

Cultural Competency 2007

A Year in Review

CCI by the Numbers

- The average OS� 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
- OS� staff accumulated over 390 training hours through this initiative!

Oregon State Library 2007 Cultural Competency Initiative

From March through November, OS� 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;">OS� Lecture Series and Discussion</p> <p>Both the May and November OS� 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: right;"><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 of 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: right;"><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> <p>➢ Duration: 8 sessions, June 7 – August 2</p> <p style="text-align: right;"><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: right;"><i>Activity Coordinator: Katie Anderson</i></p>

Cultural Competency Video Viewings

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.

- 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)

Activity Coordinators: Alice LaViolette and Susan Westin

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



Jim

“I think your committee did a wonderful job and I hope it is just the beginning of our commitment to cultural competency.”

Becoming Culturally Competent: A Life Long Journey



■ Miguel Valenciano

Definitions of Cultural Competency

CULTURAL COMPETENCY IS NOT...

- ❑ About sensitivity and awareness, but skills and taking action
- ❑ A recipe that tells you what to do with certain groups of people, but tools and skills that will help YOU decide what to do
- ❑ Being politically correct, but taking the initiative to acquire the information you need, as well as being willing to learn from mistakes
- ❑ Using information to create new stereotypes, but building relationships with individuals and learning how they fit in their identified cultural contexts
- ❑ Affirmative Action and hiring people who look like the clients, but ensuring all staff are able to work effectively with clients from a variety of different cultural groups
- ❑ A separate, isolated program or quick fix, but an ongoing, evolving, integrated approach to service provision that permeates all levels and functions of the organization



Alice

“Miguel’s statement that ‘You don’t know what you don’t know you don’t know’ has really stuck with me.”



Andrea C.

“One of the important tools that I learned during this is to assume positive intent from others.”

Generations: M.E.E.T



+





Jerry

“The irony of ‘microwave generation’ as applied to 20 something’s totally got me.”

Chinese-American Panel

欢迎
中国
美国
朋友

Huān yíng
Zhōng guó
Měi guó
Péng yǒu

Welcome
China
America
friend

来
到
去

Lái
Dào
Qù

Come
Arrive
Go

图书馆
图书馆长

Tú shū guǎn
Tú shū guǎn zhǎng

Library
Library director

好
不好
很好

Hǎo
Bù hǎo
Hěn hǎo

Good
Not good
Very good

您好!
你好吗?
我好

Nín hǎo!
Nǐ hǎo ma?
Wǒ hǎo

How are you?

谢谢
谢谢您
不谢

Xiè xiè
Xiè xiè nín
Bù xiè

Thanks
Thank you
No thanks/ You are welcome.

■ Rosalind Wang

■ Amy Lee

■ Jan Wang

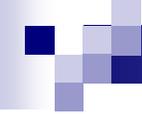
■ Angela Lee

Crystal

“I have two memorable moments...

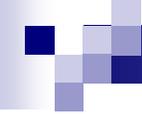
Don't ever give a Chinese person a clock or a watch b/c they'll interpret it that you want to send them to their grave!

Also, I was amazed at the pictures we saw from the Xiamen municipal library. The building is spectacular. They even have an indoor koi pond inside their library.”



Kate

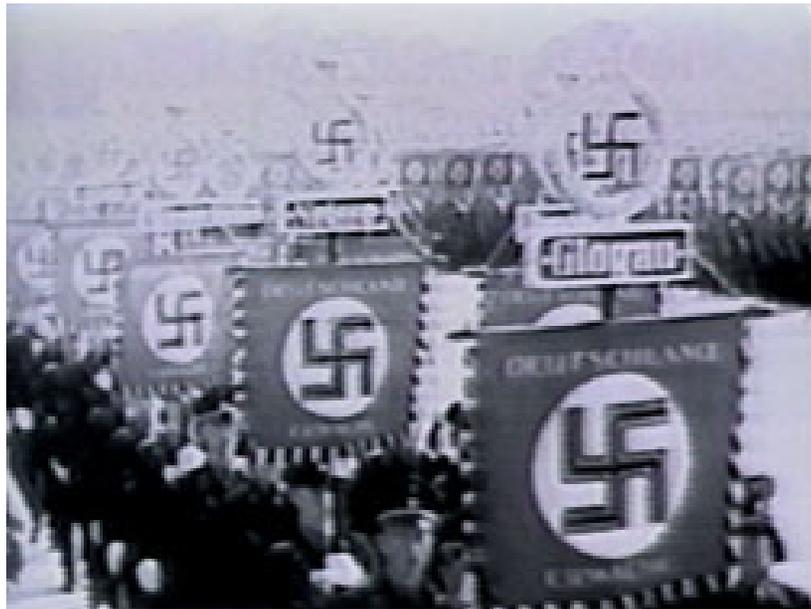
“I enjoyed our Chinese Visitor Panel. I learned some key words and used a few during the visits of Chinese librarians. I put into practice some non verbal etiquette, especially when greeting ...”
...



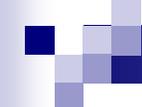
Robert

“The one thing that really stands out for me was sitting in a room full of people trying to learn a handful of useful Chinese phrases. Everybody really participated, spoke up, and had fun!”

Understanding Prejudice



- This program discusses the nature of prejudice and its effects on individuals and society. The focus is on the following questions: Where does prejudice come from? Why does it exist? Where are we headed as a society? Included are a historical overview of prejudice and definitions of key terms, such as discrimination and bigotry. Interviews illuminate different kinds of prejudices and stereotypes. The topics of multiculturalism, homosexuality, “politically correct” language, the role of the media, and religion are discussed.



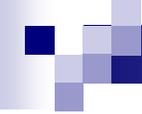
Jey

“I thought the CCI training was well-planned and executed, and I enjoyed the events I attended.. What worries me, however, is that it seems so easy to fall into the "Isn't that awful" mode, but perhaps not really look at how I react to people now.”

YWCA Diversity Conference



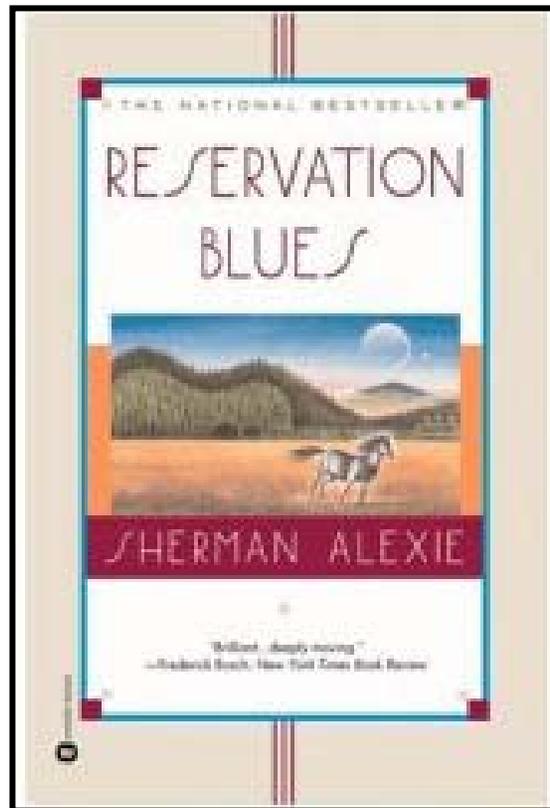
**eliminating racism
empowering women
ywca**



Anonymous

“Without realizing I had a prejudice, I tended to assume that veiled Muslim women were uneducated and oppressed. I was surprised to find that some have advanced educations and also that some have protested to get the right to wear a veil in public to honor their religious traditions.”

Reservation Blues by Sherman Alexie



Alice

“The book group read Reservation Blues by Sherman Alexie. The book is both funny and sad. Alexie gives the reader insight into what it feels like to be caught between a dead-end life on the rez and an unattainable life in the white-man’s city.”

Urban Indian Blues

I’ve been relocated and given a room
In a downtown hotel called The Tomb
And they gave me a job and cut my hair
I trip on the rats when I climb the stairs
I get letters from my cousins on the rez
They wonder when they’ll see me next
But I’ve got a job and landlady
She calls me chief, she calls me crazy...

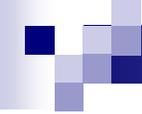
- from Reservation Blues by Sherman Alexie



Elke

“From participating in the book discussion group for Reservation Blues:

Before this experience, I felt like I had a good grasp on modern Native American culture. After reading the novel and participating in so many discussions, I found that I gained new insight into a culture that I had begun to take for granted.”



Anonymous

“I was in the reading group, and was struck by the universals we all share; the things we all have in common that make us human. The differences are just as important, and we may never be able to truly walk in someone’s shoes – but by reading and listening and talking honestly with each other, we can narrow the gaps that have built up between us, and attempt to understand – or at least be familiar with – other cultures and histories.”

Developing Culturally Competent, Inclusive Libraries: Oregon Librarians share their stories

Robin Puccetti from
Independence Public Library

Rita Jimenez
from Multnomah
County Library

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 who have unique service needs.

Carol Reich
from Hillsboro
Public Library

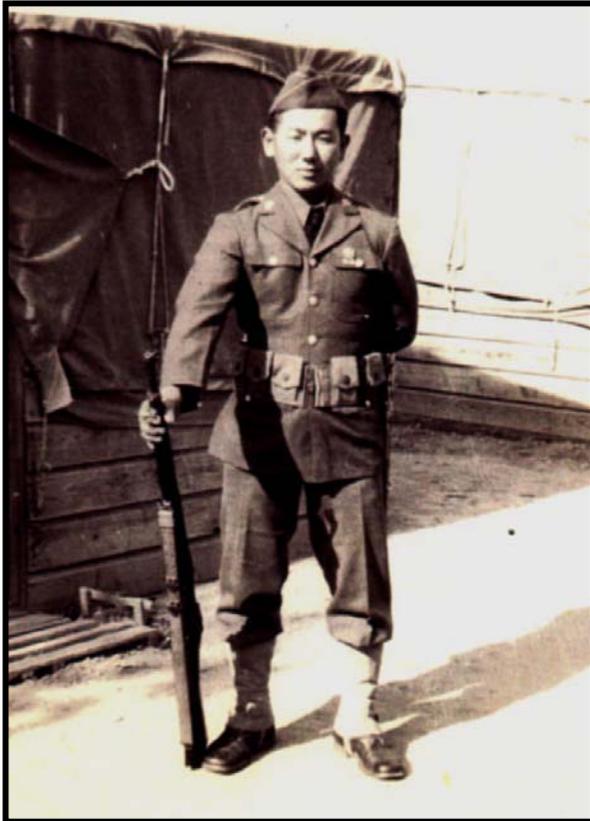
Marion Mercier from the
Confederated Tribes of Grand
Ronde



Robert

“It was really exciting to watch everyone dive into the programs and activities and really make the most of the initiative. I continue to be impressed with how engaged State Library staff are in their professional, personal, and cultural development.”

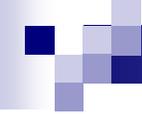
“A ‘Test of Loyalty’” lecture by Linda Tamura



Marion

“I learned a lot about the Japanese-American experience in WWII during one of the sessions I attended. Of course I knew about the internment camps, but even those I didn't learn about until much later in life...it wasn't taught in school. I didn't realize the extent of the ostracism and discrimination that existed for Japanese people in this country at that time.

I also really enjoyed the panel of Chinese librarians we hosted, and particularly remember them saying regarding party food to please not serve cheese, as Chinese people in general are not fond of dairy products!”



Jim

“The Cultural Competency Initiative was a great success and I hope to see these kinds of activities continue at the Library, whether in the form of an “initiative” or not. The highlight of the Initiative for me was Linda Tamura’s wonderful presentation in November, but I also was fortunate to be able to attend the National Tribal Libraries Conference in October and to be closely involved with the Horner Library Staff Exchange project this year. What a joy to be able to build relationships with colleagues from China and from tribal libraries and archives in Oregon and throughout the US!”



Anonymous

“I never understood, really, how bad the relocation camps for Japanese Americans were, or the depth of the hardships they suffered in World War II, until I read Lauren Kessler’s “Stubborn Twig.” It inspired me to begin to look at the amount of prejudice in our state, and its deep historical roots in state government and education. We, as a state, are not as culturally competent and aware as we like to believe.”