1. Cowles Library Diversity Mission Statement

In accordance with Drake University’s strategic goal to “ensure that Drake students, faculty, and staff are able to function effectively as members of diverse local, national and global communities,” (http://www.drake.edu/facstaff/strategic_plan.pdf) Cowles Library acknowledges and commits itself to promoting awareness of and sensitivity to human differences. We recognize that the contributions made by diverse groups serve to benefit the personal, academic, and professional growth of all members of the Drake community.

The Library also recognizes its unique role in helping promote diversity by acquiring resources, both electronic and print, that strengthen the University’s efforts to promote learning and education in the areas of diversity and multicultural studies. The library’s collection must reflect this commitment by supporting research and study that enhances knowledge of our pluralistic society.

The Library provides the Drake community with equitable access to all of its information resources and services. Appropriate access is also provided to members of the Des Moines community. This access is guaranteed without regard to race, color, gender, religion, ethnicity, sexual orientation, disability, age, marital status, or class.

2. Management of Diversity

The Dean of Cowles Library, along with the members of the Library Management Council (LMC), are responsible for the overall development and implementation of the library diversity program. Action Items will be assigned to committees and staff members as needed.

3. Approach

The Library intends to be a leader in advancing diversity at Drake and has identified four major areas to address diversity efforts with the following five priorities for Spring 2006:

1. Create a “Diversity Speaker Series” and promote it to library staff and campus-wide.
2. Have the “Service & Quality Training Coordinator” position coordinating and promoting diversity training and serve as the staff liaison to the Center for International Programs and Services, and the Student Disability Center.
3. Have Supervisors promote diversity training/awareness in the “Staff Development” section of each employee’s performance goals as part of each employee’s personal and professional growth.
4. Administer a needs Assessment (Liaison Program, Survey, WorldCat Collection Analysis). To assess needs of collection (including monographs, media, and databases).
5. **Promote the resources we have acquired, as well as the Diversity Web Portal. (Marketing, Web Page, Liaison Program).**
Four Major Areas – Goals and Actions Items

• Diversity of Library Faculty and Staff

Goal 1—Recruit and hire librarians and staff from various backgrounds to increase the diversity of Cowles Library employees.

Action Items:

1. Continue to incorporate the EEO/Diversity Plan for Human Resources into the procedures for recruiting and advertising for position vacancies.
   Drake's Diversity statement -- Chapter 8 of the staff handbook: http://www.drake.edu/hr/staffhandbook/shspecialpolicy.pdf
   Nondiscrimination policy statement: http://www.drake.edu/hr/policies/Nondiscrimination%20Statement.pdf

2. Promote Librarianship as a career and encourage diversity in applicants to Library Science Programs. (Service & Quality Training Coordinator)

3. Promote staff membership on national committees having dialogues on diversity issues. Continue to investigate and join listservs and other communication forums that promote diversity in the workplace, and in the library in particular.

Goal 2—Recruit and hire student employees from various backgrounds to increase the diversity of Cowles Library student staff.

Action Items:

1. Continue to work with the Center for International Programs and Services and various ethnic and cultural organizations within Drake University to engender awareness of the benefits of employment in the library. (Library’s Marketing Committee) Create a staff liaison with the Center for International Programs and Services. (Service & Quality Training Coordinator position)
Goal 3—Develop an ongoing “Diversity Awareness & Tolerance” program for library faculty, staff and student employees to promote retention through training and knowledge. (Service & Quality Training Coordinator position)

Action Item:

1. Create and maintain a safe and comfortable workplace for all employees. All staff will act professionally and will display tolerance towards those with diverse backgrounds while performing their daily assignments. (Service & Quality Training Coordinator position)

2. Encourage staff to participate in diversity workshops and cultural events hosted by Drake University. Require all staff to demonstrate the inclusion of diversity workshops and cultural events in their individual staff development program. (Supervisors will be encouraged to promote diversity training/awareness in the “Staff Development” section of each employee’s performance goals as part of each employee’s personal and professional growth.)

3. Develop a systematic plan to provide release time and funds for staff to participate in diversity workshops on and off campus. Work with the Dean’s Office to identify activities and to arrange for attendance. Attendees to conferences and workshops will make presentations to library staff. (Primary responsibility: Library Dean & Budget Committe)

4. Provide in-library training highlighting the culture and needs of diverse populations. Work with Human Resources Department to implement training programs. (Service & Quality Training Coordinator position)
• Collections and Access

**Goal 1—Strengthen and enrich collections of print and electronic resources in the areas of diversity studies and multiculturalism.**

**Action Items:**

1. Review collection development input processes from diverse constituencies, including non-departmental groups; expand where possible. (Susan will provide Teri with a list of student organization contacts, and Teri will e-mail these groups and ask for feedback/input)

2. Continue to revise and monitor Library Approval Plan (s) to include (where appropriate) representation of multiculturalism/diversity resource materials.

3. Review core holdings in the appropriate areas of diversity – and acquire material to close gaps in the library collection. (When the *WorldCat Collection Analysis* piece is purchased in FY07 each Librarian will be assigned an area to evaluate)

4. Librarian Selectors should actively incorporate multicultural/diversity perspectives into all purchases recommended (regardless of subject area); peruse small publisher lists and those not normally considered “mainstream.”

5. Promote the availability and use of diversity resources through the Library Liaison program. (Semi-Annual Liaison Meeting & announcements to appropriate departments)

6. Establish a multicultural/diversity video/DVD collection (needs assessment will be undertaken perhaps via the Library Liaisons and/or a survey)

7. Add multicultural/diversity electronic database resources. All Librarians should recommend diversity database subscriptions to ERSC. (needs assessment will be undertaken perhaps via the Library Liaisons and/or a survey)

8. Select area(s) of the collection to develop in-depth holdings (e.g. African-American fiction); work with Drake Advancement secure funding for this program. (See #6 & #7—Work with Beth Cuddabeck)

9. Continue to develop and maintain the Diversity web Portal with pertinent links to subscribed-to databases, web resources, and recently purchased materials. (Teri/Susan/Mimi)
Goal 2—Improve physical access to and within the library.

Action Items:

1. Draft accessibility guidelines for insuring inclusive remote access to library resources (e.g., Universal Web site design, multilingual features, etc.) (Bruce & Scott)

2. Work closely with the Student Disability Student Center to identify unmet needs of disabled students as pertains to the library. (Service & Quality Training Coordinator act as “staff liaison”)

3. Assess adaptive equipment currently available in the library. Recommend purchase of additional equipment as deemed necessary. Seek appropriate campus funding for recommended purchases. Work closely with the Information Commons Ad Hoc Committee, and the Student Disability Center (who owns the so-called Arkenstone equipment) on these issues. (Service & Quality Training Coordinator will facilitate this process)

4. Offer PC fonts and keyboard templates for non-English languages. Work with the library’s Systems department to implement the purchase and installation of international fonts. (Bruce & Scott)

5. Review the status of physical access to the entire library facility. (Rod and/or designates will facilitate this process)
• Services and Outreach

Goal 1—Annually review library services (with focus on any new service created) to ensure that they are in accordance with the stated diversity goals.

Action Items:

1. Members of the Diversity Committee will review all documentation regarding library services each July to ensure they are in accordance with the stated diversity goal and make any necessary changes.

Goal 2—Celebrate and promote diversity to Drake clientele [faculty, staff, students, and alumni] through a variety of marketing approaches. (First Priority)

Action Items:

1. Members of the Diversity Committee will contact diverse campus organizations and groups to discuss what the groups would like to see offered in terms of collections, resources, services and/or events and to determine useful ways to communicate/promote them to these groups.(See Goal #1, Action Item #1, under “Collections and Access”)

2. Marketing committee will create and promote a schedule of exhibits/events for the year that highlight and promote our ethnic collections. Potential means of promoting include: the Library Liaison program, library webpage, LIBANNOUNCE listserv, Library Newsletter and Library lobby kiosk; OnCampus; TD articles/ads; and “Blue” (Alumni publication).

3. Marketing committee will promote diverse resources, collections, information technology, and services using the Library webpage (& subject portals) LIBANNOUNCE listserv, Library electronic newsletter, Library lobby kiosk, and other means as they are identified. (More of promotion(s) should be accomplished via the Library’s Web page→Scott)

4. Identify and suggest speakers to the Dean and selection committee for the Cowles “Live” Lecture Series that will engage the Drake Community in a dialog on diversity issues, information resources and learning processes.

5. Create a “Diversity Speaker Series” (loosely based upon Susan’s Diversity FYS) for the library and promote it campus-wide (Susan and the Service and Quality Training Coordinator)
**Goal 3**—*Expand outreach efforts to the area community by promoting diversity through a variety of cultural program approaches.* (Make significant progress in Goal #2 (above), then focus on Goal #3)

**Action Items:**

1. Members of the Diversity Committee will identify and contact diverse community organizations and groups to determine useful ways to communicate/promote collections, resources, services and/or events to these groups.

2. Members of the Diversity Committee and Collection Development Unit will identify collections, resources, services and/or events appropriate to promote to these groups.

3. Identify and suggest speakers to the Dean and selection committee for the Cowles “Live” Lecture Series that will engage the Drake Community in a dialog on diversity issues, information resources and learning processes.

4. Establish initiatives to capture and record the cultural legacy of Des Moines (using the Drake Digital Repository); examine the feasibility of establishing a training program for area community groups focused on developing skills for preserving the cultural record.
• **Library Instructional Program**

**Goal 1** — Infuse diversity awareness and provide for integration of knowledge into Library instructional activities, including LIB046 class.

**Action Items:**

1. Create an environment that honors diversity by exploring alternative learning styles (e.g. Gardner’s concept of multiple intelligences) that might be more conducive to promote learning for a diverse student population.

2. Encourage teaching methods that incorporate using examples of diverse populations.

**Goal 2** — Become a resource for the Drake faculty to assist them in their integration of diversity awareness into their curricular offerings.

**Action Items:**

1. Provide resources, both online and print, which explore and implement best pedagogical practices for integrating diversity concepts into the curriculum.

2. Keep departmental liaisons informed about recently acquired materials on Diversity.