

Libraries Are for Everyone...Right?

Wisconsin Valley Library Service
Youth Services Workshop

Tuesday, December 12, 2017

Presenter

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Youth and Inclusive Services Consultant

Public Library Development

State Library Agency

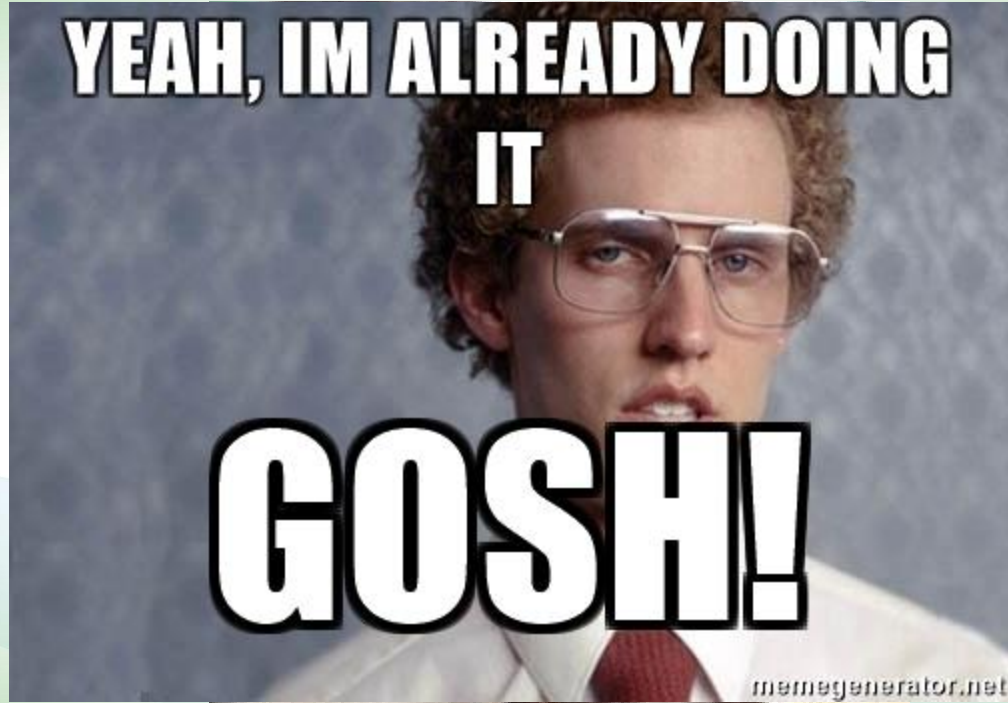
Department of Public Instruction

Agenda

- What does it mean to be inclusive?
- The Inclusive Services Statement
- Inclusive services in real life/libraries
- Q&A

Learning Objective

Participants will learn ways to consider library spaces and services in terms of inclusivity.





Let's Look at the Big Picture



Open Kahoot.it

If you have an internet-connected device:

- Connect to the WiFi network
- Open a browser and search for

kahoot.it

If you don't have a device, no worries!

Get Ready to Kahoot!

You

- Go to [Kahoot.it](https://kahoot.it)
- Wait for code
- Enter your name
- Use your device as a buzzer

Me

- Put code on screen
- Show questions on screen

Inclusive Services Statement

I still don't know what "Inclusive Services" means.

- In consideration of the evolution of inclusive services and the future focus on equity in Wisconsin public schools and libraries, the Division for Libraries and Technology released a statement on May 25, 2017 defining [What Does It Mean to Be Inclusive?](#)

What Does It Mean to Be Inclusive?
A Statement from the Division of Libraries and Technology
May 23, 2017

Wisconsin public libraries are places where everyone should be welcome, and respected to experiences such as (but not limited to):

- Arrival at the building (convenient location, physical accessibility, signage, hours of service, greetings by library staff)
- Interactions with library policies (getting a library card, using a computer, paying a fine)
- Physical, use, and impact of library materials (including the books, accessing Wi-Fi, individual privacy, diversity of collection)
- Participation in library sponsored or library-focused events (meeting of friends, time and location, transportation, registration, cover on up, remote-based vs. on-site for program users)
- Interactions with library staff (library language, tone, diversity of library staff, personal/professional equipment)
- Physical and virtual interactions through library signage, webpage, displays, and marketing (touchability, tone, diversity, accessibility)

The Division of Libraries and Technology supports [Statute SS.28.23\(3\)](#), "Promotion and Facilitation of Library Service to users with special needs" to encompass inclusive services. Inclusive library services are holistic, spanning library policies, collection, space, and services. Inclusive services reflect equity and accessibility for all members of the community. Diverse communities are strengthened by libraries that intentionally develop and deliver services to individuals or groups for whom accessing and using the library is difficult, limited, or suboptimal.

The library director and board of trustees should provide awareness and leadership concerning the justice and implementation of inclusive services to library staff and stakeholders. Regional library systems should both support member libraries in matters of collection, and communication isn't efforts through annual system plans and reports. The state library agency will provide consulting and collaborate with libraries and systems regarding inclusive services. Wisconsin public libraries serve everyone, and it is the duty of everyone in the service of Wisconsin public libraries to ensure inclusivity.

The practice of providing inclusive services requires continuous reflection and ongoing dialog with and between library administration, staff, and members of the community, with particular emphasis on including the voices of those who are underserved, underrepresented, and underrepresented within the community. Efforts should respond to the needs and needs of non-library users and users alike. A barrier to access, access program, access and needs is paramount, i.e., a barrier perceived by library staff may or may not be an actual barrier experienced by the user.

On a systemic level, inclusive services should be readily incorporated into all library services. The concept that libraries are for everyone should be evident through every point of access or interaction with the library. It permeates every aspect of library service, including: library hours, staff, location, service hours, health status, gender identity, sexuality, and so on. Similarly, with public libraries or any other dimension of library service, should neither opportunity nor barriers exist to library access.

When libraries know the full diversity of their communities, communities define their and foremost, inclusive library services should be developed locally with and for all community members. Wisconsin public library systems and state library staff should facilitate cross-jurisdictional regional and statewide inclusive services training and consulting. Our common goal is to improve life and learning opportunities for all Wisconsin citizens.



Inclusive Services Statement, cont'd

Says who?

- This statement was developed by Wisconsin public library and system staff, PLDT staff, and DPI staff. It is our hope that this statement will provide direction and purpose for future efforts of Wisconsin public libraries, regional systems, and the state library agency. We expect that this statement will be a foundational component of training and resource development in the months and years ahead.

Inclusive Services Statement, cont'd

So what?

- The Division of Libraries and Technology interprets [Statute 43.24\(2\)\(k\)](#) “Promotion and facilitation of library service to users with special needs” to encompass inclusive services.

Inclusive Services Statement, cont'd

Who? How? Why now?

- Develop shared responsibility
 - E.g., Not one person's job
- Expand conceptual scope
 - E.g., Not only physical accessibility
- Use constructive language
 - E.g., Everyone is "special"
- Adopt mindset of continuous reflection/reception
 - E.g., Who knows "what's best" for whom?

What Can You Do?

- Share the IS statement with staff and board
- Bring fresh eyes to your library space, services, and policies
- Talk to your system about needs and ideas
- Be a community listener

New Perspectives Activity

On a sticky note, briefly describe a common occurrence or transaction at your library that involves library staff and users.

- E.g. Parent asks for book about trains
- E.g. Child wants to use the computers
- E.g. Book display showing storytime themes
- E.g. Kid asks to get a library card

New Perspectives Activity

I will give you a small card with a brief description of a library user AND one of the sticky notes created by your peers.

New Perspectives Activity

Reflect on how the sticky note situation might be experienced by the person on the index card, especially concerning:

- Access
- Comfort
- Respect
- Awareness
- Privilege

New Perspectives Activity

1. What feels uncomfortable about this activity or scenario?
2. What feels changeable?

What to Watch for

- Resources and opportunities from DPI
 - In-person trainings
 - Inclusive Services Inventory Tool
- Support from your system
 - Continuing education
 - Consulting services
- Efforts of your library peers
 - Visit another library
 - Ask what others are doing/trying

Leah Langby

Indianhead Federated Library System

Rethinking Fines and Fees

Fines have a disproportionate effect on people who have limited incomes.



Rethinking Fines and Fees

Encouraging discussion of policies that may have unintended consequences.

<https://iflsweb.org/node/2986>

Ryan Claringbole, Monona Public Library

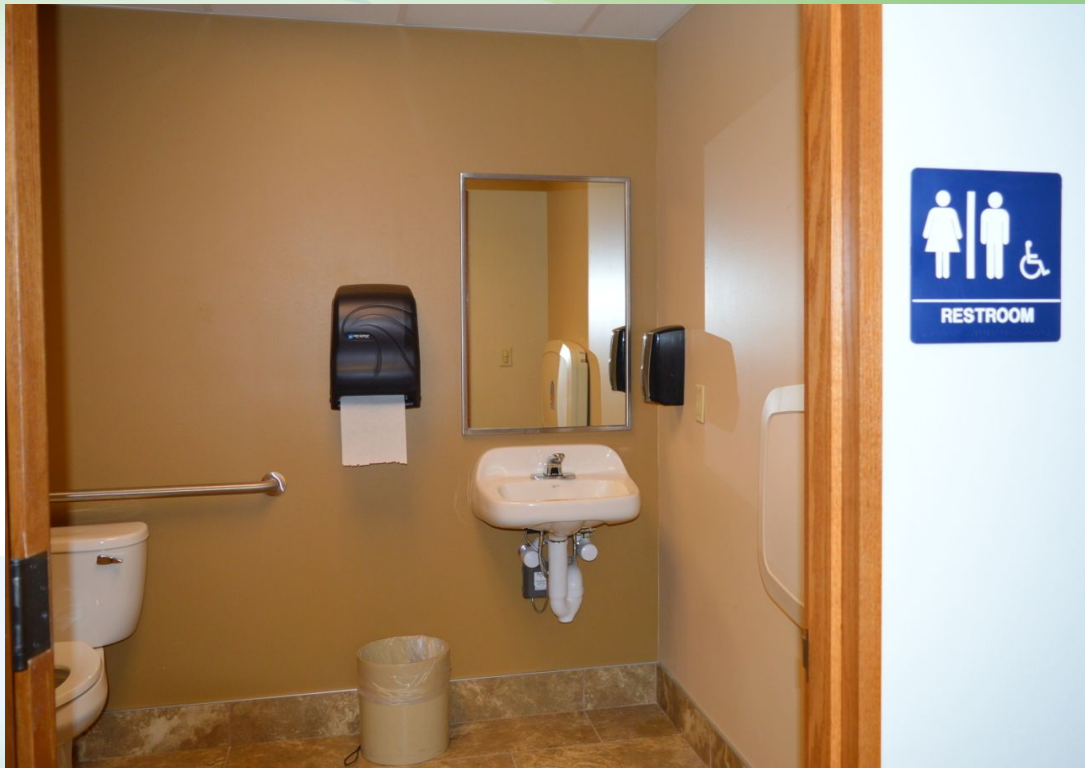
Cultural Sensitivity in Policy and Practice

- Time is an issue. How do we know what our community want?
- Fear of doing something we know nothing about stops us from actually doing it.
- Paralyzing element of adding new things.
- Bilingual storytimes and collection...but build relationships first.

Betsy Bleck, Oconomowoc Public Library

Accessibility, Comfort, and Ease of Use

- Blog post: [Improving Library Accessibility in Bridges Library System](#)



ROOM 1



photo credit: mydoorsign.com



photo credit nickspecialneeds.com

photo credit: hearingloop.org



Hearing Loop

Switch hearing aid to T-coil



**Not all
Disabilities
are visible**

photo credit: amazon.co.uk

Nick Dimassis, Beloit Public Library

Connecting with English Language Learners

DPI Resources

- [Inclusive Services Statement](#) and [blog post](#)
- [Serving Special Populations](#)
- Libraries are for Everyone [blog post](#)
- Service Animal or Support Animal? [blog post](#)
- Service Animal Dos and Don'ts [blog post](#)