



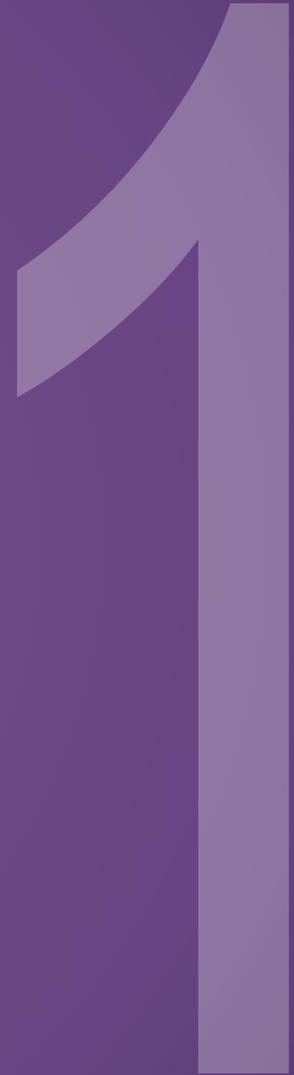
DIVERSITY



In Customer Service

TODAY'S GOALS

Understand intellectual
freedom





TODAY'S GOALS

Learn how to recognize
and interact with diverse
patrons



HONOR DIVERSITY



**RESPECT
DIFFERENCES**

Kaleidoscope Youth Center
1304 North High Street
P.O. Box 8104
Columbus, OH 43261



www.kyocoh.org
facebook.com/KYOCoh
twitter.com/KYOCoh
914.284.9437

TODAY'S GOALS

Ensure free and secure
access for all



INTELLECTUAL FREEDOM

is the right of **every individual** to both seek and receive information from all points of view **without restriction**. It provides for free **access** to all expressions of ideas through which any and all sides of a question, cause or movement may be explored. Intellectual Freedom encompasses the freedom to hold, receive and disseminate ideas "

DIVERSITY DEFINITION

is a commitment to recognizing and appreciating the variety of characteristics that make people and communities unique as well as creating and sustaining an atmosphere that promotes and celebrates individual and collective achievement.



DON'T RESTRICT ACCESS

*Public Libraries Serve the
Entire Public.*

To live up to the word **public**, our libraries must be open and welcoming to everyone. In other words.....LIBRARIES ARE FOR EVERYONE.



LIBRARIES AND

DIVERSITY

Th

experiencing:

- Language of literature barriers
- Economic distress
- Isolation due to cultural, social, or physical barriers
- Racism

Discrimination due to:

- Appearance
- Ethnicity
- Immigration status
- Religion
- Sexual orientation
- Gender identity and expression
- Education
- Employment
- Housing

UNDERSERVED

POPULATIONS

- Adult New and Non-Readers
- LGBT People
- Incarcerated People and ex-offenders
- Older Adults
- People of Color
- People with Disabilities
- The Poor and Homeless

ADULT NEW & NON READERS

- Who Are they?
- What should the library do?



ADULT NEW & NON READERS



LOANS & LIMITS



BORROWING & RETURNING LIBRARY ITEMS
All items must be checked out and returned to the circulation desk.

HOLDING & RESERVING ITEMS
Items can be put on hold or reserved. To place a hold online go to <http://libonline.kcsd.net>

RENEWING ITEMS
You do not have to have your books with you - come to the library email library@kcsd.net, or phone us.

LOAN LIMITS
Middle School - 3 items per loan period
High School - 5 items per loan period

These limits may be exceeded if you need them for a project.

Books, Books on CD	2 Weeks - MS 3 Weeks - HS
DVD's & Videos (Not renewable)	1 Week
Reference Items (Not renewable)	Overnight

LIBRARY COLLECTION



- 000 - 999** Nonfiction
- JF** Junior Fiction
- YA** Young Adult
- REF** Reference
- DVD - VID** DVDs & Videos
- CD** Books on CD
- ESL** English as a Second Language Materials
- OE KOR SP** German, Korean, & Spanish Materials



LUNCHTIME LIBRARY USE



You may come to the library during lunch to work. Please eat before you come; food is not allowed in the library.

INTERNET USE
The internet may only be used for school related work.

Personal emails, SMSs, and posting are only allowed with permission from an KCSV staff member.

SOME RULES

- Be reasonably quiet
- No loud disruptive behavior
- No food or drinks
- When you have finished with a book do not return it to the shelf, return it to the circulation desk.

NEED HELP, HAVE QUESTIONS?
Send an email to library@kcsd.net at any time, day or night. We will do our best to answer you within 24 hours.



LBGTQIA

- Collection representation
- Welcoming environment
- Programming
- Promotion
- Pronouns
- Self Bias



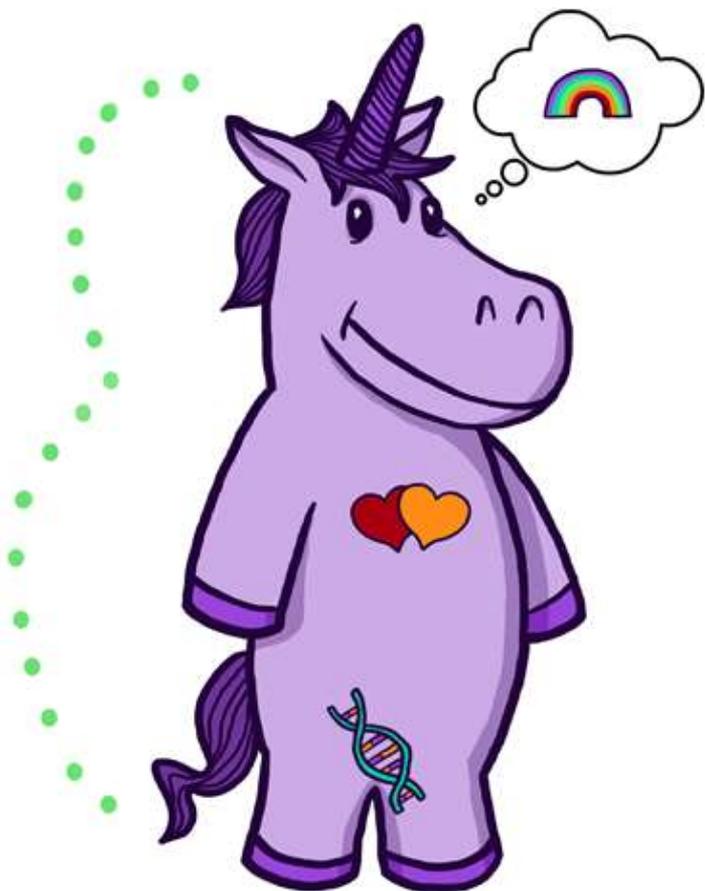


LGBTQIA



The Gender Unicorn

Graphic by:
TSER
Trans Student Equality Resources



Gender Identity



Female/Woman/Girl

Male/Man/Boy

Other Gender(s)



Gender Expression/Presentation



Feminine

Masculine

Other



Sex Assigned at Birth

Female

Male

Other/Intersex



Sexually Attracted To



Women

Men

Other Gender(s)



Romantically/Emotionally Attracted To



Women

Men

Other Gender(s)

To learn more go to:
www.transstudent.org/gender

Design by Landyn Pan

PRACTICAL TIPS FOR LIBRARY SERVICES

- Think about “what you call people” who come into the library. Do you tend to use gendered titles, such as Sir or Ma’am? Addressing library users by a first name may seem uncomfortable at first, but it could do wonders in making a trans library user feel welcome.
- Look at policies respecting library users’ choice to change the name on their record. Changing names on federal and state-issued ID cards can be an extensive process; make policies that offer library users greater control over their identity at the library.
- When talking to children, ask if an adult is with them. Not every child (not just those of same sex parents) has a mother and father. Doing this allows children to respond how they are comfortable and lets parents know you are sensitive to a variety of families.
- Avoid asking for gender on forms or dividing activities by gender.

Gender and sex are different. Within is a cascade of differences.

Pronouns

Deadname



Transphobic Words
Calling someone a Tranny or too butch to be a girl etc. demeans and trivialises the wide variety of experiences held by those who identify as transgender. If you see this type of transphobic language being used, challenge it.

Coming Out
A gender identity is personal. If someone chooses to come out to you as trans* this means they trust you. Make sure to honour that trust by checking with them before telling anyone else as they may not want others to know.

Just Ask!
It is important to respect the names and pronouns that people prefer. If you are unsure, simply ask "What are your preferred pronouns?"

Show Your Support!
Make sure to show your support for your trans* friends by challenging transphobia when you see it.

Gender Identity is not Sexual Identity
Remember that no matter how someone identifies their own gender, they may still identify with any sexual identity. Everyone has a sexual and a gender identity, and they are separate and distinct from each other.

Real Name?
Asking someone what their real name is implies that their chosen name is in some way invalid or not real. In the same way, asking someone what their real gender is disrespects their own gender identity.

How To Be A Trans* Ally

SOC Trinity LGIT

Gender Pronouns

Please note that these are not the only pronouns. There are an infinite number of pronouns as new ones emerge in our language. Always ask someone for their pronouns.

Subjective	Objective	Possessive	Reflexive	Example
She	Her	Hers	Herself	She is speaking. I listened to her. The backpack is hers.
He	Him	His	Himself	He is speaking. I listened to him. The backpack is his.
They	Them	Theirs	Themselves	They are speaking. I listened to them. The backpack is theirs.
Ze	Hir/Zir	Hirs/Zirs	Hirself/ Zirself	Ze is speaking. I listened to hir. The backpack is zirs.

 transstudent.tumblr.com
 facebook.com/transstudent
 twitter.com/transstudent

Design by Landyn Pan

For more information,
go to transstudent.org/graphics

TSER
Trans Student Educational Resources

PRACTICAL TIPS FOR LIBRARY SERVICES

- If your facility marks single-seat bathrooms with gendered indicators, use neutral or inclusive symbols to indicate the bathroom location.
- Many library users prefer self-checkout machines and self-service holds because of privacy issues. If this is not an option at your library, be sure your staff respects all library users' right to privacy.
- Create pathfinders, subject guides or reader's advisory bookmarks related to topics of GLBT interest.
- Include LBGT books in genre or other displays and in book talking and readers' advisory.

PEOPLE OF COLOR

- Reflected in collection development
- Programming
- Promotion and outreach
- Hiring for diversity



Asian Heritage

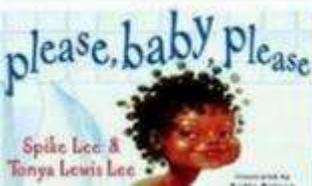
PEOPLE OF COLOR

History, and Culture



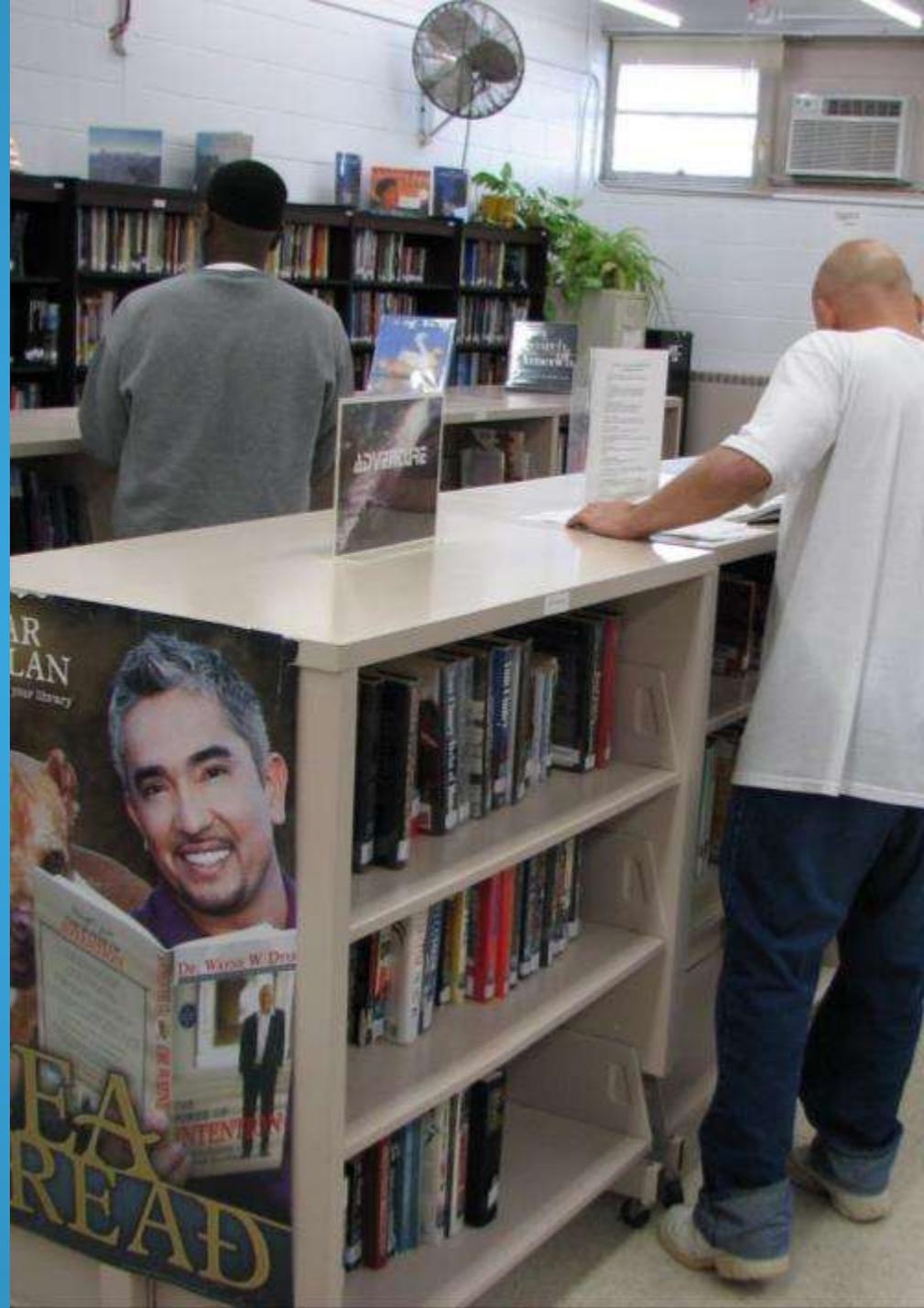
11 Children's Books with People of Color

(and Where Race Isn't the Main Point)



INCARCERATED & EX- OFFENDERS

- Legal information
- Computer and internet access
- Resume services



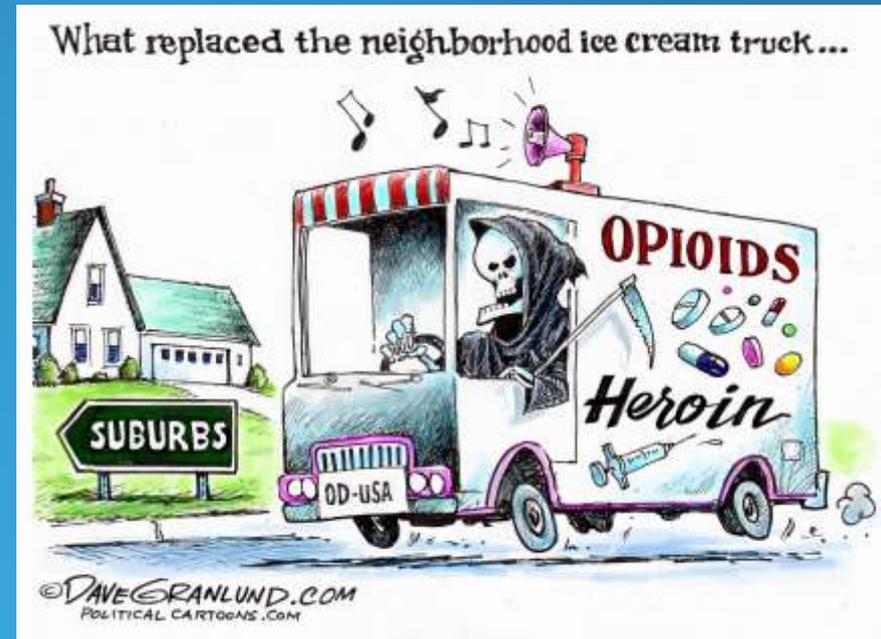
INCARCERATED & EX-OFFENDERS



Ohio is among the top five states with the highest rates of opioid-related overdose deaths. In 2016, there were 3,613 opioid-related overdose deaths in Ohio—a rate of 32.9 deaths per 100,000 persons and more than double the national rate of 13.3 deaths per 100,000. Since 2010, the rate has tripled from 10 deaths per 100,000. In the same period, the number of heroin-related deaths increased from 355 to 1,478 deaths, and deaths related to synthetic opioids rose from 175 to 2,296 deaths.

Opioid Epidemic

- Training for staff
- Narcan
- Sleeping in the library
- Children in need
- Programming

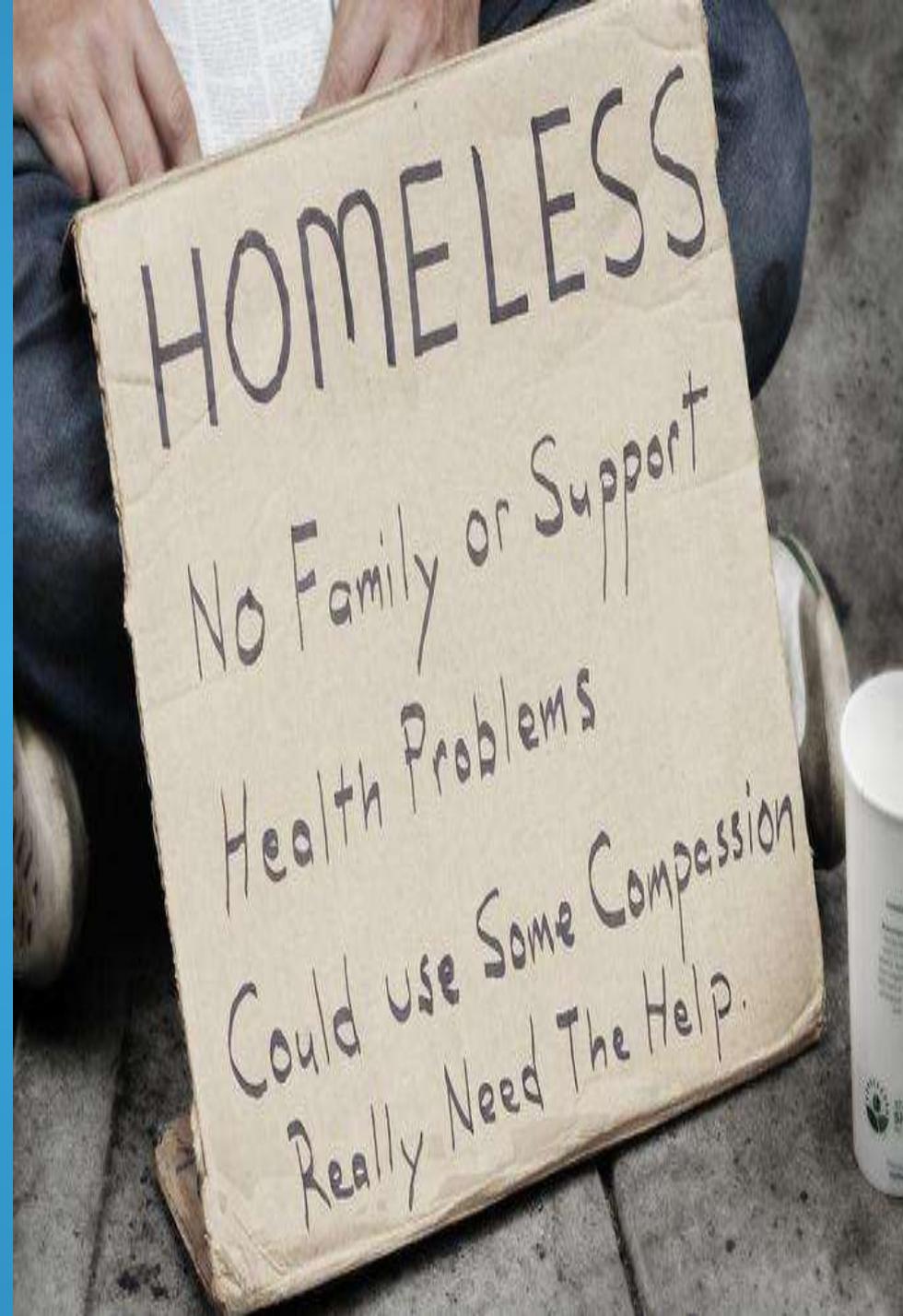


POVERTY

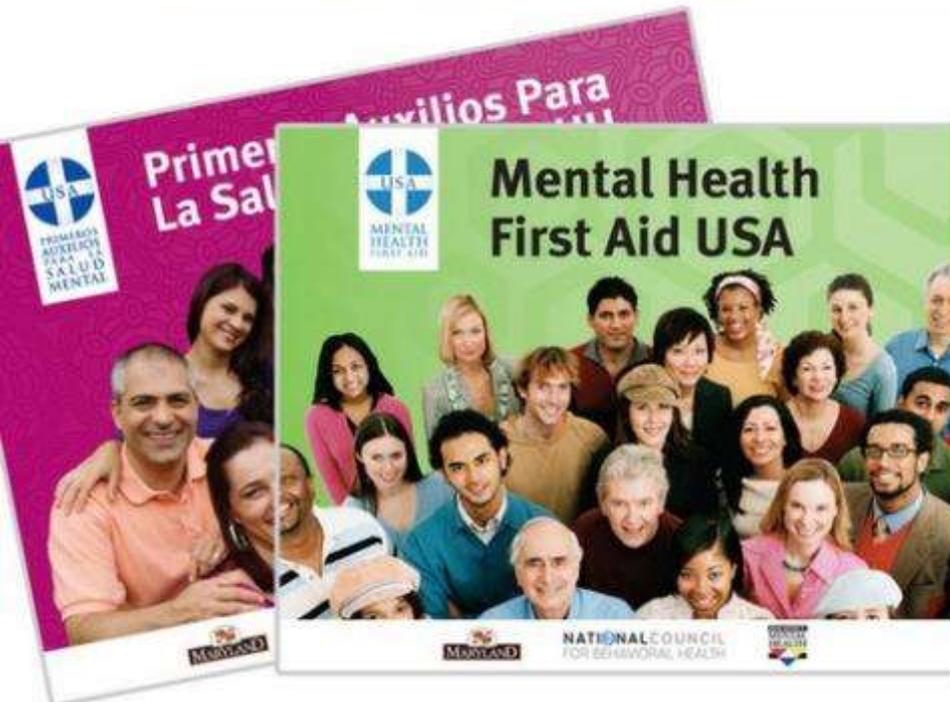
AND

HOMELESSNESS

- Materials
- ESS Technology
- Resume and Job Help
- Computer Classes
- Job and Finance Programming
- Policy Considerations
- Promotion



POVERTY AND HOMELESSNESS



Social Workers in the Library

Monday, December 22, 2014 at 6:

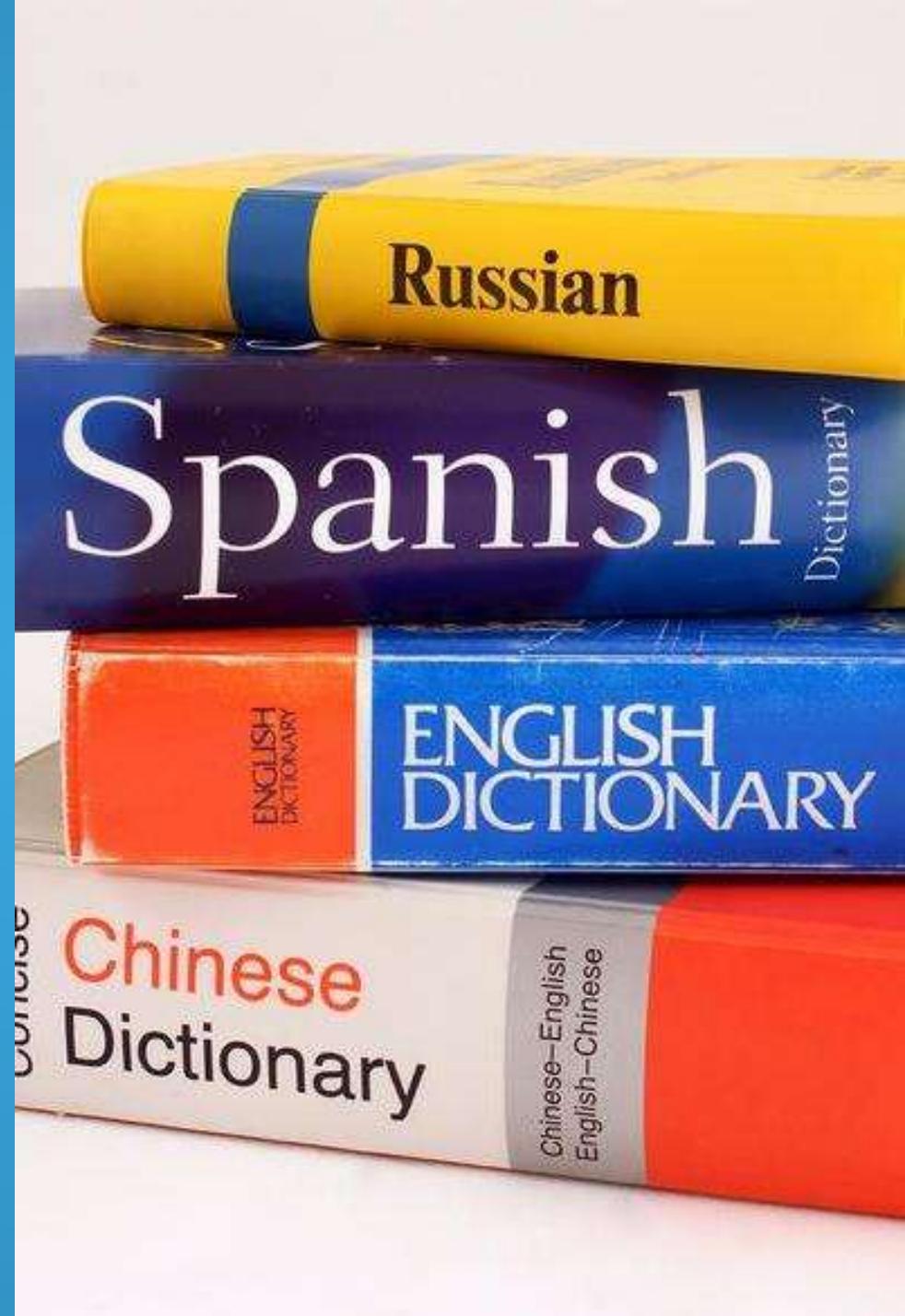
Dr. Martin Luther King, Jr. Library, Study

150 E. San Fernando St. San José, CA 95112

Social Workers in the Library is offered every first of the month. Take advantage of a FREE one-to-one 20-minute session with a social worker from the National Association of Social Workers, California Chapter. This is a free, confidential client/social worker session; it is information and referral only. Topics include: housing, food, clothing, and other social issues. Topics such as:

Non-English Speaking

- Foreign language collections
- Interlibrary loan
- Programming
- Test Tutors
- Hiring for language





Spanish/English BILINGUAL STORY TIME

boy

niño

book

libro

girl

niña



Westerville Public Library

Badri

Somali

Al Soomaali

Westerville Public Library

Erik

Spanish

Español

Westerville Public Library

Jessica

Westerville Public Library

Becky

French

Français

Westerville Public Library

Jessica

French

Français

Spanish

Español

B. Ryan



"...YET HERE WE ARE,
EXACTLY THE SAME!"

LIBRARI
ES ARE
THE
GREAT
EQUALIZ
ER

CUSTOMER SERVICE

WITH HEART

Honesty

Empathy

Appreciation

Respect

Tolerance

