
University Libraries, eLearning, and Academic Support
Diversity Plan, 2008-2011

Diversity Committee

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Introduction

The University of Toledo's Libraries, eLearning, and Academic Support values and celebrates diversity. We support the University's definition of diversity: "Human diversity is variety in group presence and interactions. It includes, but is not limited to, age, color, ethnicity, gender, religion, disabilities, socio-economic status, sexual orientation, gender identity, and national origin." In addition to these facets of diversity, we also identify student type as an important aspect of diversity upon which we need to focus, so that all students, whether they are traditional undergraduate or graduate students, non-traditional students, distance-learning students, etc., will have access to quality library services and resources.

With the University, the University Libraries, eLearning, and Academic Support pledges to respect and value personal uniqueness and differences; to attract and retain diverse faculty, staff, and students; to challenge stereotypes; and to promote sensitivity and inclusion. It is through the diversity of our administrators, faculty, staff, and student employees, as well as our collections, that we can best serve our campus communities, our city, and the world.

In February, 1999, the Council of the American Library Association adopted a statement on the role that libraries play in American society, as cornerstones of the community.

- We defend the constitutional rights of all individuals, including children and teenagers, to use the library's resources and services;
- We value our nation's diversity and strive to reflect that diversity by providing a full spectrum of resources and services to the communities we serve;
- We affirm the responsibility and the right of all parents and guardians to guide their own children's use of the library and its resources and services;
- We connect people and ideas by helping each person select from and effectively use the library's resources;
- We protect each individual's privacy and confidentiality in the use of library resources and services;
- We protect the rights of individuals to express their opinions about library resources and services;
- We celebrate and preserve our democratic society by making available the widest possible range of viewpoints, opinions and ideas, so that all individuals have the opportunity to become lifelong learners - informed, literate, educated, and culturally enriched.

These principles, in addition to The University of Toledo's diversity initiatives, guide the Diversity Plan of the University Libraries, eLearning, and Academic Support.

In the fall of 2007, the newly-reformed University Libraries, eLearning, and Academic Support Diversity Committee was charged with updating the former Diversity Plan (2002, for the pre-merger University Libraries).

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American Library Association. (1999, February 3). Libraries: An American value. Retrieved March 7, 2008, from <http://www.ala.org/ala/oif/statementspols/americanvalue/librariesamerican.htm>.

University Libraries, eLearning, and Academic Support Mission Statement

The mission of the University Libraries, eLearning and Academic Support is to enhance and support excellence in life-long learning, discovery, and engagement for the improvement of the human condition. Within a student-centered and collaborative environment, we provide innovative and traditional resources, technologies, and educational services.

Goals and Strategies

Goal 1: Increase awareness and appreciation of diversity among the staff and faculty of University Libraries, eLearning, and Academic Support.

Strategies:

- Hold formal and informal employee events celebrating and promoting diversity at least annually, alternating between campuses. [Brownlee and Hickam to coordinate]
- Promote participation in campus and community diversity-related events to staff/faculty through emails, use of other technologies, and announcements at meetings. [Atwood and Lee to coordinate]
- Promote appreciation of diversity by enhancing the visual and aesthetic landscape of the libraries: displaying art; utilizing facilities and display cases to highlight materials on various themes. [Crosetto to coordinate; subcommittees to plan]

Timeline:

July 2008	Appoint a subcommittee to review feasibility of space for displays
August 2008	Compile a list of diversity-related issues that might be of interest to employees
October 2008	Establish procedures for disseminating diversity-related information to employees, including finding someone to handle the gathering and dissemination of information
November 2008	Appoint a subcommittee to plan the first employee event
May 2009	Hold first employee event at Carlson Library

Goal 2: Develop and maintain a web-based list of diversity resources (in the Library, in the University, external resources, pathfinders, etc.) accessible via the University Libraries web pages.

Strategies:

- Establish a subcommittee to develop policies and procedures for the diversity resources pages, including technologies to be used (CMS, blog, Del.icio.us, etc.), key areas of content on the diversity web page: e.g., diversity resources and guides to research on diversity issues; links to campus resources; general format for diversity pages; and how often information is to be reviewed/updated. [Lee and Natal to coordinate; call for volunteers for specific pages?]
- Review existing library pathfinders; review curricula to identify diversity topics of relevance to faculty and students. [Hickam to coordinate]
- Have links to relevant diversity resources pages included in Blackboard pages, as needed. [Lee and Natal to coordinate]

Timeline:

June 2008	Appoint the Diversity Resources Web Pages Subcommittee
mid-July 2008	Complete a draft of the diversity resources web pages policies and procedures and email to Chair of the Diversity Committee for review by the Committee
late July 2008	Discuss the draft of diversity web resources policies and procedures at the Diversity Committee meeting
July 2008	Appoint personnel to be responsible for specific diversity resources web page content and upkeep (if the pages are to be maintained on the University's CMS)
September 2008	Recruit volunteers to develop diversity resources web page content (two people per diversity area)
December 2008	Complete drafts of diversity resources web page content for review
February 2009	Deadline for completed diversity web pages

Goal 3: Ensure that diversity issues are represented in the Libraries' collections and that these collections are promoted to the campus community and others.

Strategies:

- Address diversity issues in the Libraries' collection development policies and procedures. [Crosetto]
- Promote the Libraries' collections by including them in diversity-related pathfinders or web-based exhibits. [Hickam to coordinate]
- Create a mechanism for feedback about collection on the established diversity webpage. [Lee and Natal]
- Apply for grants for diversity resources and/or programming. [to be revisited]

Timeline:

July 2008	Encourage librarians working on diversity web pages to include information about relevant library collections and/or items for inclusion
October 2008	Work with the Coordinator, Collection Development/Acquisitions Librarian to include diversity in the Libraries' collection development policy
January 2009	Compile a list of grant resources for diversity-related issues and resources and post on the UT Libraries Diversity Pages
February 2009	Generate a list of diversity-related topics that can be used to develop physical and online exhibits

Goal 4: Provide services that are equivalent and accessible to all users.

Strategies:

- Make certain that equivalent and accessible service is included in the new core values statement for customer service prescribed by the strategic plan (including distance learning and nontraditional students). [Core Values committee]
- Maintain ADA compliance and work with the Office of Accessibility to ensure that services (including computers and web pages) are accessible to everyone. [Rigda to coordinate]

- Review current policies, procedures, and training manuals to identify services that need to be modified to ensure equivalent, accessible services to all users. [Diversity Committee, in collaboration with Coordinators]
- Provide diversity-oriented training opportunities for employees (on topics such as accessing diversity-related material for patrons; needs of international students and scholars, students with disabilities, etc.). [Reeves to coordinate]

Timeline:

October 2008	Gather information about ADA compliance for services in libraries/ educational institutions
November 2008	Review current policies, procedures, and training manuals to see if they support accessible and equivalent services (Strategic planning deadline: December 2008)
?	Work with the committee charged with developing the core values statement for customer service to ensure that equivalent and accessible services are included (the date will be driven by the Strategic Plan)
March 2009	Request from each unit in Libraries, eLearning, and Academic Support to compose a document that outlines the understanding of equivalent and accessible services for that unit
September 2009	Generate a list of service-oriented diversity issues for which training may be needed

Goal 5: Provide facilities that are accessible by all people, regardless of their abilities.

Strategies:

- Maintain ADA compliance and work with the Office of Accessibility to ensure that facilities are accessible to everyone. [Library Administration]
- Verify that services are in place to assist patrons needing help. [Coordinators]

Timeline:

October 2008	Gather information about ADA compliance for facilities in libraries/ educational institutions
November 2008	Complete review of facilities to assess their accessibility (Strategic planning deadline: December 2008)

December 2008	Review policies and procedures to verify that services are in place to provide equivalent access to resources and facilities as needed
June 2009	Confirm that our public access facilities maintain ADA compliance

Goal 6: Provide a work environment that is equitable and accessible.

Strategies:

- Evaluate all facilities and work areas for ADA compliance and bring deficient areas into compliance. (strategic plan) [Administration]
- Check with Human Resources, Institutional Diversity, Office of Accessibility, etc. to identify issues, resources, etc. that would support an equitable and accessible workplace. [Diversity Committee and Administration]
- Provide training for employees on workplace diversity issues. [Mi to coordinate]

Timeline:

October 2008	Gather information about ADA compliance for workplaces
December 2008	Confirm that our work areas maintain ADA compliance (as noted in the strategic plan)
July 2009	Gather information on what makes up an equitable workplace (HR, published literature, etc.)
September 2009	Identify employee training topics that would be relevant to an equitable workplace

Goal 7: Increase the diversity of our administrators, faculty, staff, and student employees through improved recruitment and retention and to increase the diversity of our professions.

Strategies:

- Develop and maintain a best recruiting practices document to ensure a diverse pool of applicants, making sure that it is used across the entire College. (strategic plan) [Phillips, Lee, Natal to coordinate]

- Develop a minority internship program by seeking external funding. (strategic plan) [to be revisited at a later time]
- Provide diverse faculty and staff with opportunities and training to attain leadership positions (including promoting programs from professional organizations such as ARL's Leadership and Career Development Program). [Diversity Committee to gather and advertise information]
- Compile a list of diversity-related electronic mailing lists, organizations, etc. for networking purposes and make it available on the diversity resources web pages. [Diversity Committee]
- Offer women faculty at least one woman faculty mentor and faculty of color at least one faculty mentor of color, per the Library Faculty By-laws. [Faculty Affairs Committee]
- Create and promote practicum opportunities for minority/non-traditional library school students, such as eLearning and Academic Support's student technical assistants program. [Kinner to coordinate]
- Recruit and mentor potential students and college staff members from diverse backgrounds who may be interested in a career in librarianship (offer internships? host a campus library careers event? promote existing opportunities from professional organizations such as ARL's Initiative to Recruit a Diverse Workforce; ALAO Diversity Committee). [to be revisited at a later date]

Timeline:

September 2008	Appoint a subcommittee to write the best recruiting practices document
September 2008	Collect current material used in the College for recruiting a diverse pool of candidates
October 2008	Contact HR and the Office of Institutional Diversity to determine if there are any additional best recruiting practices for a diverse pool of applicants
October 2008	Compile a list of all diversity-related electronic mail lists, organizations, etc. for librarianship, distance learning, instructional design, etc.
November 2008	Appoint a committee to develop a minority internship program
?	Promote practicum/internship opportunities to College employees as well as outside of the College (date to be determined after these have opportunities have been established)

Goal 8: Develop and strengthen collaborative relationships with relevant campus organizations in order to receive suggestions and input from a broad constituency.

Strategies:

- Use organizational liaisons to gather information from these groups about how the unit could better serve their members. [Diversity Committee to coordinate]
- Have a presence in Diversity Week or other diversity-related events (as a sponsor, venue, exhibit space, etc.). [Atwood to coordinate]
- Offer the Information Commons and other University Libraries' spaces as venues for diversity-related events held by other organizations, supporting the notion of the Library as the intellectual and cultural center of the university (guest speakers, panel discussions, art shows, etc.). [Atwood to coordinate; Duhon]

Timeline:

July 2008	Appoint a Diversity Week subcommittee to plan events for the 2009 Diversity Week
August 2008	Appoint a subcommittee to develop a plan for working with/soliciting feedback from relevant campus groups
February 2009	Explore the possibility of working with the Friends of the Libraries group to support diversity plan initiatives

Goal 9: Develop community partnerships outside of the University for programming and other outreach opportunities.

Strategies:

- Create and maintain a list of groups and contacts that can be used when planning appreciation or educational events. [Diversity Committee]

Timeline:

October 2008	Identify or compile a list of groups and contacts (if one does not already exist on campus)
October 2008	Check with university diversity office to determine if there are guidelines for working with external groups
July 2009	Review and update list of external groups

Goal 10: Assess the progress of the Diversity Plan of the University Libraries, eLearning, and Academic Support.

Strategies:

- Meet at least quarterly to review and ensure the goals and objectives are being met. [Diversity Committee]
- Establish a Committee web site on the college web page with meeting dates and locations, documents, etc. The Chair will be responsible for making certain that the web site is updated. [Diversity Committee]
- Establish a workflow timeline to guide progress of Diversity Plan. [Diversity Committee]
- Review and update the workflow timeline at each meeting. [Diversity Committee]
- Submit a report to the Dean of Libraries, eLearning, and Academic Support in February of each year, summarizing the past year's activities and a requested budget for the upcoming year. [Chair, Diversity Committee]
- Prepare a report for inclusion in the University Libraries, eLearning, and Academic Support annual report. [Chair, Diversity Committee]
- Interface with other Diversity Initiatives at the University [Chair; Diversity Committee]

Timeline:

Completed	Re-established Diversity Committee
August 2008	Write the initial Committee report for FY2008 (Chair)
September 2008	Call Diversity Committee meeting to establish workflow timeline
October 2008	Call Diversity Committee meeting
October 2008	Create Diversity Committee web site
January 2009	Call Diversity Committee meeting; review chair's report and budget request
February 2009	Submit report and budget request to the Dean (Chair)
April 2009	Call Diversity Committee meeting
June 2009	Submit a revised report for FY2009 annual report (Chair)