

Oregon State Library
2007 Cultural Competency Initiative CHECK

1. Review Plan

We set out to ...

- Increase the Cultural Competency of Oregon State Library (OSL) employees;
- Engage OSL staff in a variety of cultural competency activities; and
- Foster a learning environment at OSL around cultural competency, including provision of training credit for staff participation.

Our desired Outcomes were:

- Participation in a mandatory orientation event by all OSL staff;
- Presentation of six or more cultural competency activities for staff to participate in;
- Ensuring that each activity included discussion and active participation, not just passive learning or attendance;
- Creation of a diverse set of activities, appealing to different interests, learning styles, and availability of staff; and
- Participation by all staff in at least two events following the mandatory training.

2. Review Progress

- We contracted with Miguel Valenciano to conduct our orientation sessions; all but one staff member attended.
- We had planned, implemented, and conducted eleven additional sessions.
- We created a communication plan, initial communication via email and an all-staff briefing presentation, a flyer (attachment A), and regular updates to staff (examples are in attachments B and C).
- The average OSL employee attended 2.58 sessions.
- The average turnout for a session was 9.9 people.
- OSL staff accumulated over 390 training hours through this initiative.

3. Review Outcome Data

Overall, the Initiative was very successful. We met our participation goals and have received very positive feedback from staff on the events. Most members of the Cultural Competency Committee (CCC) were very active in designing, hosting, and facilitating the wide range of activities that we presented.

The CCC was flexible when circumstances demanded.

- Due to staff turnover and part-time staff positions, we adjusted the expectation to one event for staff who worked half time or less or who were employed at OSL for less than half of the Initiative.
- Turnover on the CCC resulted in two events not having the appropriate wrap-up activities. We agreed to give credit to staff who made a reasonable effort to attend the full event.
- Staff expressed interest in participating in after-hours events and other events not listed and the CCC created a plan to accommodate these requests (attachment D). Three staff took advantage of this option.
- Two of the scheduled videos were replaced as CCC members identified more current or valuable videos.
- The original plan for the book discussion group was scrapped due to lack of staff interest. CCC members instead engaged staff in selecting a book and launched a very successful program that will serve as the model for future OSL book discussions.

The objectives for the Initiative were substantially met and the CCC is now ready to move into the next phase of developing culturally competent OSL staff. Some observations to keep in mind when considering next steps include:

- Designing effective sessions takes a great deal of preparation time.
- All of the activities we created enhanced the workplace and were worth the effort.
- Requiring attendance helped staff prioritize the time to participate in these activities; some staff might not have done so, regardless of interest, if there were no attendance requirement.
- It would be useful to engage more staff in the design and delivery process, not just the attendance and discussion phase.
- It would be useful to find timely, real-world (especially Oregon-related) examples for sessions.

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4. **Identify Next Steps**

The CCC agreed that the 2007 Initiative was a success and identified the following steps to wrap it up:

- CCC will host a celebration in January 2008, highlighting the success of the program and sharing staff input on the value of the Initiative.
- CCC members will collect all the supporting materials for the Initiative onto the committee swiki page (<http://159.121.122.25:8080/osl/905>) to serve as a resource for future development.
- CCC member(s) will write a brief article on the success of the program. This article will be shared internally and submitted to Letters to Libraries Online, OLA Quarterly, DAS Human Resources, and other venues as appropriate.

The CCC will meet in January 2008 to plan the next set of activities for 2008.

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From March through November, OSL staff will have the opportunity to participate in a number of interesting activities in and around the library. These activities are the next stage of the Cultural Competency program we launched in 2005 and are intended to provide varied ways for staff to increase their cultural awareness.

STEP ONE: Required Training and Orientation:

Becoming Culturally Competent – A Life Long Journey

This two hour training will be presented by Miguel Valenciano and will be offered three different times to accommodate schedules. Sign up with MaryKay Dahlgreen.

- Monday, March 5th 1:00 pm – 3:00 pm in room 102
- Wednesday, March 7th 9:00 am – 11:00 am in room 103
- Wednesday, March 7th 1:00 pm – 3:00 pm in room 202

STEP TWO: Everyone will also need to participate in at least two of the activities below. More details will be available closer to the date of each activity. A staff sign-up sheet will be available at each activity to ensure that you receive appropriate training credit. For more information, please talk to the activity coordinator(s) listed with each event.

<p style="text-align: center;">OSL Lecture Series and Discussion</p> <p>Both the May and November OSL Lectures relate to cultural competency. Come to the lecture at noon and then attend a discussion of the relevance of the lecture to our initiative.</p> <ul style="list-style-type: none"> ➤ May 23 – Jim Martin on Frances Fuller Victor, early western historian and feminist ➤ Nov. 14 – Linda Tamura on Japanese - American World War II veterans from Hood River <p style="text-align: center;"><i>Activity Coordinator: Crystal Knapp</i></p>	<p style="text-align: center;">YWCA Diversity Conference</p> <p>The YWCA Cultural Diversity Conference is held annually at Willamette University, this year on May 24th. There is a wonderful assortment of speakers and workshops. Previous topics have included age and our perceptions it, Islamic Women, the black experience, and the science of gender. To obtain credit for the conference, attendees must also participate in a post-conference discussion session.</p> <p style="text-align: center;"><i>Activity Coordinator: Jessie Hopkins</i></p>
<p style="text-align: center;">Cultural Competency Book Group</p> <p>Participate in a structured discussion of the book <i>Working With Differences In Communities: A Handbook For Those Who Care About Creating Inclusive Communities</i>, by Ann C. Schaubert. Participants will be given one hour of work time each week to read the assigned section and then participate in a one-hour discussion of the reading.</p> <ul style="list-style-type: none"> ➤ Duration: 8 sessions, June 7 – August 2 <p style="text-align: center;"><i>Activity Coordinator: Eugene Newbill</i></p>	<p style="text-align: center;">Developing Culturally Competent, Inclusive Libraries – A Panel</p> <p>Four librarians from around the state will present projects and/or practices their libraries are implementing to create culturally competent, inclusive services for specific groups within their community. This session will be 1.5 hours, and will occur in October.</p> <p style="text-align: center;"><i>Activity Coordinator: Katie Anderson</i></p>
<p style="text-align: center;">Cultural Competency Video Viewings</p> <p>View the screening of a new cultural competency video from the library's collection and participate in a discussion of the material presented. Total time for each session will be either 60 or 90 minutes.</p> <ul style="list-style-type: none"> ➤ March 22, 2:00 pm – Understanding Prejudice (90 min session) ➤ May 8, 2:00 pm – Hispanic Americans: One or many cultures (90 min session) ➤ July 19, 2:00 pm – Celebrating Differences (60 min session) ➤ October 2, 2:00 pm – A Family Gathering (90 min session) <p style="text-align: center;"><i>Activity Coordinators: Alice LaViolette and Susan Westin</i></p>	

If you have any other questions, please talk to any member of the Cultural Competency Committee:

Katie Anderson, LeAnn Bromeland, MaryKay Dahlgreen, Jessie Hopkins, Robert Hulshof-Schmidt, Crystal Knapp, Alice LaViolette, Mary Mayberry, Eugene Newbill, Susan Payseno, Robin Speer, Susan Westin

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ATTACHMENT B – Midpoint Announcement

Email from MaryKay Dahlgreen, August 3, 2007

Subject: Cultural Competency Initiative: How it is going!

Dear Colleagues:

Since we are about halfway done with the 2007 OSL Cultural Competency Initiative, the Committee wanted to give everyone an update on our progress. I believe that our presentation/interaction today with the four Chinese-American librarians is a great example of the level of participation and the quality of information we are receiving. If you weren't there, you missed hearing a large portion of the OSL staff speaking Chinese in unison. Jim, you have some catching up to do.

Every staff member who was employed by OSL at the time attended a two hour training with Miguel Valenciano that kicked off the initiative. Participants were enthusiastic and evaluations were glowing. After the initial required training staff has the opportunity to participate in two or more additional activities, selected from quite a wide variety of programs put together by CCC members.

On May 23rd Jim Martin gave a lecture on Frances Victor Fuller and on November 14th Linda Tamura will be giving a lecture on Japanese American WWII veterans from the Hood River area. Lectures are followed by a discussion for interested staff. A number of staff members attended the YWCA Cultural Competency Conference and were delighted with the poetry of Oregon's Poet Laureate, Lawson Inada, the keynote speaker.

After a slightly shaky start, the book group got off the ground this past Wednesday. We will be reading and discussing Sherman Alexie's Reservation Blues. You can still join; books are available in LD, and the group will meet Wednesday at 10:30 for four more weeks (we will be on hiatus on August 29th). We discuss two chapters a week. Interested staff will also be taking a field trip to the Salem Public Library on October 18th to hear Sherman Alexie speak. This is not part of the requirements for the discussion group since it is after hours and tickets price will be paid by individuals.

On October 11th from 2:00 to 3:30 in room 103 we will have a panel of public and tribal librarians who provide programs and services to a culturally diverse population. They will be sharing those ideas and experiences with us. There will also be an additional showing of M.E.E.T. Generations DVD for those of you who missed it. That showing will be on September 20th from 10:30 to noon in room 103.

Thanks to the members of the Committee and members of the OSL staff who have worked so hard to make these events happen and been enthusiastic participants.

MaryKay and Robert, Co-chairs

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ATTACHMENT C – Wrap-Up Announcement

Email from Robert Hulshof-Schmidt, November 27, 2007

Subject: 658.3142 - Cultural Competency Initiative 2007

Dewey Salutes: The Whole State Library!

Everyone,

We just had the wrap-up discussion on our 2007 Cultural Competency Initiative at the CCI Committee meeting. Congratulate yourselves on a very successful library-wide initiative. Here are some quick facts:

- We had twelve different sessions, including the kickoff mandatory training.
- The average OSL employee attended 2.58 sessions.
- Top attendance honors go to Alice and Robin at 6 sessions each; Eugene and Susan W. were a close second at 5 sessions each.
- The average turnout for a session was 9.9 people.
- The Chinese cultural panel had the best attendance with 23 people, followed by the May video screening, "How Biased Are You?" with 21.
- OSL staff accumulated over 390 training hours through this initiative!

Please watch for a couple of announcements regarding our wrap-up activities for the 2007 Initiative. Thanks to everyone for their participation and collaboration. This has been a great experience!

Special thanks to the CCI Committee for great planning and facilitation:
Katie, LeAnn, Joel, Jessie, Crystal, Alice, Mary, Eugene, Susan P., Robin, and Susan W.

We're looking forward to great continued success in 2008.

Robert & MaryKay
CCI Committee Co-Chairs

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ATTACHMENT D – Additional Activities Announcement

Email from Robert Hulshof-Schmidt, May 9, 2007

Subject: Additional Cultural Competency Activities

Everybody,

We're making real progress on the 2007 Cultural Competency Initiative. There was a great turnout for the video yesterday. We have three other activities this month (the May lecture, the YWCA Conference, and Tribal Information Day (a late addition to the list)).

A couple of people have asked about attending activities that are not on the handout and counting those activities toward participation in the Initiative. We discussed this at the Cultural Competency Committee meeting yesterday. We agreed that it makes perfect sense to expand the program in ways that increase the diversity of offerings.

So...if you find an event that you'd like to attend, here's what you need to do:

1. Send all the relevant information about the event (topic, agenda, location, time, etc.) to MaryKay and Robert. As the committee co-chairs we will let you know if the activity you've identified is a good fit for the Initiative.
2. If the activity will take place during the workday, you'll need to go through the regular steps to get permission (and coverage where necessary) from your team to be away from your everyday duties.
3. If the activity will take place outside of regular work time, you will need to attend it on your own time (no flexing, comp time, etc. to cover).
4. You will need to report on the activity. You can take a reasonable amount of work time (coordinate with your manager) to prepare the report. Please send a written summary of what you attended and what you learned to all staff and do a short verbal report at a team meeting.

We are also willing to entertain additions to the list that multiple staff can attend (like we did with Tribal Information Day), so feel free to pass those along as well. We don't want to dilute the existing activities too much, but we're very open to additional ideas.

Please let MaryKay or me know if you have any questions or comments.

Thanks,
Robert