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## Social Justice Partners: A Service Design Toolkit for Library Response to Campus Tensions

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# Social Justice Partners:

a service design toolkit for library  
response to campus tensions

ACRL NEC 2017 #acrlnec17 #sjpartners





# University of New Hampshire


## Library

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A close-up photograph of a yellow ruler and a red pencil on a blue surface. The ruler is in the foreground, showing markings from 7 to 15. The pencil is in the background, slightly out of focus. The text "In this session, you will:" is overlaid on the left side of the image.

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

# UNH Library Diversity & Inclusion Steering Committee

In November of 2016, DISC was formed and charged with drafting a statement in support of campus diversity and inclusion efforts

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





# 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

# Service Design

## 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  
vs.

How can we support you?

How do we prioritize?

Focus on  
Students  
BUT

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

Student success  
Fac/Staff success

Campus Climate

\*Recognize our  
organizational structure

+how we are set up  
to support

Who is not  
a partner?

# Service Design

## 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



**UNH CRs** @UNHCRs 3d  
 Shocked to see a partisan display at @UofNH Why a political stance? Trump resistance? SAD. @UNH\_MUB #NHpolitics slate.me/2JTfhSS



⬅️ ↻️ ❤️ ⋮



**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 the 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

1 REPLY 1 RETWEET 20 LIKES

⬅️ ↻️ ❤️ ⋮

Reply to @UNHDems @UNHCRs @...



**Chingona** ❤️ @LaSirena\_bxo

Replying to @UNHCRs @UofNH @UNH\_MUB You removed artwork that promoted diversity and inclusivity by labeling these divisive. These made a lot of people feel accepted and at a-

1:53pm - 20 Apr 2017 - Twitter for iPhone

1 REPLY 8 LIKES

⬅️ ↻️ ❤️ ⋮

Reply to @LaSirena\_bxo @UNHCRs ...



**Chingona** ❤️ @LaSirena\_bxo 1d  
 Replying to @LaSirena\_bxo @UNHCR...

PWI 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\_bxo 1d  
 Replying to @LaSirena\_bxo @UNHCR...

POC on campus feel targeted and displaced at the school they attend.

⬅️ ↻️ ❤️ ⋮

inclusion is radical and partisan. Not cool CR's not cool. #nhpolitics

7:05pm - 20 Apr 2017 - Twitter for iPhone

REPLY 1 RETWEET 20 LIKES

⬅️ ↻️ ❤️ ⋮

Reply to @UNHDems @UNHCRs @...



**UNH CRs** @UNHCRs 20h  
 Replying to @UNHDems @UofNH @U...

Even if they were donated, they are still a political statement. We support diversity and inclusion.

⬅️ ↻️ ❤️ ⋮



**Andrew Frappiea** @Frappeeser 4h  
 Replying to @UNHCRs @UNHDems a...

Clearly not if you're having these taken down

⬅️ ↻️ ❤️ ⋮



**UNH Democrats** @UNHDems 4h  
 Replying to @UNHCRs @UofNH @UN...

After researching they aren't a partisan political statement

⬅️ ↻️ ❤️ ⋮



**grammar61** @grammar61 29m  
 Replying to @UNHCRs @UNHDems a...

Obviously you don't.

⬅️ ↻️ ❤️ ⋮



**grammar61** @grammar61 25m  
 Replying to @UNHCRs @UNHDems a...

"We the people" is now a political statement. Good grief.

⬅️ ↻️ ❤️ ⋮

THE INDEPENDENT STUDENT PAPER OF THE UNIVERSITY OF NEW HAMPSHIRE SINCE 1911

## THE NEW HAMPSHIRE

TNHDIGITAL.COM

THURSDAY, APRIL 27, 2017

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# Display debacle

*Political orgs feud after MUB poster removal*



WE THE PEOPLE



WE THE PEOPLE



WE THE PEOPLE

COURTESY OF EMERSON DOBSON

BY GATES MACPHERSON  
 STAFF WRITER

Posters of Muslim, Latina and African American women painted in red, white and blue, scripted with "We the People" underneath were hung in the Memorial Union Building

**DISPLAY** (continued on page 3)

An aerial photograph of a winding asphalt road on a steep, rocky, brownish-orange hillside. A small white car is driving on the road, which curves sharply to the left. The terrain is rugged and appears to be a desert or high-altitude environment. The text is overlaid in the center of the image.

**“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



## Tools for:

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

## Tools for:

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

Access our  
toolkit

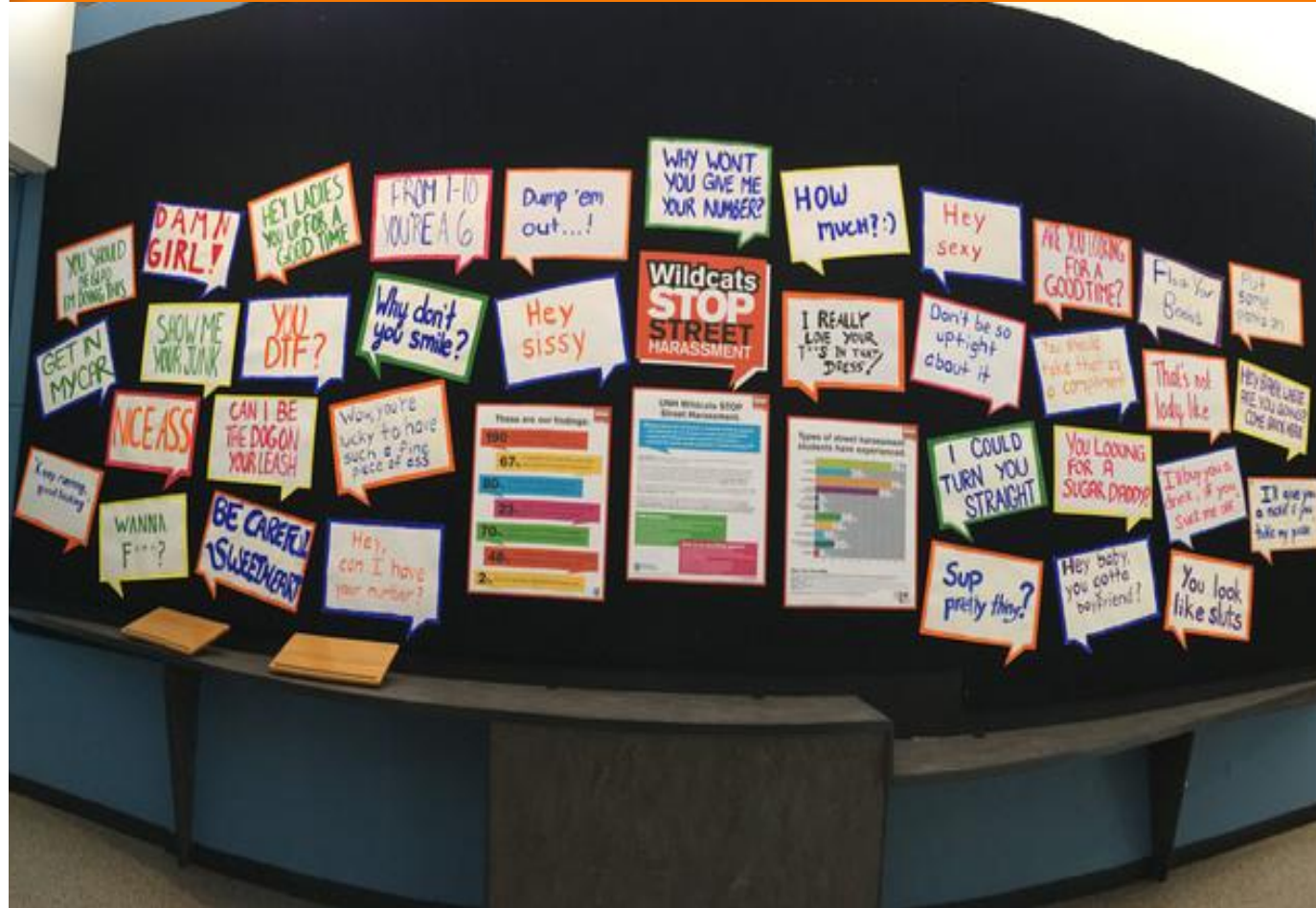
[bit.ly/SocialJusticePartners](https://bit.ly/SocialJusticePartners)

# Social justice partnerships



# Case Example

The MUB wall



# Applying the toolkit

## Plan & Prepare

Review policies for inclusion in the IR

Room reservation policies

Display & exhibit policies

Review collection policies

Create a shared mission in the library as a partner

## Take Action

Reach out to partners

Offer space

Social media campaign

Visualization of statistics on LCD screens

Digitize for IR

Repurpose past exhibits

Highlight collections

# 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](#)