Mansfield Libraries Diversity Plan
2012-2015

Introductory and Contextual Statement

With this diversity plan, the Mansfield Libraries (The Maureen and Mike Mansfield Library and the Mansfield Library at COT) place themselves at the nexus of the diversity interests of The University of Montana and of professional library associations, including the American Library Association (ALA), the Association of College and Research Libraries (ACRL), and the International Federation of Library Associations (IFLA).

The University of Montana has articulated a strategic commitment to diversity and has strengthened this commitment with the recent drafting and campus-wide adoption of the UM Diversity Plan. Additionally, The University semiannually develops a Diversity Action Plan that details the goals the University Administration sets forth for the campus community. UM’s commitment to diversity has further been codified in the Academic Strategic Plan as the Fifth Initiative, which calls for the University community “to embrace diversity and global engagement.” Under this initiative, the campus community is called on to:

- Respect, welcome, encourage, and celebrate diversity
- Ensure access for American Indians and foster the preservation of their culture
- Correct inequities that exist due to historical exclusion of underrepresented populations
- Enhance international learning and research opportunities for all

In addition to The University's statements on diversity, library associations have also articulated a clear commitment to diversity. The ALA understands diversity to be “a value and a key action area for the Association” and has also implicitly endorsed concepts of diversity in its Code of Ethics and Bill of Rights. The ACRL also recently issued draft standards on diversity, which were consulted in the development of this plan. The Mansfield Libraries endorse and support the professional ethics and standards of these library associations.

In line with the ALA and IFLA in particular, the Libraries also further support the commitment of librarianship to human rights and the important relationship between the two. Both the ALA and IFLA have endorsed Article 19 of the Universal Declaration of Human Rights, which establishes “the right to freedom of opinion and expression; this right includes freedom to hold opinions without interference and to seek, receive and impart information and ideas through any media and regardless of frontiers.” The ALA has also recognized the importance of Articles 18 and 20 in librarianship and states that the Association “is unswerving in its commitment to
human rights and intellectual freedom; the two are inseparably linked and inextricably entwined.\textsuperscript{ix} The Mansfield Libraries endorse and support the adoption of human rights principles made by these associations. We also support Article 27, paragraph 1, which establishes the right “freely to participate in the cultural life of the community,”\textsuperscript{x} recognizing that the culture of the community is made up of various diverse cultures and further recognizing the role of the library in helping patrons understand and negotiate these diverse cultures in order to more fully participate in the communities of The University of Montana, the State of Montana, and the world.

**Mansfield Library Diversity Mission**

The Mansfield Libraries support The University of Montana’s strong commitment to creating a vibrant and welcoming culture that expects and respects diversity. Our patron base includes the students, faculty, and staff at UM as well as community members of all backgrounds. We support diversity through our collections, services, instruction, and physical and virtual environments in recognition of our unique responsibility to and long history of upholding equal access, intellectual freedom, and freedom of expression.

**Definition of Diversity**

The Mansfield Libraries define diversity in alignment with the definition presented in the Diversity Plan for The University of Montana.

“The following definition of diversity does not limit but provides a context for this Plan.

The University of Montana seeks to enhance diversity by recognizing and embracing the differences in age, ideas and perspectives, disabilities, creed, ethnicity, gender identity, gender expression, veteran status, national origin, race, religious and spiritual beliefs, sex, sexual orientation, and the socioeconomic and geographic composition of its faculty, administrative professionals, staff, and students.

In its effort to enhance diversity, The University of Montana recognizes that particular focused effort must be placed on including members of groups who have historically been subject to discrimination and are still underrepresented in the campus community.\textsuperscript{xi}

*Note: The word “diversity” in the strategic choices, goals, and action items below encompasses all of the elements mentioned in the definition of diversity and should be read as inclusive of all diverse groups. Some strategic choices, goals, and action items reference specific groups because the groups either represent a significant portion of the population at the University (e.g., 1,300 students were enrolled with Disability Services for Students in the Fall 2011 semester) or because the University and the State of Montana have made specific commitments to serving and educating those*
populations (i.e., the focus on educating Native Montana students in the Montana Board of Regents of Higher Education Policy 1902-Minority Achievement and the University’s focus on international education and the internationalization of campus outlined in the 2010-2015 Academic Strategic Plan).

Strategic Choice 1: The Mansfield Library supports diversity through our collections.

Goal 1.1 Continue to develop balanced and accessible collections.

Action Item 1.1.1 Implement eAccessibility clause for vendors.

Action Item 1.1.2 Advertise and highlight the diversity, in both content and format, of library collections.

Strategic Choice 2: The Mansfield Library supports diversity through our services and programming.

Goal 2.1 Develop and enhance services that support diversity.

Action Item 2.1.1 Host an annual evening of storytelling and drumming in the Library or on the Mansfield Mall.

Action Item 2.1.2 Develop annual displays and related blog posts around the International Culture and Food Festival and the Kyi Yo Powwow.

Action Item 2.1.3 Create a prominent poster or display featuring library personnel who are bi- or multi-lingual (including ASL) and willing to volunteer as interpreters.

Action Item 2.1.4 Assess the international fonts on library computers and include relevant or most used fonts.

Goal 2.2 Collaborate with campus partners to support diversity.

Action Item 2.2.1 Partner with another office or unit to annually host a speaker on diversity.

Action Item 2.2.2 Partner with American Indian Student Services (AISS), Disability Services for Students (DSS) and Foreign Student and Scholar Services (FSSS) for an annual library open house, with refreshments and meet & greet possibilities.
**Action Item 2.2.3** Collaborate with Information Technology to implement campus-wide universal access (key server) for assistive technology.

**Action Item 2.2.4** Provide outreach to UM Nationality Clubs and other student groups regarding the availability of library resources.

**Strategic Choice 3: The Mansfield Library supports diversity through our instruction and outreach.**

**Goal 3.1** Incorporate diverse elements into the library instruction program.

**Action Item 3.1.1** Provide continuing education opportunities to integrate [Universal Design for Instruction](#) within the Library Instruction Program.

**Action Item 3.1.2** Develop and/or adapt online tutorials to be fully accessible, including the use of closed captioning.

**Action Item 3.1.3** Incorporate diverse research into library instruction by introducing resources or materials beyond that of traditional, mainstream academic sources.

**Goal 3.2** Engage in outreach efforts to diverse groups.

**Action Item 3.2.1** Designate a library professional to serve as liaison to [DSS](#).

**Action Item 3.2.2** Designate a library professional to serve as liaison to [TRIO Student Support Services (TRIO)](#).

**Action Item 3.2.3** Develop a plan to reach out to non-traditional students.

**Action Item 3.2.4** Develop collaborations with tribal libraries, as well as public and school libraries, for both instructional and technical training, support, and assistance.

**Action Items 3.2.5** Collaborate with DSS to provide updated accessibility software and hardware.

**Action Item 3.2.6** Continue to inform Foreign Student and Scholar Services and American Indian Student Services of library employment opportunities.

**Goal 3.3** Publicize the Library’s diverse services.
**Action Item 3.3.1** Develop and post an accessibility policy.

**Action Item 3.3.2** Review library services from the point-of-view of accessibility and facilitate public relations targeting the array of services that provide accommodations.

**Strategic Choice 4: The Mansfield Library supports diversity in our physical environment.**

**Goal 4.1** Create and maintain spaces that reflect the diversity inherent in Montana, and particularly in Montana’s twelve tribes.

**Action Item 4.1.1** Create diversity in the built environment, ensuring that cultural representation and universal access are considered in all aspects of design including and especially in new construction, such as the Learning Commons.

**Action Item 4.1.2** Incorporate design elements, such as displays, artwork, maps, and photos into the group study rooms to reflect University and state diversity, (for example, complete tribal representation, 25th Infantry at Fort Missoula, Jeannette Rankin, LGBT history at UM, ecological flora/fauna, etc.).

**Action Item 4.1.3** Highlight regional and historical linguistic diversity in signage by creating select trilingual signs in English, Salish, and perhaps Kootenai.

**Action Item 4.1.4** Commission two murals, one depicting the word “library” (or the closest approximation of it) in Montana Native languages and the other depicting the word “library” in other foreign languages.

**Goal 4.2** Enrich the environment of the Library through art.

**Action Item 4.2.1** Commission student/faculty artwork on the theme “diversity” for permanent exhibition in the Library.

**Action Item 4.2.2** Work with Archives & Special Collections to choose, print, mount, and display permanently archival photographs representing diversity at UM.

**Action Item 4.2.3** Continue to annually collect and display Day of Dialogue posters.
**Action Item 4.2.4** Provide space for UM Nationality Clubs, Student Groups, and other campus entities to highlight their cultures.

**Goal 4.3** Create and maintain a welcoming and accessible physical space.

**Action Item 4.3.1** Normalize accessible design throughout the library facility.

**Action Item 4.3.2** Establish a long range plan to correct the twenty four rows of inaccessible book shelves on Level 2.

**Action Item 4.3.3** Add changing tables to at least one women's and one men's restroom.

**Action Item 4.3.5** Provide wheelchair availability.

**Action Item 4.3.6** Improve signage near the entryway, including displaying a map of interior routes to elevators, accessible equipment, and accessible bathrooms. Improve and/or provide signage with large fonts, Braille and pictograms.

**Action Item 4.3.7** Maintain accessible library aisles by routine monitoring.

**Action Item 4.3.8** Design and designate one group study room as a family friendly space.

**Strategic Choice 5: The Mansfield Library supports diversity in our virtual environment.**

**Goal 5.1** Create and maintain a website that reflects our commitment to diversity.

**Action Item 5.1.1** Create and maintain a website that continues to meet campus web accessibility standards.

**Action Item 5.1.2** Develop and deliver comprehensive virtual services that provide a comparable level of service to that of face-to-face.

**Action Item 5.1.3** Create and maintain a diversity webpage within the Library website that includes links to the University of Montana Diversity Plan, the Mansfield Library Diversity Plan, the Mansfield Library Core Principles, the UM Diversity Page, the University of
Montana’s EO/AA webpage on reporting discrimination and other diversity related documents.

**Action Item 5.1.4** Explore translating portions of the Library’s webpage into other languages, in order to highlight diversity and be more welcoming.

**Action Item 5.1.5** Store and disseminate all relevant diversity information to the library community through the library intranet.

**Strategic Choice 6: The Mansfield Library supports diversity in hiring and training.**

**Goal 6.1** Foster diversity in hiring.

**Action Item 6.1.1** Include a statement of library commitment to diversity and cultural competency in faculty and professional job descriptions and postings. Include the ability to work with a diverse population and/or cultural competency as qualifications for all jobs.

**Action Item 6.1.2** Provide faculty and professional job candidates a copy of the Essential Understandings Regarding Montana Indians developed by the Montana Office of Public Instruction as well as Montana Board of Regents of Higher Education Policy 1902-Minority Achievement.

**Action Item 6.1.3** Advertise open faculty and professional positions to diverse publications and listservs.

**Action Item 6.1.4** Explore funding to create an internship position for minority library school students.

**Action Item 6.1.5** Highlight the Library's commitment to diversity in recruitment efforts.

**Action Item 6.1.6** Provide information and education on issues of diversity and cultural competency to library search committees.

**Goal 6.2** Train employees in diversity initiatives and cultural competency.

**Action Item 6.2.1** Provide diversity training to student employees.

**Action Item 6.2.2** Provide all employees a copy of the Essential Understandings Regarding Montana Indians developed by the Montana Office of Public Instruction.
Action Item 6.2.3 Host an annual or biennial diversity training/workshop.

Action Item 6.2.4 Encourage staff to participate in diversity workshops or training, both on and off campus, and provide release time when possible.

Action Item 6.2.5 Integrate efforts with the Equal Opportunity & Affirmative Action Office and provide staff & faculty with calendar of programs, seminars and trainings that the Office of Equal Opportunity and Affirmative Action (EO/AA) will be implementing.

Action Item 6.2.6 Explore opportunities for employees to offer continuing education to, and receive continuing education from, libraries at various institutions around Montana.

Strategic Choice 7: The Mansfield Library seeks to institutionalize and assess diversity in all aspects of the Library’s performance.

Goal 7.1 Institutionalize diversity within the Library.

Action Item 7.1.1 Include diversity in the Library strategic plan.

Action Item 7.1.2 Identify funding opportunities to address short- and long-term diversity initiatives.

Action Item 7.1.3 Include a diverse group to plan, implement, and evaluate library services, programs, and facilities.

Action Item 7.1.4 Integrate diversity in all management decisions.

Goal 7.2 Assess the status of diversity initiatives, opportunities, and understanding in the Library.

Action Item 7.2.1 Annually review this diversity plan to determine progress and embed findings into future iterations of the diversity plan.

Action Item 7.2.2 Conduct an internal diversity climate survey to inform professional development and training offerings as well as other workplace policies, practices, and processes.

Action Item 7.2.3 Conduct an external diversity survey and embed findings into service planning and future iterations of the diversity plan.
**Action Item 7.2.4** Embed the 2012 DSS Accessibility Audit into strategic planning and budgeting. Collaborate with DSS to repeat accessibility audits every 3-5 years. Review the 2010 ADA regulations of the Department of Justice and prepare a plan for implementation and assessment.

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i [http://www.umt.edu/eo/diversity/diversityplan.aspx](http://www.umt.edu/eo/diversity/diversityplan.aspx)

ii [http://www.umt.edu/eo/diversity/divplan.aspx](http://www.umt.edu/eo/diversity/divplan.aspx)


iv [http://www.ala.org/ala/aboutala/offices/diversity/index.cfm](http://www.ala.org/ala/aboutala/offices/diversity/index.cfm)

v [http://www.ala.org/ala/issuesadvocacy/proethics/codeofethics/codeethics.cfm](http://www.ala.org/ala/issuesadvocacy/proethics/codeofethics/codeethics.cfm)

and [http://www.ala.org/ala/issuesadvocacy/intfreedom/librarybill/index.cfm](http://www.ala.org/ala/issuesadvocacy/intfreedom/librarybill/index.cfm)


vii [http://www.ifla.org/about-faife](http://www.ifla.org/about-faife) and [http://www.ala.org/ala/aboutala/governance/policymanual/updatedpolicymanual/tableofcontents.cfm](http://www.ala.org/ala/aboutala/governance/policymanual/updatedpolicymanual/tableofcontents.cfm)


xi “Diversity Plan: The University of Montana,” [http://umt.edu/eo/diversity/diversityplan.aspx](http://umt.edu/eo/diversity/diversityplan.aspx)