



# DEIA Webinar Bundle

## Anti-Discrimination and Anti-Harassment Training for Management

In this webinar we will:

- Review sample Equal Employment Opportunity and Anti-Harassment policies.
- Provide an overview of discrimination and harassment law and prohibitions against retaliation.
- Provide specific examples of behaviors prohibited by the sample policies and the law.
- Identify recommended avenues to report discrimination and harassment.
- Identify expectations for workplace behaviors that go beyond the law.
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Presenters: John Gerak & Katie Sanz

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## Beyond Rosetta Stone: How Libraries Can Support English Language Learners

Providing Library access to English Language Learners (ELL) can be much more than developing your foreign language and ESL collections. Those learning English can have more pressing information needs and all staff can play a part in creating a welcoming environment. Keep ESL patrons coming back (hint, it's not just the free services but the new connections and relationships they make at the Library) and provide programming opportunities for the entire community to engage.

Learning objectives:

- How to effectively welcome the ELL community into the Library using best practices in outreach
- How to engage ELL patrons with staff encounters, signage, relevant programming, collections and volunteerism
- Learn about grant funding and potential community partnerships

Presenter: Ginger Hofstetter

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## Building Empathetic Collections: Fostering Empathy and Kindness in your Community

Literature creates a gateway to help library patrons understand concepts of empathy, compassion and kindness. Creating a curated collection of library resources inspires and fosters understanding of others and different perspectives and is the foundation of building a climate of empathy in the library. Empathy is transformative and can bring about positive change in the community.

Presenter: Meghan Harper, Ph.D, Professor, Kent State University in Kent, Ohio.

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## Cataloging is not neutral: improving equity and inclusion in resource description

Working toward equity and inclusion in library services is not just the responsibility of public-facing staff. As catalogers and other metadata professionals, viewing our controlled vocabularies and classification systems with a critical perspective can make us more aware of the inherent biases and oppressive language present in those systems. This presentation will discuss the political and social aspects of systems including Dewey Decimal Classification, Library of Congress Classification, and Library of Congress Subject Headings. It will give examples of problematic structures and language, and offer some practical steps libraries have undertaken to improve inclusion and social consciousness in the ways we describe our resources.

Learning Objectives:

- Participants will engage critically with the structural and cultural biases in controlled vocabularies and classification systems.
- Participants will examine specific examples of exclusionary language and problematic arrangement of resources used in libraries today.
- Participants will learn about measures libraries have taken to put critical cataloging into practice.

Presenter: Andrew Clark, Discovery and Metadata Librarian for Simmons University Library

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## Disability 101

This session will be a broad introduction to what disability is, what the Americans with Disabilities Act says, and how we in libraries can assist patrons with disabilities who use our services and spaces. We will cover a variety of topics including some disability statistics, examples of good and poor accessibility, as well as where to get more information.

Learning Objectives:

- What is a disability?
- Americans with Disabilities Act
- How libraries assist patrons with disabilities
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Presenter: JJ Pionke, Applied Health Sciences Librarian at the University of Illinois at Urbana-Champaign

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## Disability 201: Disability in the Workplace: Let's talk about accommodations and boundaries

This session will briefly talk about the Americans with Disabilities Act and what the law says about accommodations. Then we will segue into a discussion of what the accommodation process can look like and what to prepare for. Finally, we will discuss boundary setting and tips and tricks to navigating library workplaces with disabilities, especially chronic ones. This session will involve lecture, with a QA to follow, however questions are encouraged throughout the session.

Learning Objectives:

- Overview of Americans with Disabilities Act
- Accommodations
- Navigating library workplace with disabilities

Presenter: JJ Pionke, Applied Health Sciences Librarian at the University of Illinois at Urbana-Champaign

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## Disability 301: Recruiting a Person with a Disability: Dos and Don'ts

In this session, the presenter will talk about accessibility for people with disabilities during the accommodation process as well as increasing recruitment of people with disabilities. The presenter, a person with disabilities himself, will use personal experience to discuss these issues and will encourage questions throughout his session to elicit a robust discussion rather than a lecture.

Learning Objectives:

- Accessibility for people with disabilities
- Accommodations process
- Recruiting people with disabilities

Presenter: JJ Pionke, Applied Health Sciences Librarian at the University of Illinois at Urbana-Champaign

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## Diverse, Equitable, Inclusive, and Accessible: Putting DEIA into Practice in Your Library

Learn about the foundational principles of diversity, equity, inclusion, and accessibility and how they affect libraries. How is cultural competence and cultural humility applied in your library practice? How can your library work towards becoming more equitable and inclusive of both internal and external customers? What are the roles of managers and staff in working towards positive change across the organization? The presenter will share tips, resources, and sample programs that can be applied in a variety of library settings.

Learning Objectives:

- Learn about cultural competence and cultural humility
- Hear about ways to make your library more equitable and inclusive
- Learn how managers and staff can work towards positive change

Presenter: Caroline Smith, Inclusive Services Consultant at the South Carolina State Library

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## Diversity and Inclusion as an Essential Ingredient of Collection Building

Many colleges and universities are (re)affirming their commitment to equity, diversity, and inclusion. To highlight and demonstrate that commitment, all units from across the institution are being asked how they are advancing this work. The development of collections, both print and electronic, is essential in academic libraries. They are also an obvious way for libraries to support these initiatives. Courtney L. Young, University Librarian at Colgate University and a Past President of the American Library Association, will discuss the importance of developing a diverse academic library collection.

- Learning Objectives:
- The role of an intentionally diverse collection on a college/university campus
- The importance of diversity collection development statements
- Strategies for building a diverse collection
- The importance of assessing collections for diversity and inclusion

Presenter: Courtney L. Young, University Librarian at Colgate University

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## Diversity Works: Building an Inclusive Workplace

This highly interactive session will take an in depth look at the diversity in the workplace. The group will explore topics including the meaning of diversity and the benefits of a diverse workplace, inclusion, unconscious bias, and cultural competency and civility. Participants will discuss various workplace scenarios to explore these concepts. Training will include tips for creating an inclusive workplace and having difficult conversations about diversity and inclusion.

Learning Objectives:

- Benefits of diverse workplace, inclusion, unconscious bias, and cultural competency and civility
- Ways to have difficult conversations about diversity and discrimination

Presenter: Barbara Baker & Vanessa Bullock

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## Diversity Works: Understanding Discrimination and Harassment in the Workplace

This highly interactive session will explore the meaning of diversity and the benefits of an inclusive workplace. The session will cover discrimination and harassment laws and participants will discuss various workplace scenarios to explore discrimination vs. inappropriate behavior. Training will include tips for creating an inclusive workplace and having difficult conversations about diversity and discrimination.

Learning Objectives:

- Discussion of discrimination and harassment laws
- Tips for creating inclusive workplace
- Ways to have difficult conversations about diversity and discrimination

Presenters: Barbara Baker & Vanessa Bullock

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## Diversity, Equity and Inclusion in Youth Literature

All children need to see themselves and people in our world in books. Building an inclusive collection is challenging. It's more than a diversity list. It requires reflection, investigation, exploration, and analysis. Tiffeni Fontno, Head Librarian, Educational Resource Center, Boston College, will talk about diverse collection building, evaluating, and resources to acquire diverse children's literature.

Learning Objectives:

- Evaluating how cultural competency influences book selection and services
- Defining criteria to evaluate diverse children's literature
- Assemble resources to develop a profile for selecting diverse materials

Presenter: Tiffeni Fontno, Head Librarian of the Educational Resource Center at Boston College

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## Policing In Libraries and the Fog of Implicit Bias

Presenters Jarrett Dapier and Dr. Emily Knox will present information regarding how/why to reduce police presence in libraries, how to change white supremacist library policies, and how "the fog of implicit bias" influences who is considered a threat and who is not in our spaces.

Learning Objectives:

- Identify how police presence in the library can threaten patron safety, harm patrons, and cause lasting, unintended and traumatizing consequences for patrons
- See how anticipatory action, preventive practices and expanded resources are needed to avoid future situations that commonly lead to police calls
- To understand how the "fog of implicit bias" clouds judgment with regards to determining who is and who is not a threat worthy of police presence in your library and how to work to unlearn that bias

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## Everyday Disability: Welcoming Patrons with Disabilities

People with disabilities, be it physical, mental, or medical, are among the most disadvantaged in our society. According to the US Department of Labor, only 16% of people with disabilities will complete a Bachelor's and less than 50% will find gainful employment.

This session will offer actionable strategies for welcoming patrons and staff with disabilities into your libraries. A brief presentation will be followed by case studies with a focus on group brainstorming and a time for questions and discussion.

Presenter: Vera Hayes, Young Adult Librarian

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## Learning does not end in the classroom: Workbooks for self-directed learning about equity, diversity and inclusion

While classroom training has an important place in library staff education, learning is extended and reinforced when staff have the opportunity to work through difficult topics outside of the classroom. In order to support staff learning about issues of equity, diversity and inclusion, Multnomah County Library has developed a “Racially Just” toolkit, containing activities staff can use to learn on their own, with colleagues or in their staff groups.

### Learning Objectives:

- Recognize some of the indications that an organization is ready to support staff with self-paced learning about EDI
- Describe the process staff at Multnomah County Library undertook to develop self-paced learning about EDI, and how you might modify that process in your own organization
- Access resources to help with your own EDI training efforts

Presenter: Amy Honisett

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## LGBTQ+ Readers' Advisory

Join us for a series of book talks on LGBTQ+ fiction and non-fiction for young adult and middle grade readers. We'll talk about some classic LGBTQ+ titles as well as the newest offerings and examine resources available to provide your own recommendations. We will also talk about the importance of "own voices" books to teens and tweens, allowing libraries to better relate to their LGBTQ+ population and to provide better resources to their communities as a whole.

### Learning Objectives:

- Make recommendations to students asking for LGBTQ+ books and feel empowered to booktalk these resources for students who may not feel comfortable asking individually
- Gain familiarity with blogs, message boards, and review sites that focus on LGBTQ+ books and their place in the community
- Understand why it is important to provide “own voices” books to teens and tweens and understand the varying degrees of the LGBTQ+ spectrum

Presenters: Christopher Brackett, librarian at the James Weldon Johnson Community Library in St. Petersburg, FL & Tricia Smith, librarian in the St. Petersburg Library System

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## Now We're Talkin: Multilingualism at the Library

What lingual gems might your staff and community be hoarding? Learn how the Westerville Public Library has engaged their staff and community to reach non-native English speakers with name badges, grants, and community partners.

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## Programming for Intellectual and Developmental Disabilities

Rhonda Johnston, Adult Outreach Coordinator, Reed Memorial Library focuses on connecting historically underserved populations with library resources. She has transformed the storytime for adults with developmental disabilities into a fun and engaging learning session that has opened the door for this patron group to become fully integrated with what the library has to offer. They have seen incredible growth in the patrons.

Learning Objectives:

- Understanding our patrons
- Ways to be inclusive
- Inclusive programming

Presenter: Rhonda Johnston, Adult Outreach Coordinator, Reed Memorial Library

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## Services for Immigrants (and your community) - Lessons Learned from Library Services for Immigrants and New Americans

In her book *Library Services for Immigrants and New Americans*, Jennifer Koerber reviewed programs and services provided by more than 20 libraries across the country. In this webinar, she'll share 5 case studies and highlight the best practices they represent, including how to broaden the scope to include long-time residents and other community members.

Presenter: Jennifer Koerber

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## Welcoming Transgender Customers

As rights for transgender people continue to be challenged and threatened, Denver Public Library strives to be a welcoming place. Join us to learn how to provide excellent internal and external customer service to individuals at your library. This session will help participants reframe ideas around gender, give them best practices for serving trans customers and colleagues, and end with developing strategies to make their libraries gender inclusive.

### Learning Objectives:

- Give empathetic and equitable service to all customers
- Have knowledge of social and legal issues impacting transgender customers
- Challenge assumptions and discuss ways to encourage inclusivity in language and action

Presenters: Bec Czarnecki, City Librarian at Denver Public Library & Adrian Johnson, Library Program Associate at the Denver Public Library

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## Communication Strategies: Working With the Deaf Community

It is increasingly important to make certain we are able to communicate effectively with everyone in our communities. The Deaf community faces new communication barriers as the presence of face masks at work and in public becomes the new norm. Join Bill Morgan, Artistic Manager, SignStage, for an overview of Deaf culture and the opportunity to learn common ASL (American Sign Language) signs used in a library setting.

### Learning Objectives:

- Learn about Deaf Culture
- Learn common ASL signs for Libraries

Presenter: William (Bill) Morgan, Artistic Manager at CHSC (The Cleveland Hearing and Speech Center)

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## The Welcoming Library: A Multi-sensory Approach

You want your library to be welcoming. It is more than just customer service. You want to surprise and delight your patrons to keep them coming back.

By attending this engaging webinar, participants will be able to:

- Explore all five senses and discover how to best use each in delivering a welcoming library experience for our patrons
- Identify your strengths in addressing the needs of all types of patrons
- Ponder the talents of your team at your branch

Presenter: Andrea Eagan, Youth Services Assistant, Geauga County Public Library

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## ALAO/SWON Innovation Conversation: What We (don't) Talk About When We Talk About Diversity

ALA lists “diversity” as one of its 11 core values. Lately, the rhetoric around “diversity” has expanded to include the terms “inclusion” and “equity.” Typically, when we use the word “diversity” we refer to specific categories of identity: race, gender, ability, and sexual orientation, to name a few. As colleges and universities engage in more diversity initiatives, how is the conversation around diversity, equity, and inclusion taking shape? What do we mean when we talk about diversity in academic libraries? What is left unsaid when these conversations take place? Focusing on race, this session will challenge attendees to unpack, rethink and reframe the diversity conversation.

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