

## UMASS AMHERST LIBRARIES' COMMUNITY, DIVERSITY, AND SOCIAL JUSTICE ACTION PLAN

This action plan is written in response to the UMass Amherst Academic Affairs Community, Diversity, and Social Justice (CDSJ) Assessment Report issued in Fall 2003. In January 2002, the Academic Affairs CDSJ Team was constituted and charged with conducting an assessment as part of the campus-wide Community, Diversity, and Social Justice initiative. The Fall 2003 assessment report analyzes the results of the "Academic Affairs Survey of Employee Attitudes and Experiences" conducted in November 2002. In March 2004, Provost Charlena Seymour charged the Deans and Directors with developing action plans for their units on the basis of areas identified as calling for change. The key areas to be addressed in the action plans are Goals and Values, Personnel Policies, Work Environment, Management Practices, and Teaching and Learning.

In April 2004, Director of Libraries Jay Schafer tasked a Committee consisting of Allison Dolcey (Stacks Management Student Assistant), Michael Magrath (Stacks Management Supervisor), Anne C. Moore (Associate Director for User Services), Anne L. Moore (Access Services Coordinator), Kathy Nowicki (Serials and Microforms Assistant), and Dianna Williams (Assistant Director for Human Resources) to develop a CDSJ action plan for the UMass Amherst Libraries. Ninety library staff members replied to the November 2002 survey, a 70% response rate. The areas of concern identified in the library survey results include a lack of respect felt across job classifications (particularly by classified staff), outdated job descriptions, and lack of diversity within the Library staff. Therefore, the committee focused on writing actions that would address these areas of concern. The Committee drafted a plan outlining broad goals and specific actions which they believe will move the Library forward in creating a community committed to diversity and social justice. To ensure success, the Action Plan specifies the groups responsible for implementing each action and its intended start and completion date.

The CDSJ Action Plan draft was submitted to the Library's Senior Management Group and Staff Council for review and comment. Each of those groups solicited input regarding the draft from library staff. The CDSJ Action Plan was also a topic for discussion at an All Staff Meeting. This final plan was approved by the Senior Management Group on January 19, 2005 with the expectation that it will position the Library as a model of CDSJ activity on campus.

### **Definitions**

**Community:** An interactive environment which values the richness and differences of individuals and cultures while affirming our common humanity.

**Diversity:** A range of human, social and cultural characteristics which shapes our sense of self and our relationship to the social world.

**Social Justice:** Efforts to eradicate exclusion and promote full and equal inclusion and participation for all social groups.

[From pages 4 & 5, The CDSJ Initiative: A New Approach to Community, Diversity and Social Justice.  
[http://www.umass.edu/ohr/cdsj\\_report1.htm](http://www.umass.edu/ohr/cdsj_report1.htm)]

**I. Addressing Goals and Values**

**A. Enhance the sense of community in the Library.**

<b>Action</b>	<b>Implementation</b>	<b>Start Date</b>	<b>Completion Date</b>
1. Revise the Library’s Mission Statement to reflect its commitment to community, diversity, and social justice.	Senior Management Group Staff Council	January 2005	May 2005
2. Provide opportunities for social interactions to build community—staff picnics, holiday party, “sherry” party or end-of-semester celebration, social time after all-staff meetings, etc.	Staff Council	Spring 2005	On-going
3. Involve more staff in the work of the Library during the semester; e.g., staffing extended hours before and during exams, staffing the Information Desk during the first two weeks of the semester, welcoming guests to events, assisting with the setup of displays. Provide necessary training.	User Services Division, but participation by all	Spring 2005	On-going
4. Create a Staff Development Committee to recommend and facilitate staff training and enrichment opportunities.	Director of Libraries	February 2005	On-going
5. Sponsor “What We Are Reading” program—select a book to read, post a list of what staff recommends to read, host minority author book signings and discussions, which are open to the public.	Staff Council	Spring 2005	On-going
6. Host brown-bag lunches once a month with a film or speaker.	Events Committee	Spring 2005	On-going

**I. Addressing Goals and Values**

**B. Increase respect between classified and professional staff.**

<b>Action</b>	<b>Implementation</b>	<b>Start Date</b>	<b>Completion Date</b>
1. Establish program of in-depth departmental orientations for both professional and classified staff. This may initially be targeted to new and transfer staff.	Staff Development Committee	January 2005	On-going
2. Present an open house each month wherein staff of one department address their on-going functions and new initiatives to library-wide audience in a social environment.	Events Committee	Spring 2005	On-going
3. Create teams of professional and classified staff to teach skills/make presentations to other staff; e.g., Web skills/GUI for using MilCirc, ExLibris.	Staff Development Committee	Spring 2005	On-going
4. Award matching funds from the Staff Development endowment to provide opportunities for staff to attend staff development programs.	Staff Development Committee	Spring 2005	On-going
5. Present brown-bag lunches for reports and updates about conferences and workshops attended as well as publications.	Senior Management Group Staff Development Committee	Spring 2005	On-going

**I. Addressing Goals and Values**

**C. Enhance sense of community for Library staff within the campus.**

<b>Action</b>	<b>Implementation</b>	<b>Start Date</b>	<b>Completion Date</b>
1. Assign liaisons to service departments on campus—Everywoman’s Center, Stonewall Center, Disability Services, Alumni Affairs, Housing, Campus Activities Office, Athletics.	Associate Directors Liaison Council	January 2005	On-going
2. Create an Events Committee to coordinate Library events, including some open to the campus community.	Director of Libraries Staff Council	February 2005	On-going
3. Involve the Library in campus activities by opening the scheduling of Library meeting and event space to the campus.	Senior Management Group	Fall 2005	On-going

## II. Addressing Personnel Policies

### A. Increase the diversity of the professional and classified staff in the University Library. Recruit professional and classified staff from diverse backgrounds.

Action	Implementation	Start Date	Completion Date
1. Research additional sources for advertising vacant positions to target minority applicants.	Assistant Director for Human Resources CDSJ Team	January 2005	On-going
2. Support staff and student Library assistants who wish to attend library school with mentoring.	CDSJ Team	Spring 2005	On-going
3. Investigate adding descriptive information about the Library and the Amherst campus to our vacancy postings.	Assistant Director for Human Resources CDSJ Team	January 2005	On-going
4. Apply for a grant (possibly from the Institute of Museum and Library Services -IMLS) to establish a minority residency or internship program.	Director of Libraries Director of Library Development & Communications CDSJ Team	Spring 2005	Depends on Grant Application Process
5. Continue to offer workshops for staff on a broad spectrum of diversity topics.	CDSJ Team Staff Development Committee	Spring 2005	On-going
6. Investigate additional retention incentives; i.e., a mentoring program.	CDSJ Team	Spring 2005	On-going

### III. Addressing Management Practices

#### A. Ensure all Library job descriptions are accurate and up to date.

Action	Implementation	Start Date	Completion Date
1. Develop and implement a new procedure for updating classified job descriptions, including All Staff Meeting with campus Human Resources personnel.	Assistant Director for Human Resources Senior Management Group	January 2005	March 2005
2. Revise all Form 30s within the Library	Assistant Director for Human Resources Senior Management Group	January 2005	December 2005
3. Revise all professional job descriptions	Assistant Director for Human Resources Senior Management Group	January 2005	August 2005
4. Encourage the University to work with the state to update Library job classifications in Massachusetts.	Director of Libraries Assistant Director for Human Resources	January 2005	On-going

#### IV. Addressing Work Environment

##### A. Improve the work environment, both in the Libraries and on campus, and position the Library as a model in diversity and social justice for the campus and community.

Action	Implementation	Start Date	Completion Date
1. For users and staff, create a prominent announcement space to promote campus wide activities and information, perhaps starting with something as simple as a bulletin board, and progressing to include an information presentation system. This should be included in the plans for a learning commons. Postings and information should be actively sought through contact with campus organizations.	Events Committee	Spring 2005	On-going
2. Post information about cultural, national, and religious holidays on the Intranet.	CDSJ Team	Spring 2005	On-going
3. Include student representatives on Staff Council and other Library committees.	Staff Council Student Supervisors	Spring 2005	On-going
4. Improve the working climate for our student workers by: <ul style="list-style-type: none"> <li>a. Hosting activities to show our appreciation of student employees with departmental and Library-wide pizza lunches.</li> <li>b. Open some Staff Development training to students, particularly customer service- and diversity-related training.</li> <li>c. Encourage student growth and retention by providing opportunities to change job assignments and to assume increasingly more complex work assignments.</li> </ul>	<ul style="list-style-type: none"> <li>a. Events Committee Student Supervisors</li> <li>b. Staff Development Committee CDSJ Team</li> <li>c. Human Resources Student Supervisors</li> </ul>	<ul style="list-style-type: none"> <li>a. Spring 2005</li> <li>b. Spring 2005</li> <li>c. Spring 2005</li> </ul>	<ul style="list-style-type: none"> <li>a. On-going</li> <li>b. On-going</li> <li>c. On-going</li> </ul>
5. Provide a Library-wide student orientation each semester to build student knowledge and enhance performance.	Senior Management Group Student Supervisors	Spring 2005	On-going

## V. Addressing Teaching and Learning

### A. Create an atmosphere that is welcoming and comfortable as well as supportive to learning.

<b>Action</b>	<b>Implementation</b>	<b>Start Date</b>	<b>Completion Date</b>
1. Update furnishings	Administrative Services	Spring 2005	On-going
2. Improve lighting	Administrative Services	Spring 2005	On-going
3. Create a relaxed atmosphere by setting up more artwork and greenery.	Art & Exhibits Committee	Spring 2005	On-going
4. Improved signage	Senior Management Group Signage SWAT Team Administrative Services	Spring 2005	On-going
5. Create new or expand existing display areas through digitization and other means	Art & Exhibits Committee Special Collections & Archives	Spring 2005	On-going
6. Review and update exhibit procedures, so students and faculty can offer displays and artwork in the Library which reflect a diverse community.	Art & Exhibits Committee Senior Management Group	Spring 2005	On-going
7. Encourage faculty to display multicultural projects and hold events in the Library that they and their students have developed as part of their curricula	Liaison Council CDSJ Team Events Committee	Fall 2005	On-going
8. Create Web-based subject guides. Electronically distribute lists of new and relevant Library resources to faculty each semester. Ask faculty to discuss these resources with their students.	Liaison Council	Spring 2005	On-going



**V. Addressing Teaching and Learning**

**A. Create an atmosphere that is welcoming and comfortable as well as supportive to learning. (Continued)**

9. Strengthen tours and programs for international students and faculty by working with the International Programs Office.	User Services	Summer 2005	On-going
10. Create displays of books or art that highlight significant holidays or events from other cultures. Create reading lists to complement each display.	Art & Exhibits Committee	Fall 2005	On-going
11. Monitor access to Library services and facilities.	Health & Safety Committee Administrative Services	Spring 2005	On-going

**V. Addressing Teaching and Learning**

**B. Insure access by all to the Library's resources and services.**

<b>Action</b>	<b>Implementation</b>	<b>Start Date</b>	<b>Completion Date</b>
1. Expand the Archives and Special Collections online exhibit program.	Special Collections & Archives	Spring 2005	On-going
2. Invite members of the greater community to offer programs, workshops, art and displays that contribute to the education of the campus community concerning diversity and social justice.	CDSJ Team Events Committee Art & Exhibits Committee	Fall 2005	On-going
3. Partner with the <u>Daily Collegian</u> to write a series on the Library, including services offered, collection contents, and the history of the W.E.B. Du Bois Library.	Liaison Council Special Collections & Archives Director of Library Development & Communications	Spring 2005	On-going
4. Continue to distribute Library hours and information to Housing Services and RAs each fall for posting.	User Services	Spring 2005	On-going

***V. Addressing Teaching and Learning***

**C. Enhance a sense of community for all Library users.**

<b>Action</b>	<b>Implementation</b>	<b>Start Date</b>	<b>Completion Date</b>
1. Create a mural or display depicting places from which students, Library staff and student staff come, thus promoting a sense of identity and community.	CDSJ Team	Spring 2005	On-going
2. Create spaces specifically designed for students to congregate and talk.	Administrative Services	Spring 2005	On-going

***V. Addressing Teaching and Learning***

**D. Enhance the awareness of social justice by Library users.**

<b>Action</b>	<b>Implementation</b>	<b>Start Date</b>	<b>Completion Date</b>
1. Commission artwork to reflect the different ethnicities of the student population.	Art & Exhibits Committee Administrative Services	Fall 2005	On-going
2. Continue to publicize diversity programs and events taking place in either the community or on campus, with posters placed in areas where students gather.	CDSJ Team Art & Exhibits Committee	Spring 2005	On-going