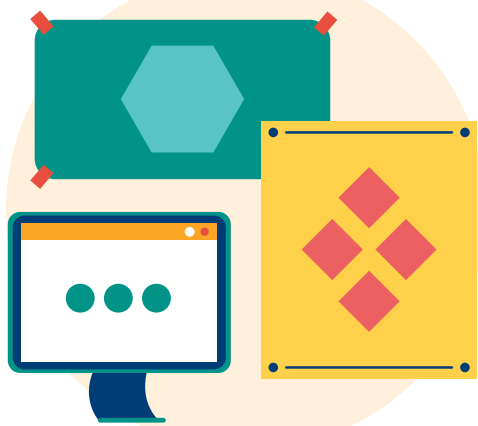


# Tips to Support DIVERSITY & INCLUSION at the Public Library

From the Diversity & Inclusion Training course, available on Infobase Learning Cloud



## Communicate the intention to work toward a diverse and inclusive environment.

- For library staff: Make sure they are informed and know why this is important to the success of the library and the community as a whole.
- For the community: Demonstrate your intentions with signage and library programming. Involve members of the community to create signage and programming in other languages.

## Recognize and allow for different communication styles.

Never assume that your audience uses language or communicates in the same way you do, whether they are staff members you've known for years or a new patron from a foreign land.



## Solicit engagement and listen! Take other people's suggestions to heart.

- Remind yourself that you are not always right, and you don't always have the answer.
- Younger staff may have different ideas about community engagement—give them a try!
- Host programs in foreign languages. Don't speak the language? Trust in those who do!



## Be an active listener! Don't interrupt. And ask more questions.

- Library leadership can set the tone for the library and the library's role in the community by being engaged and active listeners.
- Being thoughtful and considerate even in situations that are seemingly not a big deal make people feel accepted and welcome.



## EMPOWER yourself and EMPOWER your community!

Take the full Diversity & Inclusion Training course on the Infobase Learning Cloud!