

# 2016 NATIONAL DIVERSITY IN LIBRARIES CONFERENCE

## POSTERS (preliminary list)

*This list of posters is not complete. A complete list will be posted soon.*

### **Accessing Thai Government Publications by US, Europe and Asian Libraries**

Tassanee Chitcharoen, Government Information Cataloger, University of Colorado Boulder

*Access to government information in Thailand is significantly different in both the government structure and distribution of Thai publications. This poster looks at Thai-produced government publications that are accessible outside of Thailand. Specifically, I access the types of institutions in the United States, Europe, and Asia that hold forty-seven selected Thai government serial publications by utilizing OCLC WorldCat data. OCLC records provide descriptive bibliographic information and the location of items held by member libraries.*

Collections and Access

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### **AIDS Education Posters Translation Project**

Lori Birrell, Special Collections Librarian for Historical Manuscripts, University of Rochester

Kristen Totleben, Modern Languages and Cultures Librarian, University of Rochester

*Through the AIDS Education Posters Translation Project, we initiated and led the development of an experiential learning model in language classes that to date have focused on textbook-based learning. Together with language instructors, librarians facilitated student contributions to the online archives of the international AIDS Education Posters Collection. This collection documents advocacy campaigns to raise awareness of the global epidemic that affects all people, regardless of their gender, race, ethnicity, or sexual orientation.*

Programming, Outreach, and Advocacy

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### **Amplifying Indigenous Voices: Reflections on the ARL CEP fellowship**

Jessica Humphries, Educational Design Support Specialist, University of Victoria; University of Washington

Nicola Andrews, Library Page, Bellingham Public Library; University of Washington

*This poster explores our experiences as fellows of the Association of Research Libraries Career Enhancement Program; carrying out our internships at the University of Michigan in 2015, and the University of Washington in 2016. We reflect on the benefits of diversity initiatives, and how they have created opportunities for us to further explore and uphold indigenous knowledge systems and inclusive pedagogy. We also consider ways to increase participant success and retention in the LIS field.*

Personnel, Management, and Organization

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### **The Beginnings: Measuring Racial Microaggressions in the Medical Library Community**

Rebecca Davis, Information Services Librarian, Wilson Dental Library, University of Southern California  
Lynn Kysh, Clinical & Research Librarian, USC Norris Medical Library and Children's Hospital Los Angeles  
Nancy Olmos, Head, Metadata & Content Management, USC Norris Medical Library  
Annie Thompson, Director, Wilson Dental Library, Herman Ostrow School of Dentistry of USC

*A recent study in the Journal of Academic Librarianship measures racial microaggression experiences in the academic library setting, however, the study does not include medical librarians as part of the population. This poster will include information about what microaggressions are, the group's research process, and our work towards developing a good tool to measure racial microaggressions among medical librarians and library staff from colleagues and the library's community of users.*

Challenging Topics

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### **Beyond Diversity ARL Initiatives: Peer Mentoring**

Genevia Chamblee-Smith, Library Assistant, Cooley, LLP  
Christian Minter, Education Coordinator, National Network of Libraries of Medicine, MidContinental Region

*Hathcock's (2015) criticism of the Association of Research Library's diversity initiatives argued that the programs focus on simply increasing numbers without addressing long-term retention. The purpose of the poster session is to highlight the benefits of peer mentoring as an ongoing resource among alumni Diversity Scholars to help with career advancement. The poster will discuss current retention rates for ARL Diversity Scholars and focus group/survey results that measure the impact of the Scholars' peer mentoring experiences.*

Personnel, Management, and Organization

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### **Bridges to Inclusion: Database Accessibility with a Screen Reader**

Sue Phelps, Health Sciences and Outreach Services Librarian, Washington State University Vancouver  
Nicole Campbell, Head of Reference & Electronic Services, Washington State University Vancouver

*Accessing scholarly resources can be challenging for many students but using screen readers to access information adds a layer of complexity to information seeking. This poster will present the results of a usability study of database accessibility. The study participants include one group who use screen readers for their research and another group who do not use screen readers. Results will be used to advocate for equitable access for all students.*

Collections and Access

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### **Building an Environment that Embraces Diversity: GOLD at the Penn Libraries**

Rebecca Stuhr, Assistant Director for Liaison Services/Coordinator for Humanities Collections, University of Pennsylvania Libraries

Manuel de la Cruz Gutierrez, Research and Knowledge Management Liaison Librarian, University of Pennsylvania Libraries

*This poster will present the road map, mission, and progress of Penn Libraries' Group On Library Diversity. Through its official charge, GOLD is addressing recruitment and retention of diverse staff; building awareness through increased participation in planning, workshops, and community activities designed to draw attention to and improve the climate of diversity within the libraries; and, reaching out to campus cultural centers and neighborhood schools to contribute to a learning environment in which every student thrives.*

Programming, Outreach, and Advocacy; Personnel, Management, and Organization

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### **Building Opportunities for Inclusion: Residency Programs for Early Career Development**

Nataly Blas, Business Librarian, Loyola Marymount University

Cindy Mediavilla, Project Coordinator for L.A. as Subject Residency Program, UCLA

Katherine Donaldson, Librarian-in-Residence, Loyola Marymount University

Rachel Deras, Paraprofessional Library Resident, Loyola Marymount University

*Early librarian or prospective librarian residency programs can provide new and creative entry points into the profession. Such pathways encourage greater variation in librarian skillsets as well as diversity in age, race and ethnicity. This poster will provide a unique perspective on residency-related initiatives by discussing public library, archive, academic library, and paraprofessional residency programs. The primary focus will be on the design and implementation of these programs, as well as resident first-hand experiences.*

Personnel, Management, and Organization

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### **Challenging the Model Minority Stereotype with Tattoos and Oral Histories**

Jessee K. Ramos-Young, Inkography founder, Simmons College School of Library and Information Science

*Inkography is a digital oral history collection of tattooed Asian Americans. Body modifications, especially tattoos, challenge the visual image of the "model minority" stereotype. Each interview explores balancing identities, microaggressions, perspectives in cultural representation, and understanding the inspiration behind their tattoos. The collection can teach young people of color how to handle microaggressions, encourage discussion about racism, and to remind students they are not alone in their experiences.*

Programming, Outreach, and Advocacy

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### **Checking Out the Library: Academic Library Outreach to Short-Stay International Students**

James Rosenzweig, Education Librarian, Eastern Washington University

Qing Meade, Outreach & Inclusion Librarian, Eastern Washington University

*We are engaged with community partners in our university's short-stay international program with a Japanese university to develop outreach programming that helps these students learn about our library and all the services and resources it can offer them. We have emphasized brief, high-impact contact with students, as their stay in this country is under six months. Our poster details the strategies we used in developing our program, and the impact we've seen as a result.*

Programming, Outreach, and Advocacy

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### **Common Good and Critical Librarianship**

Maggie Nunley, Teaching and Learning Librarian, University of Virginia Library  
Matthew Vest, Music Inquiry and Research Librarian, UCLA Library

*Common Good is an outreach initiative focused on creating discussions within the UVA community that feature concerns of equality, diversity, and social justice around student life in higher education. Through a series of different types of programs, we've been able to partner with other organizations to feature conversations in a variety of settings from panel discussions on trigger warnings to a Wikipedia edit-a-thons on black stories at the university, and gender violence.*

Programming, Outreach, and Advocacy

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### **Competencies in Action: ACRL Standards and Library Diversity Plans**

Ione Damasco, Cataloger Librarian, University of Dayton

*In 2012, ACRL published Diversity Standards: Cultural Competency for Academic Libraries to guide academic libraries to better serve diverse populations. How do academic library diversity plans incorporate these ACRL standards? What standards are underrepresented? This poster will show intersections between diversity plans collected from U.S. academic libraries and the standards through content analysis. Those engaged in diversity efforts will learn how to integrate these standards into their own plans to ensure inclusive learning environments.*

Personnel, Management, and Organization

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### **Creating a Community of Residents: A Blueprint for Starting a Multi-University Residency Program and Ensuring Its Success**

Anthony Wright de Hernandez, Resident Library, Virginia Polytechnic Institute and State University  
Quetzalli Barrientos, Resident Librarian, American University

*In 2014, the libraries at four Universities decided to collaborate and develop a multi-university residency program, called the Diversity Alliance. The goal was to give each university's resident(s) a broader educational experience, the opportunity to learn about the profession beyond their individual institution. With representation from each of the universities, this panel will discuss the why and how to create a similar program for any institution(s) considering forming a multi-university residency program.*

Personnel, Management, and Organization

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### **Creating a Social Justice Mindset: Diversity, Inclusion, and Social Justice in the Collections Directorate of the MIT Libraries**

Ann Marie Willer, Preservation Librarian, MIT Libraries

*When we think of social justice in academic libraries, we often imagine inclusive public services and collections in spaces for research and student learning. Yet, it's critical for social justice to permeate throughout an entire organization. The Collections Directorate of the MIT Libraries sponsored a task force to identify opportunities for archives, technical services, preservation, and collections strategy staff to promote diversity, inclusion, and social justice. This poster presents the task force's recommendations.*

Collections and Access

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### **Engaging Campus Partners to Develop a Hybrid Toolkit for Student Success**

Simon Lee, Inquiry Librarian and Lead for Learning Technologies, UCLA

Doug Worsham, Interim Director for Teaching and Learning Services, UCLA

Renee Romero, Instructional Design and Technology Consultant, UCLA

*UCLA Library is the hub for a cross-campus team which develops a toolkit for delivering core competencies to diverse communities of learners and researchers. The toolkit allows instructors both in and out of the library to explore new instructional approaches, meet diverse learning needs, and incorporate accessible online, hybrid, and face-to-face teaching methods. In this poster session, we will discuss methods and tips to start a similar project at your institution.*

Programming, Outreach, and Advocacy

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### **The Factors Influencing American Academic Library Directors' Approaches to Resolving Conflict during Change**

Zhixian Yi, Lecturer, School of Information Studies, Charles Sturt University, Australia

*This study examines how American academic library directors resolve change conflict using Bolman and Deal's reframing change model as a guide, and the factors influencing the approaches used. Data were collected from an online survey and descriptive and inferential statistics were used to analyze the collected data. Results demonstrate that directors used single, dual, and multiple approaches to resolve conflict. The results are helpful to better understand directors' attitudes and behaviors, and the influencing factors.*

Personnel, Management, and Organization

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### **"I know it when I see it": Care and Feeding of Controversial Collections**

Nicholae Cline, Scholarly Services Librarian, Indiana University

Leanne Mobley, Scholarly Technologies Librarian, Indiana University

Erika Jenns, Scholars' Commons Programming & Outreach Librarian, Indiana University

*The Indiana University Libraries system is home to a number of collections that defy standard expectations of what research collections should contain and often rub against the delicate sensibilities of patrons. Through stories and examples, this poster will contend with how collections containing sensitive subject matter are developed, maintained, and made accessible, with a special emphasis on what it means to provide access to materials that some might find offensive or even obscene.*

Collections and Access

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### **The Information Specialist Internship Program: Increasing LIS Diversity through Undergraduate Engagement**

Catherine Phan, Digital Services Librarian, University of Wisconsin-Madison  
Erin Carrillo, Information Services Librarian, University of Wisconsin-Madison

*The Information Specialist Internship Program (ISIP) at the University of Wisconsin-Madison Libraries aspires to increase diversity of the library profession by providing undergraduates from historically underrepresented groups an opportunity to obtain knowledge and experience in information and library services. The internship is designed to increase awareness of information specialists, and develop a diverse learning community. This poster will describe the goals of the internship as well as the satisfactions and challenges of running the program.*

Personnel, Management, and Organization

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### **Intersectionality at the Reference Desk**

Rose L. Chou, Budget Coordinator, American University Library  
Annie Pho, Inquiry and Instruction Librarian for Peer-to-Peer Services and Public Programming, UCLA Library

*This poster presentation shares findings from our research study on the lived experiences of women of color librarians working in public services. We used a feminist interview approach to focus on voices that have traditionally been overlooked and devalued in LIS literature. We will explore intersectionality, microaggressions, and gendered expectations in the workplace.*

Personnel, Management, and Organization

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### **An Issue of Inclusion: Reframing the "Problem Patron"**

Erica K. Argyropoulos, Graduate Research Assistant, University of Oklahoma

*The term "problem patron" has arisen in the library literature not only in connection with a range of behaviors—from the eccentric to the truly dangerous—but also to identify anyone who is simply other. If we wish to create an atmosphere that is diverse rather than discriminatory, we must move away from the language surrounding the so-called problem patron, and instead shift our focus to anticipating and diffusing harmful behaviors.*

## Challenging Topics

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### **Join the Conversation: Building Bridges to Inclusion through Discussion-Based Programming**

Sharon Ladenson, Gender and Communication Studies Librarian, Michigan State University Libraries

*How can libraries facilitate open conversation about race, gender, and social justice in order to build bridges to inclusion? Librarians at Michigan State University (MSU) work closely with the MSU Office for Inclusion and Intercultural Initiatives to develop discussion-based programs in support of Project 60/50 (a university effort to facilitate community conversation on civil and human rights). This poster provides examples of award-winning programs and tips for collaborating effectively with campus partners to support diversity.*

Programming, Outreach, and Advocacy

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### **#LibrariansNeedDiverseComics**

Alexandria Brown, Head of Research Library, Napa County Historical Society

Nicole Rich, Senior Serials Library Assist, Norris Medical Library, USC

*Like most media, a majority of comics cater to a white cis het male audience with stories starring white cis het male heroes. Because these characters do not represent the diversity or demographics of the real world, they can alienate underrepresented socio-cultural groups, including but not limited to women, people of color, and LGBTQ+. This presentation provides recent statistics on diversity, recommendations for collection development including introductions to several award winning creators, and tips and tools to expand programming.*

Collections and Access

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### **Library Leadership Development for Asian Americans: A Culture-Centered Approach**

Binh P. Le, Associate Librarian/2015-16 Penn State University Administrative Fellow, the Pennsylvania State University

*Asian cultural traditions are deeply valued by Asians, including American-born Asians. The problem, however, is that by upholding many of the Asian cultural traditions many Asian Americans find it challenging to develop some of the essential American-centered leadership skills. Consequently, they fail to attain leadership positions in academic and research libraries. This presentation discusses ways that Asian Americans can acquire some of the essential American-centered leadership skills.*

Personnel, Management, and Organization

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### **Making the Inclusive U: Developing a Mobile App to Identify Inclusive Space on Campus through Collaboration**

Benjamin Rodriguez, Library Manager, UT @ Austin Libraries

*This presentation will share the excitement and momentum that our library diversity group experienced by creating a mobile app to highlight renovated facilities, assist underserved people, and make our campus more inclusive. We will take the conference participants through the processes that we used to identify and prioritize underserved groups, to build cross-campus partnerships, to discover resources, and to develop the functionality and interface for our open-source mobile app called The Inclusive U.*

Programming, Outreach, and Advocacy

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### **Mapping Diversity in the Collection**

Dawn Lawson, Head, Asia Library, University of Michigan

*This poster describes a less frequently surfaced form of diversity, that is, diversity as an outcome of exposing hidden research library collections. The University of Michigan Library holds a set of 19th-century Japanese maps. They cannot be exhibited readily, and the fact that they are in Japanese creates a linguistic barrier for the map librarians. The maps became exposed when a Japanese studies professor held a graduate seminar exploring digital uses of them.*

Collections and Access

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### **Mine the Gap: Designing Outreach for the Underrepresented**

Gayatri Singh, Reference & Information Services Coordinator, and Librarian for Communication, The UC San Diego Library

Rachel Myers, Information Services Specialist, The UC San Diego Library

Dorthea Stewart, Programming & Outreach Specialist, The UC San Diego Library

*Traditionally, academic library outreach is informational, marketing library resources to campus. On campuses with underrepresented and underserved communities, library outreach well-focused and directed becomes transformational, strengthening communities, fostering diversity through education, and highlighting the library's role in furthering the campus' commitment to diversity. This poster focuses on how the UCSD Library developed exhibits and events that focused on gaps in the campus community, and will share strategies for engaging community/campus partners, and linking outreach efforts to strategic plans.*

Programming, Outreach, and Advocacy

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### **Multiculturalism in Academic Libraries: Have Your Passport Ready**

Leila June Rod-Welch, Outreach Services Librarian & Associate Professor, Rod Library - University of Northern Iowa

*This poster will highlight and share success stories about a multicultural diversity event initiated by an academic library. In celebration of International Education Week, our library organized a diversity event to educate attendees about different countries, cultures, languages, and religions in a non-threatening environment.*



Programming, Outreach, and Advocacy

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**Open Conversations about Power, Privilege and Diversity amongst Library Faculty and Staff**

Delphia Williams, Acquisitions Coordinator & Government Documents Librarian, California State University, Northridge Library

*In Fall 2015 the Oviatt Library held a Town Hall and invited two of our faculty from the Social Work Department to facilitate a workshop on Power and Privilege. It was met with mixed reviews. Since that first Town Hall we have scheduled other events for library staff and faculty that examine the topics of power, privilege, diversity and inclusion. The purpose of these events have been to increase dialog, build alliances and foster positive, inclusive experiences between co-workers. In my poster presentation I will be examining the successes and failures of our programming and whether this has had a positive or negative impact on the organization's climate and culture.*

Personnel, Management, and Organization

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**Out of Context: Library Outreach through Instructional Art Installations**

Melanie Chu, Outreach Librarian, California State University San Marcos (CSUSM)

*The Context Library Series at California State University San Marcos confronts conventional notions of library outreach and programming with experiential, instructional exhibits that support student learning in creative and provocative ways. Poster will highlight two exhibits: "More than a Fence," which gave students an interactive space to share stories and experiences on immigration and the US/Mexico border, and "Beyond the Stereotype" where participants pledged to speak out against racial and cultural appropriation on campus.*

Programming, Outreach, and Advocacy; Challenging Topics

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**Promoting Diversity through Online Education: Analysis of LIS Program Enrollment Rates**

Elizabeth Lieutenant, MSL(I)S Candidate and Graduate Library Assistant, The Catholic University of America

*Changes in higher education, technology, and the library and information science (LIS) field influence the recruitment and retention of students of color. This poster presents a longitudinal data analysis of trends in LIS program enrollment rates. Preliminary analysis indicate that students of color are more likely to enroll in LIS programs with an 100% online degree option. Additional programmatic factors are identified as potential contributors to the successful recruitment and retention of students of color.*

Personnel, Management, and Organization

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**Reading about Diversity: Developing and Reflecting on Inclusive Instructional Resources**

Ernesto Hernandez Jr, Research Librarian for Teaching, Learning, and Education, University of California, Irvine

Samantha Godbey, Education Librarian, University of Nevada, Las Vegas  
Ariana Santiago, Instruction Librarian, University of Houston  
Kenny Garcia, Reference and Instruction Librarian, California State University - Monterey Bay  
Lindsay Davis, Reference Librarian, Merced College, Los Banos Campus

*Members of the ACRL Instruction Section Instruction for Diverse Populations Committee describe their process in collaboratively revising and developing resources to support instruction librarians working with diverse populations. The panelists will share highlights from the newly updated Library Instruction for Diverse Populations Bibliography, identify gaps in the literature on instruction for diverse populations, and reflect on how these resources relate to their own institutional contexts and initiatives.*

Programming, Outreach, and Advocacy

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### **Recruiting and Retaining Diverse Library IT talent**

Janet Crum, Head, Library Technology Services, Northern Arizona University  
Erin White, Web Systems Librarian, Virginia Commonwealth University

*In this poster, we present research and practices that help libraries recruit and retain employees for technology jobs. We will summarize results from a survey of library IT staff, identifying key factors that influence recruitment and retention and whether those factors are consistent across settings and demographic groups. Then, based on those factors, we will offer concrete suggestions for recruiting and retaining talented employees in library IT positions.*

Personnel, Management, and Organization

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### **Rekindling a Librarian Diversity Committee: UC Berkeley's Experience**

michael sholinbeck, Outreach & Instruction Librarian, UC Berkeley Public Health Library  
Corliss Lee, Program Coordinator, Instruction Services Division, UC Berkeley  
Jane Rosario, Original Cataloger, Metadata Creation Unit, UC Berkeley  
Liladhar Pendse, Librarian for Central & East European, and Slavic Studies; Librarian for Armenian, Caucasus, and Central Asian Studies; Librarian for Mongolian Studies; Acting Librarian for Africana Collections; Head, International Exchange, UC Berkeley  
Crystal Miles, Public Services Assistant, The Bancroft Library, UC Berkeley  
Virginia Shih, Librarian for Southeast Asian Collections, South/Southeast Asia Library, UC Berkeley  
Lori A. Hines, Assistant Archivist, Pictorial, The Bancroft Library, UC Berkeley  
Sarah Ngo, (formerly) Document Delivery Coordinator, Public Health Library, UC Berkeley

*The LAUC-B Committee on Diversity (CoD) has existed for at least 20 years; recent years saw a waning in its activities. A task force convened in 2014 to revise the CoD's charge, hoping to revitalize the group, and effect change in the diversity of professional librarians. The CoD has since sponsored several events, and reinstated a librarian/staff mentoring program. While the CoD's re-invigoration has received praise, work remains. Librarian diversity (particularly in terms of numbers from underrepresented minorities) remains low, but working toward culture change may be all the CoD can do.*

Programming, Outreach, and Advocacy, Personnel, Management, and Organization

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### **Schol Comm for All! Reaching Diverse Populations with a Multipronged Scholarly Communication Outreach Strategy**

Vicki Gruzynski, Teaching and Learning Librarian, Worcester State University

Jennifer Chan, Scholarly Communications Librarian, University of Colorado Boulder

*The diverse populations that librarians serve on a college campus have different scholarly communication concerns about open access, academic publishing, author rights, and related issues. Many academic libraries expect their librarians to have some working knowledge of scholarly communication, but not all campuses have a dedicated functional specialist. Two librarians at a large research institution will demonstrate their methods for identifying and adequately addressing these issues in their campus community.*

Programming, Outreach, and Advocacy

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### **Seeking Multicultural Connections: Design Your Own Human Library**

Beth Malapanes, Library Faculty, Gateway Community College

Emi Kawasaki, Library Faculty, Gateway Community College

Discover an innovative way for academic libraries to increase awareness of diversity issues, civic responsibility, and global engagement through The Human Library. The Human Library, created by an international organization, [humanlibrary.org](http://humanlibrary.org), consists of sessions where readers are able to “check out” a “human book” who has a story to share about his/her experiences with stereotyping or prejudice. Through meaningful conversations, “readers” listen to a “book” chosen from the available catalog that addresses a personally held prejudice in order to appreciate the humanity in all people.

Programming, Outreach, and Advocacy

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### **Student Perceptions of Inclusion in the Library**

Katherine O'Clair, Agriculture & Environmental Sciences Librarian, Kennedy Library, California Polytechnic State University

*In 2016, our library incorporated questions about inclusion into its annual student satisfaction survey. This poster will share the results of these survey questions and input from students on the library's efforts to be open and inclusive to all. In addition, this poster will discuss how the data gathered from this survey will be used to align with campus-wide priorities to improve inclusion.*

Programming, Outreach, and Advocacy

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### **Visually Impaired Access to Visual Information**

Nicholas Beyelia, Margaret Herrick Resident, Academy of Motion Picture Arts & Sciences Margaret Herrick Library

*The Americans with Disabilities Act requires online information to be accessible to individuals with visual impairments – but how does that affect special collections libraries with resources that are heavily invested in visual representations? This project will determine if institutional records for visual resources provide enough information to meet the requirements outlined by the ADA and provide patrons who have visual impairments enough information to understand if a resource may be relevant to their needs.*

Programming, Outreach, and Advocacy

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**What's in a Name: The Language of Personal Identity and Academics**

Cynthia L. Henderson, Associate Dean of Health Sciences Libraries, University of Southern California

Casey Ann Mitchell, Metadata Librarian, Pepperdine University

Nancy Olmos, Head, Metadata and Content Management, University of Southern California

Dr. Rebecca Davis, Information Services Librarian, University of Southern California

Prof. Eva Rios-Alvarado, Adjunct Librarian, Mt. SAC, GCC & ELAC

Bredny Rodriguez, Health and Life Sciences Informationist, University of California at Los Angeles

Christal A. Young, Reference and Instruction Librarian, University of Southern California

*Our identity is part of who we are, and relates to our name, title and academic rank that place us into an organizational network. Yet, how many times has your personal or professional identification been challenged, misunderstood, or lost in translation? What happens when you have to help others understand who you are? This poster will display some of the most challenging, sometimes embarrassing, moments when assumptions go wrong.*

Challenging Topics

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**"Why Are We Still Talking about Diversity?" - Combating Misconceptions in an Academic Library**

Michael Mungin, Psychology Librarian, James Madison University

Yasmeen Shorish, Scholarly Communication and Data Services Coordinator, James Madison University

*This poster will present the assessment and intervention activities of individuals at a mid-sized academic library with respect to diversity personnel initiatives. Each year, library employees complete a survey designed to gauge satisfaction and areas for improvement. Qualitative data suggest that library staff are confused about definitions of diversity and/or lack requisite buy-in and interest in initiatives that address diversity concerns. The activities and outcomes of an intervention to address these issues will be discussed.*

Personnel, Management, and Organization

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