University Library Diversity Report
Spring 2010

I. Diversity Mission/Vision Statement

The Library continues to uphold the following two goals as specified in the University Library: In Pursuit of Our Strategic Vision 2005-2010.

Learning and Teaching and Research Goals

“Ensure that library collections and programs support university goals in such areas as diversity, multiculturalism, globalization, interdisciplinary studies, and experiential learning.”

“Continue to strengthen and broaden library collections and programs that support university research in diversity, multiculturalism, and globalization.”

The Library continues its systematic collection programs in the areas of

- Diversity: African American Studies, American Indian Studies, Asian American Studies, Latino/a Studies, Women's Studies, LGBT Studies, and multicultural diversity materials
- Globalization: Chinese Studies, French, German, Russian Studies, Spanish, and International materials of all types
- Religious diversity materials

To expand the diversity, multiculturalism, and globalization of its collections and services the Library has assigned Subject Librarians for each of the above subject areas. Subject Librarians are responsible for building the collections, providing classroom and online instruction, and in-depth research assistance to ISU faculty and students. The Library also has a wide variety of online class and research guides related to diverse classes and subject areas to assist researchers in identifying the best resource materials for their specific needs.

Human Resources Goal

“Maintain a well-trained, knowledgeable, diverse, and service-oriented staff (library faculty, professional & scientific staff, merit staff, and student assistants) and a positive work environment essential to the successful operation of the library.”

One approach of pursuing this goal is through the Library Diversity Committee. This is a long-standing library committee, which consists of six members representative of faculty, P&S staff and merit staff. This is an active committee that meets on a monthly basis. The Library Committee on Diversity works with the Dean of the Library to develop and promote a diverse work force within the ISU Library. The creation and maintenance of a community that is multicultural, multiracial, and multinational as well as respectful of the dignity of all persons is essential to the educational mission of this library.

The Library Diversity Committee's charge includes:

- To inform and educate Library personnel concerning diversity issues.
- To maintain a focus on equal employment opportunity and affirmative action within the Library.
- To help create a work environment in which all personnel are able to develop to the fullest extent of their potential.
- To review with selection committees the recruitment process in relation to members of protected classes for professional positions, and to serve as a resource for hiring at all levels.
II. Diversity Efforts

GOAL 1- Institutional Commitment

An essential aspect of creating a welcoming environment begins with first impressions. All library applicants who are interviewed are welcomed and respected throughout the entire interview process. The search committee fulfills an active role in this process as well as the Diversity Committee, which provides all faculty and P&S search committee chairs with a diversity packet containing information regarding appropriate interview questions and diversity initiatives. At the conclusion of the formal interview a member of the Diversity Committee meets with each candidate, and asks key questions regarding the entire interview process. During the past two years we have not received any negative responses regarding inappropriate questions or behaviors. Moreover, we have received extremely positive feedback from external candidates regarding the professionalism shown during interviews.

Another important aspect of creating a welcoming environment for all library faculty and staff is our Library Staff Association. The mission of this organization states, “The Library Staff Association (LSA) is a non-profit social organization, which promotes and enhances the well being of Iowa State University library staff.” All staff are welcome and encouraged to become part of this group and participate in events. Bi-annual meetings are held as well as various social events throughout the year. Events include potlucks, summer picnic, and various break activities. The LSA Council ensures all staff are welcomed at each event. These events and other library sponsored events make staff value the work environment at the University Library. The Library Staff Association also provides service opportunities throughout the year to support the Ames and Story County community. They regularly hold food drives and support local families in need through an annual giving tree.

Coupled with efforts to make an excellent first impression and welcoming environment for Library staff, the Library also strives to provide a welcoming environment for the entire campus in our physical facilities. We have staff dedicated to building security and public safety, and continue to strive for service excellence at our various service points throughout the University Library. We feel Parks Library and our branch facilities provide an environment where the campus community feels welcomed, respected, and safe.

GOAL 2- Curriculum and Pedagogy and GOAL 3- Research and Scholarship

The University Library’s core function is to provide resources as needed for curriculum, research and scholarship across campus. One avenue of assisting the campus is through Library Guides. We currently have the following guides available to assist with diversity related research:

- African & African American Studies: Getting Started with Research
- African American Studies Web Bibliography
- American Indian Studies Web Bibliography
- American Indian Studies: Getting Started with Research
- Asian American Studies Web Bibliography
- Asian American Studies: Getting Started with Research
- Latino Studies Web Bibliography
- Latino Studies: Getting Started with Research
- Women's Studies: Getting Started with Research

The stated mission of the University Library is to be the first place that people in the ISU community think of when they need information. One way to accomplish this is to communicate frequently and effectively with our users regarding resources and services available. One direct means of contact is through the faculty
liaisons that have been assigned by each department and program on campus. Subject Librarians have regular contact with these liaisons, sharing information about resources available as well as soliciting feedback and suggestions. Another means of communicating with the campus community is through our monthly Your Library-Newsletter. The newsletter is used to reach out to the campus community on new services, resources and other pertinent information. Lastly, our ultimate communication channel is the e-Library, which provides resources and information in support of research and scholarship.

The University Library, in collaboration with the ISUCard Office, also ensures that all visiting faculty and scholars have the same access to library collections and services as ISU faculty. This includes remote access to all licensed electronic content (e-journals and e-books, online indexes and abstracts, etc.) and interlibrary loan.

**GOAL 4- Increase the Representation of Underrepresented Populations**

The Library continues to uphold the following goal as specified in the University Library: In Pursuit of Our Strategic Vision 2005-2010 – “Ensure recruitment of a qualified, diverse, and service-oriented staff”. Although the Library conducted a limited number of searches during this time period, all faculty and some of our P&S positions are advertised nationally to recruit the most qualified, diverse candidates. Vacant positions are posted on as many websites as possible that reach diverse candidates in the specific field of the vacancy.

Student employees also play a valuable role in our organization. Due to prominent location of the Library Human Resources Office we do not have a need to actively recruit student employees. Students regularly inquire about employment opportunities by stopping into the office located near the main lobby. Although no diversity related student employee statistics are available, we feel that our student employee population is a good representation of the student body. Library student employees add a significant level of diversity to our organization joining us from various countries and cultures.

From the public perspective, the University Library offers a variety of services for patrons with either temporary or permanent disabilities, and works closely with staff in the university’s Disability Resources Center to continuously improve these services. Iowa State students, faculty and staff are encouraged to contact the Library’s Stacks Management for information on access and services available. Full-time staff or students are available to assist users. The e-Library provides a complete overview of all disability-related equipment and services provided by the Library (www.lib.iastate.edu/services1/other/disab.html). Having branch facilities throughout the campus is also an extremely valuable resource for patrons with disabilities. Service and materials are available in the following locations: on-line, Parks Library, Veterinary Medical Library, and Design Reading Room. We also offer delivery between our branch facilities and storage building.

**GOAL 5- Inter-group and Intra-group Relations**

Faculty and P&S staff serve on various University Committees with diversity-related missions:

- Committee on Disabilities (Kris Larson, Library Representative)
- Council on International Programs (David Gregory)
- University Diversity Committee Chairs (Chris Hauge, Library Representative)
- University Committee on Women (Tobie Matava, Faculty Representative)
- Women’s Leadership Consortium (Tanya Zanish-Belcher)
- Sri Lankan Student Association (Pali Kurupp, Faculty Advisor)
- YWCA Board (Tanya Zanish-Belcher, Current President)
III. Best Practices/Final Comments

Training/Development
The Library Diversity Committee continues to focus on offering valuable training regarding diversity topics to Library faculty and staff. Throughout the academic year the committee invites various speakers to the Library and provides information to staff regarding diversity related events on campus. Events hosted at the Library or attended by Library faculty and staff (April 2008-April 2010) include:

- February 19, 2009: The Library joined with Asian American Studies Program, Center for American Intercultural Studies, and the Departments of Anthropology, English and History to organize ISU’s Day of Remembrance event commemorating the 67th anniversary of the day FDR signed Executive Order 9066 and set in action the internment of Japanese Americans during W.W. II. There were two guest speakers for this event in the Memorial Union, Grace Amemiya and Phil Tajitsu Nash.
- March 6, 2009: Several Library staff attended the campus ISCORE. After attending participants shared their experiences with all staff through our internal staff newsletter, InForm.
- Week of April 20, 2009: A library faculty member created a lobby display highlighting our Asian American Studies collection.
- April 29, 2009: Library staff were invited to attend a staff development session titled, “Workplace Differences from a Cultural Perspective”. During this staff development, five library staff shared their work experience in countries outside of the United States.
- October 19, 2009: One library faculty member attended the Iowa MOSAIC Diversity Conference at Scheman.
- The Library Diversity Committee partnered with Library faculty to present diversity displays over the spring 2010 semester. The goal was to highlight material available within the Library’s collection on the selected diversity related topics.
  - January 2010  Diversity in Higher Education
  - February 2010  Ethnic Food
  - March 2010  Gender Issues
  - April 2010  Race & Gender in College Sports
  - May 2010  Mental Health Awareness
- March 5, 2010: Several Library staff attended the campus ISCORE. After attending, they shared their experiences with all staff through our internal staff newsletter, InForm.

Work/Life Balance
To the extent possible, the University Library strives to accommodate staff members’ requests to juggle the demands of balancing work and personal life. In some cases employees have been able to alter work schedules on a temporary or long-term basis to attend to family commitments. As a regular practice, supervisors try hard to approve employees’ requests for time off, and to create an environment where faculty and staff are comfortable talking to management and making appropriate plans to meet both work and personal commitments.

Service Excellence
The University Library continues to strive to provide exceptional public services in our physical and virtual environments. During the past year we completed a major renovation project that features a more accessible classroom on the first floor of Parks Library. The new classroom features 48 computers available for students to use in a space that is conveniently located for users with disabilities. Another valuable project completed during this time was replacing all three of our elevators within the building. The new elevators will provide much better service for all patrons within the Parks Library. We continue to explore options to better serve our patrons in all facets of their usage of the Iowa State University Library.