Social Justice Partners: a service design toolkit for library response to campus tensions

ACRL NEC 2017 #acrlnec17 #sjpartners
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In this session, you will:

1. Reflect on social justice work in libraries
2. Explore strategies for long and short term planning
3. Identify partners
4. Examine library and campus culture
1. Brainstorm

*What is social justice work in the library?*
Social justice brainstorm

1-minute paper:
Think about your library and how is it structured.

Can you describe it?

How do you see social justice as part of this work?
Social justice brainstorm

In your group, pick out keywords and short phrases and write them on your post-it notes.

Can you organize them into groups?
Session Outline

1. Background and context
2. The project
   a. Partner interviews, service design, organizational culture
   b. Toolkit
   c. Case study
3. Lessons learned
4. Mapping social justice on your campus
To our campus community,

The UNH Library welcomes and supports all UNH students, faculty, staff, and community members regardless of one’s race, color, sex, sexual orientation, gender identity or expression, class, religion, disability, age, ancestry, national or ethnic origin, genetic information, or veteran, marital, or citizenship status. We celebrate diversity within our campus community and recognize that embracing the values of inclusion and equity for all makes us stronger.

The UNH Library honors the values of our profession and our University by upholding your rights to open and free access to information tools and resources, privacy and confidentiality, the exchange of ideas, and learning environments that are free of discrimination, harassment, and intimidation. We continue to collect and preserve scholarship that is inclusive of many voices and experiences. We reaffirm these beliefs, values, and our role in our community by providing opportunities for discourse, reflection, and learning in our virtual and physical spaces.

The faculty and staff of the UNH Library are committed to diversity, inclusion, equity, and social justice. We pledge to act in solidarity with our community members by:

- Listening to you
- Educating ourselves actively and continuously
- Responding when we witness discrimination, harassment, bullying, and intimidation
- Upholding the UNH Discrimination and Discriminatory Harassment Policy
- Serving as accountable partners, especially to those who have been oppressed, made vulnerable, or marginalized, as we design, revise, and implement library policies and practices

We invite you to approach us—to use our library buildings and resources, to talk with us, to ask for help, and to share your feedback about the library. We encourage you to work with us to create an inclusive, collaborative, safe and welcoming space for all in our community, a space where people feel emboldened to learn and grow and thrive.

Our library is for everyone. You belong here.
Launching the statement
Listening
Responding
Our social justice commitment
Educating ourselves
Serving as an accountable partner
Creating Readiness for Social Justice Action

Service design
Through social justice partnerships

Organizational culture
Evaluating practices and procedures

Social justice response
Steps for active engagement on campus
Identify your partners

How do we identify partners?

What questions are we asking?
What do we want to learn?

Vulnerable/Marginalized individuals on campus
How do we actively reach these individuals?

Information Sharing
How can we support you?

How do we prioritize?

Student success
Fac/Staff success
Campus climate

*Recognize our organizational structure
+how we are set up to support

Pieces will also help support staff, fac/grads, etc.

Who is not a partner?
Talk to your partners

- What is your mission and vision?
- Who do you primarily support?
  - Tell us about your users and their needs.
- Tell us about your programming, events, spaces, knowledge needs, resources, spaces, etc.
- What are the biggest challenges to your work?
  - Structure? Staffing? Funding?
- What are your greatest successes and strengths?
- What do you see as gaps in campus support?
Organizational culture

Display debacle
Political orgs feud after MUB poster removal

UNH CRs @UNHCRs
3d
Shocked to see a partisan display at @UofNH? Why a political stance? Trump resistance? SAD. @UNH_MUB #nhpolitics slate.me/2jThsS

UNH CRs @UNHCRs
2d
Replying to @UNHCRs @uofnh @UN...
Just had a discussion with @UofNH admin about display. Happy to see that they are taking this seriously. In search of a solution. Thanks!

UNH Democrats @UNHDems
Replying to @UNHCRs @uofnh @UNH_MUB
They were donated. Sad that we live in a world where diversity and inclusion is radical and partisan. Not cool CR's not cool. #nhpolitics
3:05pm - 20 Apr 2017 - Twitter for iPhone

Andrew Frapplea @Frapplesw 4h
Replying to @UNHCRs @UofNH @UNH_Dems... Clearly not if you're having these taken down.

Chingona ❤️ @LaSirena_bo 1d
Replying to @LaSirena_bo @UNHCRs...
FWI that's sooooo important for people of color. This wasn't political and it's upsetting that y'all made it that and have now in turn made...

Chingona ❤️ @LaSirena_bo 1d
Replying to @LaSirena_bo @UNHCRs...
POC on campus feel targeted and displaced at the school they attend...

gramma61 @gramma61 25m
Replying to @UNHCRs @UNHDems...
Obviously you don't.
“If you are trying to drive up a hill, neutral is basically the same as reverse”

*Closing comments at NDLC paraphrased at ALA Midwinter reported on Twitter. http://bit.ly/2oYSSaJ*
This work shines a light on everything about your organization

**The Good**
Many kind, creative, compassionate, and radical individuals in our library
Strong tie-in to campus strategic plan and high level initiatives

**The Bad**
Cannot assume that decisions-makers see the role of the library within the social justice landscape
This work is seen as political, which raises red flags

**The Messy**
This work takes time and patience
Social justice response planning: a two-tiered toolkit

**Preparing**

- Identifying partners, challenges, and resources
- Establishing relationships
- Creating awareness and communication channels
- Professional development
- Exploring campus culture
- Developing an action plan

**Responding**

- Understanding the tension event
- Activating existing resources and expertise
- Showing support
- Implementing an action plan
Access our toolkit

bit.ly/SocialJusticePartners
Case Example

The MUB wall
Applying the toolkit

<table>
<thead>
<tr>
<th>Plan &amp; Prepare</th>
<th>Take Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Review policies for inclusion in the IR</td>
<td>Reach out to partners</td>
</tr>
<tr>
<td>Room reservation policies</td>
<td>Offer space</td>
</tr>
<tr>
<td>Display &amp; exhibit policies</td>
<td>Social media campaign</td>
</tr>
<tr>
<td>Review collection policies</td>
<td>Visualization of statistics on LCD screens</td>
</tr>
<tr>
<td>Create a shared mission in the library as a partner</td>
<td>Digitize for IR</td>
</tr>
<tr>
<td></td>
<td>Repurpose past exhibits</td>
</tr>
<tr>
<td></td>
<td>Highlight collections</td>
</tr>
</tbody>
</table>
Lessons learned

Radical, Rogue & Political
Any actions can be seen as unsanctioned, unorthodox, and political. Be prepared to defend all levels of work.

Communicate, Listen & Hear
Don’t assume that communication happens naturally

Patience
Remember that everyone is learning and improving. Be ready for more no’s than yes’s at the beginning.

Out of the Woodwork
You will be surprised who has an opinion and who is upset.

Celebrate
There is a lot of emotional labor in this work. Celebrate your victories.

Your Students
Don’t forget that students workers are part of the library. They should be considered, listened to, and involved
2.

Mapping your campus partners

Where is social justice work happening on campus?
Thank you!

Questions and comments welcome
Credits

Presentation template from SlidesCarnival

Stock photos from Unsplash, Pexels, and Pixabay

UNH photos from Resource Space

UNH news stories:

- TNH - SHARPP street harassment wall dismantled
- TNH - Display debacle: political orgs feud after MUB poster removal