

**AWARENESS TO ACTION: SUPPORTING OUR COMMUNITIES THROUGH CULTURAL COMPETENCY WORK  
UNIVERSITY OF WASHINGTON BOTHELL & CASCADIA COMMUNITY COLLEGE CAMPUS LIBRARY -- WLA 2014  
Selected Materials from All Staff Meeting Workshops**

Presentation materials & other resources: <http://bit.ly/wla2014awareness>

## Learning Outcomes

### Session #1: Cultural Awareness of Self & Other

#### **Addressing ACRL Diversity Standard 1**

1. Staff should gain a fuller picture of the demographics of the Campus Library user community.
2. Staff will think more in depth about their own cultural heritage in order to better understand how their own cultures and biases may affect interactions with library patrons and each other.

### Session #2: Intersectionality

#### **Addressing ACRL Diversity Standards 1, 2, & 8**

1. Staff will explore the intersection of power, culture, and identity in order to better identify the everyday power dynamics that shape our service delivery and experience of the workplace.
2. Staff will reflect on their own identities and cultures in order to better understand how these may impact interactions with each other and our user community.

### Session #3: Microaggressions

#### **Addressing ACRL Diversity Standards 2, 3, & 5**

1. Staff will understand the concept of microaggressions in order to identify and articulate their understanding of microaggressions in the workplace.
2. Staff will explore behaviors and environmental factors that can make patrons/staff with marginalized identities uncomfortable in a library setting.

## Intersectionality Defined

### **Definitions provided during Session # 2**

- Social differentiation is achieved through complex interactions between markers of difference such as gender, race, and class. In order to comprehend how an individual's access to social, political, and economic institutions is differentially experienced, it is necessary to analyze how markers of difference intersect and interact.<sup>1</sup>
- The notion that one social category cannot be understood in isolation from another social category.<sup>2</sup>

<sup>1</sup>"Intersectionality." International Encyclopedia of the Social Sciences. Ed. William A. Darity, Jr. 2nd ed. Vol. 4. Detroit: Macmillan Reference USA, 2008. 114-116. Gale Virtual Reference Library. Web. 13 May 2013.

<sup>2</sup>Krøløkke, Charlotte. "Intersectionality." Encyclopedia of Communication Theory. Ed. Stephen W. Littlejohn and Karen A. Foss. Vol. 1. Thousand Oaks, CA: SAGE Reference, 2009. 565-566. Gale Virtual Reference Library. Web. 13 May 2013.

## Microaggressions Defined

"...brief and commonplace daily verbal, behavioral, or environmental indignities, whether intentional or unintentional, that communicate hostile, derogatory, or negative racial slights and insults toward people of color." <sup>1</sup>

<sup>1</sup>Sue, Derald Wing, et al. "Racial Microaggressions in Everyday Life: Implications for Clinical Practice." *American Psychologist*. 62(4), 271-286.

## ACRL Standards

[www.ala.org/acrl/standards/diversity](http://www.ala.org/acrl/standards/diversity)

**Standard 1. Cultural awareness of self and others:** Librarians and library staff shall develop an understanding of their own personal and cultural values and beliefs as a first step in appreciating the importance of multicultural identities in the lives of the people they work with and serve.

**Standard 2. Cross-cultural knowledge and skills:** Librarians and library staff shall have and continue to develop specialized knowledge and understanding about the history, traditions, values, and artistic expressions of colleagues, co-workers, and major constituencies served.

**Standard 3. Organizational and professional values:** Librarians and library staff shall develop and support organizational and professional values dedicated to culturally competent service.

**Standard 5. Service delivery:** Librarians and library staff shall be knowledgeable about and skillful in the use and provision of information services available in the community and broader society, and shall be able to make appropriate referrals for their diverse constituencies.

**Standard 8. Organizational dynamics** Librarians and library staff shall participate in and facilitate the development of organizational dynamics that enable individuals, groups, and organizations to continually develop and exercise cultural competence.

## Cultural Shield Activity

### Outcomes:

- Develop a greater understanding of own culture that encompasses more than our race, ethnicity, gender, etc.
- Increase opportunities to interact with others and find commonalities as well as deepen understanding of different perspectives.
- Create a safe space for colleagues to communicate and learn from and about each other.

### Instructions:

- Instruct participants to fold a blank piece of paper into four quadrants and label each quadrant: Family, Food, Hobbies, and Heritage. These quadrants represent participant's *cultural shields*.
- Participants are given 10 minutes to think about and draw what represents each portion of their shield, which they will later share in small groups
- Participants are given another 10-15 minutes (depending on the size of groups) to share the meaning of their drawings in small groups

**Materials Needed:** Blank paper, colored markers, pens, or pencils

<b>Family</b>	<b>Food</b>
<b>Hobbies</b>	<b>Heritage</b>

