Managing Implicit Bias in Your Library

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Bias
An inclination or prejudice for or against one person or group whether intentional or not.

Implicit Bias
Biases we aren’t aware of. The attitudes or stereotypes that affect our understanding, actions, and decisions.
Impact of Implicit Bias
Blind Spots

Challenge Assumptions

https://www.youtube.com/watch?v=BFcjfqmVah8
How do you think blind spots might affect the services you provide to your patrons?
Management

Inclusive Hiring Practices

• Job Descriptions
• Job Postings
• Review of Applications
• Interviewing
Management

• Develop an EDI Strategic Plan
• Include EDI in budgeting
• Establish EDI Team
<table>
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<tr>
<th>Instead of...</th>
<th>Use...</th>
<th>Don’t be afraid to do...</th>
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<tbody>
<tr>
<td>Minority</td>
<td>Historically excluded</td>
<td>Learn</td>
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<td>Stakeholders</td>
<td>Vested Partners</td>
<td>Ask questions</td>
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<td>Safe Space</td>
<td>Brave Space</td>
<td>Expect and accept discomfort</td>
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<tr>
<td>Alien</td>
<td>Immigrant</td>
<td>Offer your pronouns</td>
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<tr>
<td>Citizen</td>
<td>Resident</td>
<td>Speak up</td>
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<tr>
<td>Brown Bag Session</td>
<td>Lunch and Learn</td>
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SMARTIE is a convenient acronym for the set of criteria that a goal must have for it to be realized by the goal achiever. For a goal to be effective in driving an organization’s performance, it needs to be:

- **Specific / Strategic**
- **Measurable**
- **Agreed Upon**
- **Relevant / Realistic**
- **Timed**
- **Inclusive**
- **Equitable**
Policies

• Patron & community centered
• Compassionate not punitive
• Collaborative
• Administered consistently
Policies

Best Practices

• Eliminate overdue fines!
• Library card requirements
• Sleeping, bathing, odors, large bags, eating
• Unaccompanied children
**Staff Awareness**

**Equity and Implicit Bias Training**

**Learning Approaches**

- Small-group discussions
- Video scenario practice
- Written scenario practice
- Independent reflective work
- Accountability partnerships (after each workshop)
- Discussion and reflection upon workshop topics
- Practice via video and written scenarios
- Mini-lectures accompanied by large-group discussions
Staff Awareness

Learning to Think and Behave Differently

- Acknowledging Your Biases
- Identifying Situations
- Making an Effort
- Awareness
- Hanging Out
- Exposing Yourself to Media
Physical Spaces
Inclusive Signage

Yes you can!

eat & drink

In most areas

Want to use our computers? You’ll have to eat elsewhere. And please only covered drinks while using our computers. The same goes for our Silent Reading Room and Storytime Rooms. Otherwise, enjoy and clean up afterwards.


Or talk

In our Social Zones

Here to read, study, or socialize? Find the Noise Zone that meets your need. We have Social, Quiet, and Silent Zones in this building.


ask

we love finding answers

Did you come with questions? We have answers. We can help you with research, job hunting, or finding a fun book, movie, or CD.


welcome!

to the Oak Park Public Library

Help us make your library a great place to visit by respecting the people around you. Find our complete rules of behavior at www.oppl.org/about/policies.htm.
Diverse Displays
Accessibility Audits & Task Forces

With at least 1 member from each library department, audit for accessibility:

- Physical space—including accessibility technology
- Customer service
- Staff awareness
- Instruction
- Virtual environment
- Programs and events
Inclusive Restrooms
Lactation Options
Collection Development
Holistic Diversity Audit

+ Diversity audit of existing collection
+ Review of collection development policy and procedures
  Selection
  Weeding
+ Highlighting diverse titles
Collection Development
Talking Book Libraries
Collection Development
Cataloging

Cataloging exhibits bias in race, ethnicity, gender, sexuality, age, ability, religion, and language. Solutions:

+ Use an alternative cataloging system
+ Help improve classification systems
+ Embrace Critical Cataloging
Collection Development
Multiple Languages

Foreign Films by Language
by Anusha gold | December 22, 2020

Did you know you can search for films, both streaming and in physical formats, in different languages? Languages include Hindi, French, Korean, Swedish and Chinese.

Website Users

To find films in another language, search the catalog for “movies.” Then scroll down to view the Languages facet, located on the left side, to see available languages. Click on the language you want to narrow down your results. Place one or two or more) on hold, and enjoy.
Collection Development
Children’s Literature
Customer Service

+ Speed
+ Politeness
+ Body Language
+ Tone
+ Equitable for All
Customer Service
Staff That Reflects the Community
Customer Service

+ Social Workers
+ Peer Advisors
Customer Service
Reader’s Advisory and Reference
Inclusive Programming

- Programming Diversity Audit
- Involve Community
- Provide Outreach
- Celebrations All Year Round
- Address Bias Directly
Inclusive Adult Programs

Library Programs for Adults

https://www.youtube.com/watch?v=cTtiymcuEr0
Inclusive Programming

What Type of Inclusive Programming is Your Library Offering?