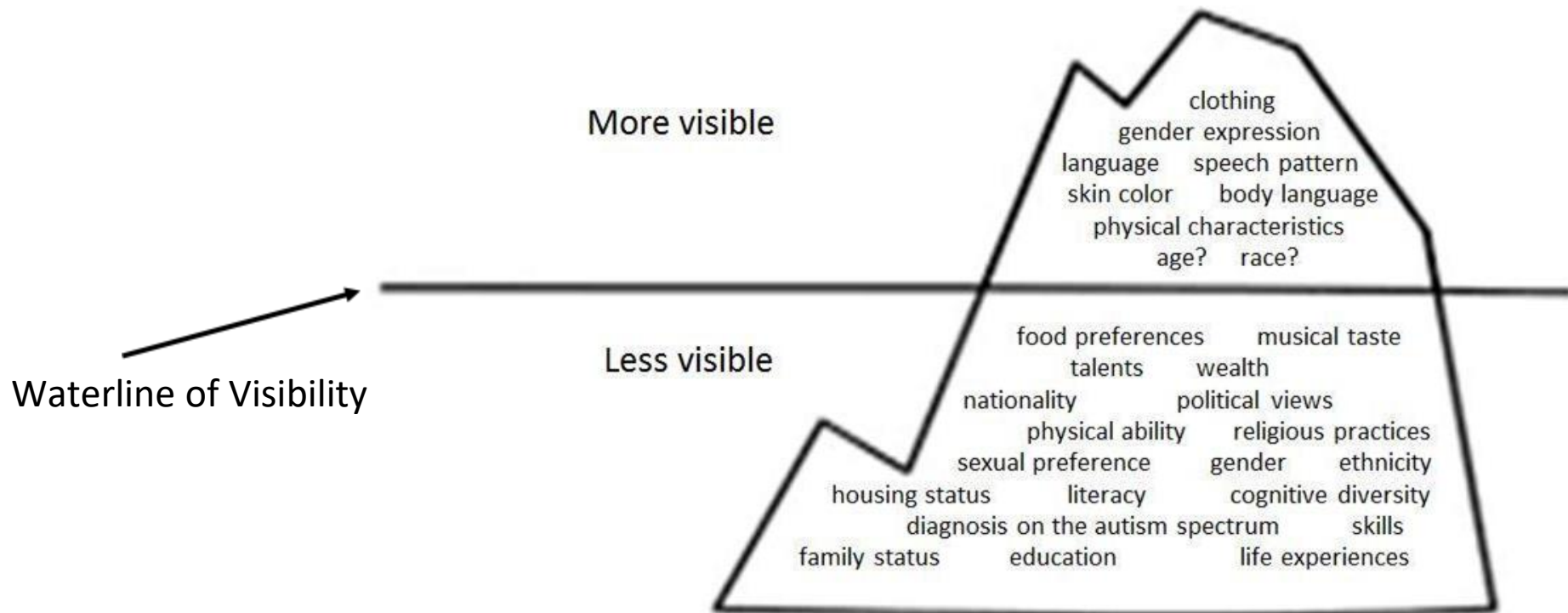
USING THE ICEBERG TO CHALLENGE ASSUMPTIONS

Our life experiences and worldview cause us to approach certain people and situations with assumptions.

—————————

Going beneath the surface and connecting with individuals gives us an opportunity to challenge false assumptions and understand our library patrons on a deeper level.

Sample Cultural Iceberg

More visible

clothing
gender expression
language   speech pattern
skin color   body language
physical characteristics
age?   race?

Less visible

Waterline of Visibility

food preferences   musical taste
talents   wealth
nationality   political views
physical ability   religious practices
sexual preference   gender   ethnicity
housing status   literacy   cognitive diversity
diagnosis on the autism spectrum   skills
family status   education   life experiences

What's in your iceberg?

Mary Marques

South Cluster Coordinator, Free Library of Philadelphia

Reflections on the Iceberg

Why is it important to keep the iceberg in mind? How does it impact communication?

World Traveling Trunk, Peru

Photo credit: Mary Marques

Why is it important to keep the iceberg in mind? How does it impact communication?
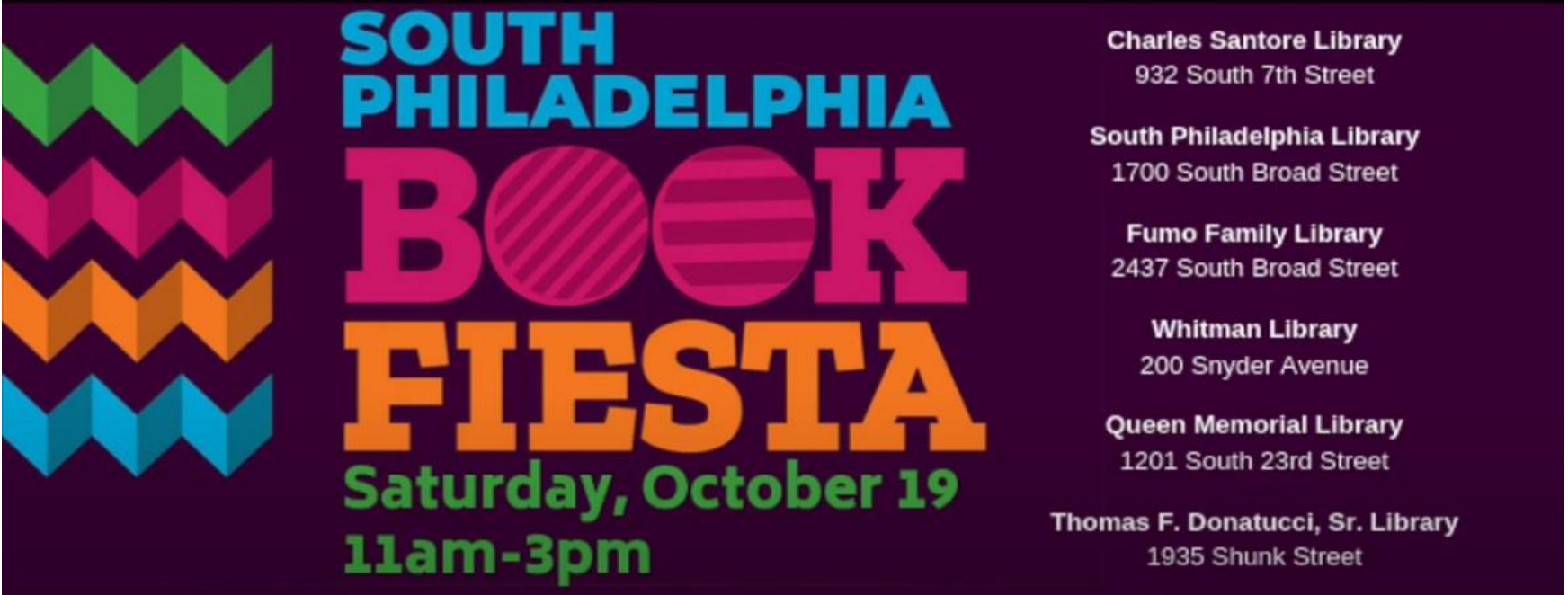

Carnaval de Puebla, South Philadelphia

Photo credit: Mary Marques

Why is it important to keep the iceberg in mind?
How does it impact communication?

SOUTH PHILADELPHIA BOOK FIESTA
Saturday, October 19
11am-3pm

Charles Santore Library
932 South 7th Street

South Philadelphia Library
1700 South Broad Street

Fumo Family Library
2437 South Broad Street

Whitman Library
200 Snyder Avenue

Queen Memorial Library
1201 South 23rd Street

Thomas F. Donatucci, Sr. Library
1935 Shunk Street

What physical characteristics above the waterline of invisibility may be misinterpreted?

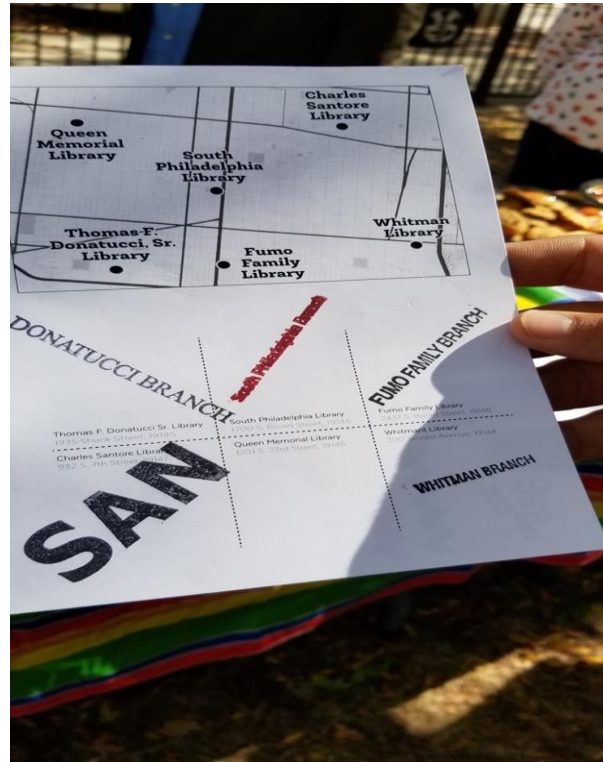South Philadelphia

Book Fiesta Passport

Photo credit: Mary Marques

What physical characteristics above the waterline of invisibility may be misinterpreted?

South Philadelphia Book Fiesta Mural Walk Tour

Photo credit: Mary Marques

Gaspar Santos

Community Initiatives Specialist
Northeast Neighborhood Libraries, Free Library of Philadelphia

Reflections on Communication and Implicit Bias

Experience is the best teacher...but not always

I don't like (fufu). I tried it with sugar, tried it with honey and I tried it with bacon, sausage and eggs.

Have you tried it with the stewed sauces that are made to complement the fufu?

Ways our libraries create welcoming and inclusive spaces

The visual

- multilingual signs
- images that reflect the community diversity

Image: Pixabay

Personal interaction (trust-building)

- greetings
- attitude
- resourcefulness

Image: Unsplash

Programming

- relevance to the communities we serve
- channels for feedback input and continuous improvement

Image: Pixabay

Kate Goodman

Community Initiatives Specialist
North Philadelphia Libraries, Free Library of Philadelphia

Reflections on Promoting Inclusion and Pandemic Communication

Meeting New and More Severe Needs in our Communities

Mutual Aid Fairs + Vaccine Clinics

Cecil B. Moore Library Presents......

NORTH PHILLY SCHOOL & CRAFT SUPPLIES DRIVE

Buy Online
Ship Automatically
Library Staff will Distribute on May 12th!

Find our Amazon Wishlist:
tinyurl.com/CecilBMooreCrafts

Lawncrest Mutual Aid

LAWNCREST LIBRARY   THURSDAY JULY 8TH
(6098 RISING SUN AVE)   12-2 PM

FREE books, school/art supplies, period supplies, sexual health supplies, reusable face masks, diapers & wipes.

Receive your COVID-19 vaccine ONSITE! No appointment!

sponsored by
Philly Counts

Get info about community health services, Free Library programming, the Lawncrest Rebuild project, AND MORE!

RICHMOND LIBRARY
VACCINE CLINIC & MUTUAL AID FAIR

FRIDAY, JUNE 18, 2021
10:00 AM-12:00 PM

Receive the Covid-19 Vaccine for free from local CareTrust Pharmacy

Pick up FREE diapers, wipes, sanitary supplies, early education material, legal & jobs resources & more.

For more information, call 215-685-9992 or e-mail thatchera@freelibrary.org

free   **RICHMOND LIBRARY**
2987 ALMOND STREET

Mutual Aid @ Cecil B. Moore Branch

Focus on Outdoor Arts + Learning

Alternative Access to Wifi + Computers

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Take and Turn – Learner Guide

On the Iceberg

Above the waterline of visibility, we find physical characteristics—such as race, age, gender expression, etc. These items above the waterline are what we can observe through looking or listening. They are sometimes but not always, accurately interpreted. People make assumptions based on what they see, but these assumptions are not necessarily true.

Below the waterline of visibility are the things we usually can't see in others, like education, skills, housing status, wealth, religion etc.

Complete your personal iceberg below, and reflect on the ways you may have experienced misinterpretations or assumptions about who you are, based on visible characteristics only. How might your awareness of your own iceberg help you better serve your library community?

Your Personal Iceberg

FLP Webinar 2 Effective Communication Page 1

Webinar 2
Skills for Community-Centered Libraries:
Implicit Bias and Effective Communication

Take and Turn

Take and Turn
Workshop 2: Effective Communication

First, complete your personal iceberg on page 11. Next, you will need to reflect on one conversation you had in your library. It can be with a library customer or a staff member. It would be best to pick a conversation that is engaging rather than transactional (i.e., not someone asking where the restroom is). This could be small-talk conversation or exchanges during a meeting or program, etc. Reflect on your conversation with this individual. Use the template to guide your reflection.

Date of conversation:

Who was the conversation with? (Do not need a name, but a few details would be useful):

What was the main topic of this conversation?

Use the checklist to reflect on best practices for effective speaking and listening. If you used a strategy well and intentionally (that is, you were aware of using the strategy), place a checkmark next to it.

Did I consciously….

_____remember to reflect on the notion that we all have individual icebergs and what is below the surface impacts the conversation?

_____use a calm, patient tone?

FLP Webinar 2 Effective Communication Pa

_____speak in clear, short sentences?

_____make eye contact (when appropriate)?

_____avoid sarcastic comments?

_____ask varied types of questions (open, closed)?

_____present and ready to serve?

_____listen sympathetically?

_____backchannel (nodding, eye contact, facial expressions of reaction)?

_____conclude with a summary statement?

_____demonstrate open body language?

Look back at your iceberg on page 11 and the items you placed above and below the surface. Reflect on how your lens and iceberg may have impacted the conversation. What did you notice? Were there any life experiences or personal identifiers that you listed that you think created a lens that was beneficial to this conversation? Why or why not?

Optional: Share with a trusted coworker or friend/loved one something that you learned about yourself and your communication skills from this activity. That's it—simply share what you learned and see if you can inspire another person to consider their own communication styles and how their life experiences may impact their interactions.

Join Us!

We'd love to share more about our work with you.

To be notified about the Skills for Community-Centered Libraries curriculum release, please fill out this Google Form.