



Randall Library's Diversity, Equity, and Inclusion (DEI) Plan: Executive Summary

Mission

To identify and address diversity, equity, and inclusion (or **DEI**) issues affecting our underrepresented students, faculty, and staff by incorporating DEI initiatives and strategies into all library operations and services to ensure that Randall Library is equitably meeting the needs of all its users.

Vision

To become a campus-wide model for embedding and mandating DEI initiatives and strategies across all organizational levels for the betterment and inclusivity of all library stakeholders.

Values and Goals

Randall Library is committed to the **values** of diversity, equity, and inclusion, or **DEI**. Being committed to DEI means we are committed to ensuring that our educational, social, and work environments are equitable, inclusive, supportive, and welcoming to all students, faculty, staff, and the broader University of North Carolina Wilmington (UNCW) community.

Below are the goals the Randall Library staff has developed for 2021-2023.

1. At the end of each academic year, review Randall Library policies, procedures, and operations to ensure they meet the goals and objectives of this DEI Plan.
2. Create opportunities and assessment measures for library employees to increase cultural competencies.
3. Provide collaborative support for teaching and scholarship that advances equitable and inclusive pedagogical practices and facilitates open and equitable systems of scholarship.
4. Build and maintain diverse and inclusive collections that are easily discoverable and accessible.
5. Offer innovative services, programming, and community outreach that promotes the goals of DEI.
6. Ensure Randall Library's physical and virtual spaces are accessible, inclusive, welcoming, and safe for all users.
7. Create and nurture a culture whereby the library is a destination workplace that values and advances diversity, equity, inclusion, and social justice through recruitment, hiring, and retention best practices.



UNIVERSITY of NORTH CAROLINA WILMINGTON

WILLIAM MADISON RANDALL LIBRARY

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Defining Diversity, Equity, and Inclusion (DEI)

Randall Library is committed to the **values** of diversity, equity, and inclusion, or **DEI**. Being committed to DEI means we are committed to ensuring that our educational, social, and work environments are equitable, inclusive, supportive, and welcoming to all students, faculty, staff, and the broader University of North Carolina Wilmington (UNCW) community.

- **Diversity** is the presence of difference within a community, with a particular focus on identities and groups that have historically been disadvantaged or underrepresented. These identities include, but are not limited to, race, sex, age, color, national origin (including ethnicity), creed, religion, disability, sexual orientation, political affiliation, veteran's status, gender, educational disadvantage, socio-economic circumstances, and language
- **Equity** is fair treatment, opportunity, and access for all through the identification and elimination of barriers. It acknowledges the disparate impacts of societal disadvantage and privilege and makes a commitment to correct disparities through equitable—rather than “equal”—distribution of services and resources.
- **Inclusion** is authentic involvement and empowerment for traditionally excluded groups and individuals, where the inherent worth and dignity of all people are recognized. An inclusive library promotes and sustains a sense of belonging; it values and practices respect for the talents, beliefs, backgrounds, and ways of living of its members.

Goals and Objectives

1. At the end of each academic year, review Randall Library policies, procedures, and operations to ensure they meet the goals and objectives of this DEI Plan.

- a. Plan and complete a comprehensive “**listening tour**” of underrepresented UNCW students, faculty, and staff.
- b. Identify, learn from, and **collaborate** with other campus offices, units, departments, and groups engaging in action to address issues of DEI.
- c. Facilitate **open communication** in the library and on campus by hosting a variety of events focused on DEI.
- d. Systematically review, critically reflect on, and make changes to the library's current and future **mission, vision, values**, strategic plan, policies, and operations to ensure that they reflect intentional commitment to DEI.
- e. Document, share, and preserve the **voices and experiences** of underrepresented UNCW students, faculty, and staff.



2. Create opportunities and assessment measures for library employees to increase cultural competencies.

- a. Increase **staff awareness** of cultural values, diversity, inclusiveness, and the impact of personal bias in the work environment through educational training, development opportunities, and programming.
- b. Include diversity goals in the **annual evaluation processes** for all library staff and faculty and ensure that professional and/or personal development opportunities are promoted, encouraged, and available.
- c. Develop a healthy **organizational environment** and sense of shared responsibility that promotes awareness of diverse perspectives and provides opportunities for open and thoughtful dialogue around our commitment to DEI through meaningful and intentional discussions.
- d. Provide resources for employees who seek to **expand their knowledge and awareness** of DEI and want to embed these values in their work.

3. Provide collaborative support for teaching and scholarship that advances equitable and inclusive pedagogical practices and facilitates open and equitable systems of scholarship.

- a. Create and deliver instruction (through workshops, videos, guides, etc.) to **promote awareness** of the methods for searching for, suggesting the purchase of, and accessing diverse collections in Randall Library.
- b. Monitor the establishment of **new majors and degree programs** to determine if the library's collections, spaces, and personnel provide necessary and equitable support.
- c. Critically review subject guides, tutorials, videos, publications, etc. to **identify implicit bias** and determine ways in which the library's commitment to a diverse, equitable, and inclusive environment is demonstrated.
- d. Identify barriers to inclusivity in **information literacy instruction**; provide necessary training and development to address those weaknesses.
- e. Collaborate with instructors to ensure needed resources are available to **support teaching and research** in areas of DEI.

4. Build and maintain diverse and inclusive collections that are easily discoverable and accessible.

- a. Revise the library's **collection development policy** to make more explicit the library's commitment to building and maintaining collections that support DEI.
- b. Develop, promote, and **expand collections**, special collections, and digital collections to reflect a wider variety of perspectives, cultures, and lived experiences.
- c. Identify and fill collection **areas with gaps** in materials about or authored by diverse perspectives, populations, and cultures.
- d. Build and strengthen collections about or created by residents from historically **underrepresented groups** in Bladen, Brunswick, Columbus, Duplin, New Hanover, Onslow, Pender, and Sampson Counties.
- e. Increase the **discoverability** of materials relating to diversity in digital collections and the online catalog, including critical review of metadata, access points/subject headings, controlled vocabularies, and classification schemes for currency, consistency, and inclusivity based on recommended professional best practices.



5. Offer innovative services, programming, and community outreach that promotes the goals of DEI.

- a. Develop **collaborative DEI programs** with campus departments, organizations, and student groups to support campus-wide DEI programming efforts.
- b. Designate one program (e.g. Thirsty Tome, FlashLit) and one display (e.g. Hispanic Heritage Month, PRIDE) per semester as **DEI focused**.
- c. Encourage **open conversation** on issues of DEI through programming, displays, and exhibits.
- d. Adhere to **accessibility guidelines** for programming, across all modalities, to support inclusiveness and to reach a broader audience.
- e. Integrate **diverse/multicultural perspectives** into displays, events, instruction, outreach, and programming that support DEI issues on campus and in the community.

6. Ensure Randall Library's physical and virtual spaces are accessible, inclusive, welcoming, and safe for all users.

- a. Systematically review the library's **physical spaces and operations** for accessibility and inclusivity to meet the needs of UNCW's diverse community of learners.
- b. Systematically review the library's **virtual spaces** for universal design principles, accessibility standards, and inclusive language to meet the needs of UNCW's diverse community of learners.
- c. Create **inclusive physical and virtual library environments** by increasing the visibility of art, displays, exhibits, and collections that reflect and celebrate diverse voices, backgrounds, and perspectives.
- d. Systematically review the library's physical and virtual spaces and operations to ensure university, system, and professional **best practices and standards** for safety are being met.
- e. Review and implement university, system, and professional recommendations for creating spaces in which users "see" themselves and feel **a sense of home and belonging**.
- f. Provide mechanisms for **users to provide input and feedback** to inform decision making about the library's physical and virtual spaces.

7. Create and nurture a culture so that the library is a destination workplace that values and advances diversity, equity, inclusion, and social justice through recruitment, hiring, and retention best practices.

- a. Use assessment findings from **campus** to address issues that may negatively impact **recruitment and retention** of library employees.
- b. Create ongoing assessment to identify and address **library issues** that may negatively impact recruitment and retention.
- c. Create a position in Randall Library that serves to **increase the diversity** of Randall Library's faculty and staff.
- d. Create opportunities for Randall Library faculty and staff to discuss the **library and information science profession** with potential or current UNCW students.
- e. Using the recommendations from the "Faculty Search Committee Process Improvement Workgroup" and other best practices, to make necessary changes to the **recruitment**



process in totality (position descriptions, search committee make up, position advertisement, interview questions, etc.).

- f. Utilize **non-traditional means** of advertising positions to diverse candidates (including visits to library schools, interviews at library conferences, etc.).
- g. Ensure the library's employees are made aware of the value of the **diversification of staff** through ongoing communication and development opportunities.
- h. Provide programs, services, and outreach that assists the university in the recruitment and retention of **diverse UNCW employees**.
- i. Support employees from diverse backgrounds through **formal and informal mentoring** programs.
- j. Identify best practices specifically for Randall Library to ensure a **welcoming and inclusive workplace**.

Need for Library DEI Plan

Ensuring Randall Library values and promotes DEI requires the articulation of a comprehensive and intentional plan of action that is responsive to the evolving needs of underrepresented students, faculty, and staff at UNCW. Randall Library's plan is in alignment with the goals of the University's [Office of Institutional Diversity and Inclusion](#).

Delegation of Responsibilities

The University Librarian, Diversity Committee, and Senior Leadership Team (composed of the five Associate Directors) serve as the DEI Steering Committee and are responsible for implementing and assessing Randall Library's DEI Plan. The Steering Committee may meet with individuals, departments, and committees to provide support and discuss progress toward the plan's goals and objectives. The Steering Committee will coordinate updates to the library's DEI webpage to reflect progress and next steps, as well as reporting to the library staff. The Steering Committee will work to ensure that this plan's objectives are included in all future strategic plans.

Statement of Accountability

The employees of Randall Library value the principles of DEI and pledge our commitment to expanding our DEI initiatives. We are all aligned in the shared goal of creating an excellent library, and as such we affirm our commitment to approach each other and our work with good intentions, honesty, and empathy, and trust our colleagues are doing the same. We also recognize that all of us throughout the Library, at all staff levels and responsibilities, are vital participants in creating an inclusive and equitable Library, for ourselves, our colleagues, and our communities.

To achieve a culture of inclusivity and equity we are making a plan for self-examination and concrete action. We know that libraries hold power and assert their [fundamental non-neutrality](#), and in doing so we recognize the necessity of taking visible and real action against the forces of racism and oppression that affect Black, Indigenous, and people of color (BIPOC) students, faculty, staff, and community members.

We are a predominantly white organization, and it is likely that we will make mistakes as we try to live up to this pledge. When that happens, we will do the work to learn and rectify. We will apologize, examine our actions and embedded power structures, attempt to mitigate any harm caused by our actions, and we will do better.



Key Resources Consulted

- “ACRL Equity, Diversity and Inclusion” (Association of College and Research Libraries) (<https://acrl.libguides.com/EDI>)
- Bombaro, Christine. *DEI in Action: Planning, Leadership, and Programming*. Chicago: ALA Editions, 2020. (<https://libcat.uncw.edu/record=b3393393~S4>)
- “Building a Diversity Plan: Strategic Planning for Diversity” (American Library Association) (<http://www.ala.org/advocacy/diversity/workplace/diversityplanning>)
- “Diversity” (American Library Association) (<http://www.ala.org/aboutala/diversity>)
- “Diversity Standards: Cultural Competency for Academic Libraries” (American Library Association) (<http://www.ala.org/acrl/standards/diversity>)
- “SPEC (Systems and Procedures Exchange Center) Kit for Diversity and Inclusion (no. 356)” (Association of Research Libraries) (<https://digitalcommons.unl.edu/cgi/viewcontent.cgi?article=1415&context=libraryscience>)
- “Supporting DEI in our Libraries” (Association of Southeastern Research Libraries (ASERL)) (http://www.aserl.org/diversity_equity_inclusion/)

Select Plan Examples from Other Academic Libraries

Select Peer Institutions

- “University Libraries Diversity Council (ULDC),” Georgia Southern University Libraries (<https://georgiasouthern.libguides.com/uldc>)
- “A Pledge: Self-Examination and Concrete Action in the JMU Libraries,” James Madison University Libraries (<https://www.lib.jmu.edu/a-pledge-self-examination-and-concrete-action-in-the-jmu-libraries/>)
- “Diversity Plan 2018-2021,” Towson University Libraries (<https://libraries.towson.edu/about/diversity-plan>)
- “Diversity Plan: 2017 – 2020,” William & Mary Libraries (<https://libraries.wm.edu/sites/default/files/files/PUBLIC%20DIVERSITY%20PLAN%281%29.pdf>)

University of North Carolina (UNC) Libraries

Diversity Initiatives from the [University Library Advisory Council \(ULAC\)](#)

- “University Libraries Diversity and Inclusion Plan,” Appalachian State University Libraries (https://library.appstate.edu/sites/library.appstate.edu/files/diversity_inclusion_plan_2018_10_04.pdf)



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- “Diversity & Inclusion,” UNC Charlotte Library (<https://library.uncc.edu/about/our-organization/diversity-inclusion>)
- “Diversity at The University Libraries,” UNC Greensboro University Libraries (<https://library.uncg.edu/info/diversity/>)

Other Institutions

- “Iowa State University Library Diversity Plan,” Iowa State University Library (<https://iastate.app.box.com/s/8cgkotu153fdvtr0uoyt9op65gnqd8u0>)
- “Texas A&M University Libraries’ Diversity Plan,” Texas A&M University Libraries (https://library.tamu.edu/assets/pdf/University_Libraries_Diversity_Plan.pdf)
- “Our Commitment to Diversity & Inclusivity,” University of Arizona Libraries (<https://new.library.arizona.edu/about/diversity>)
- “Diversity Statement and Plan,” University of California Irvine Libraries (<https://www.lib.uci.edu/diversity-statement-and-plan>)
- “UGA Libraries Diversity Plan 2019,” University of Georgia Libraries (<https://www.libs.uga.edu/diversity/plan>)
- “UVA Library Inclusion, Diversity, and Equity Plan,” University of Virginia Library (<https://www.library.virginia.edu/about-uva-library/diversity/diversity-plan/>)

UNCW Resources Consulted

- “Diversity Committee,” William Madison Randall Library (UNCW) (<https://uncw4.sharepoint.com/sites/library/committees/diversity/default.aspx>)
- “Mission, Vision & Values,” William Madison Randall Library (UNCW) (https://library.uncw.edu/facts_planning/mission)
- “UNCW Diversity and Inclusion Statement,” UNCW Institutional Diversity and Inclusion (<https://uncw.edu/diversity/about.html>)