

American Library Association Staff Diversity and Inclusion Action Plan

ALA Mission

To provide leadership for the development, promotion, and improvement of library and information services and the profession of librarianship in order to enhance learning and ensure access to information for all.

ALA's Commitment to Diversity

Diversity is one of the five key action areas adopted by the membership of the American Library Association to fulfill its mission of providing the highest quality library and information services for all people. The Association actively promotes equal access to information for all people through libraries; encourages development of library services for diverse populations; advocates for the recruitment of underrepresented groups and individuals with disabilities to the profession; and deeply commits to fostering a diverse and inclusive work environment for its staff.

The Diversity Vision

The American Library Association recognizes that in addition to race, creed, color, religion, gender, disability and national origin, there are a multitude of differences (language origin, regional and geographic background, economic class, education, learning and communication styles, sexual orientation and personal lifestyle) that individuals bring to the workplace. It is this diversity that contributes a deeper level of understanding and competence to our daily work. The American Library Association envisions a richly, diverse workforce providing a high level of service to the membership in an environment where respect, appreciation, equity and inclusion are core values.

Summary of Goals

The Diversity and Inclusion goals of the American Library Association and the strategies that have been outlined to meet them are dynamic in that we expect them to grow and change over time. Specifically we aim to:

1. Ensure that ALA maintains a welcoming and safe environment for all staff.
2. Encourage diversity efforts at the highest level of leadership.
3. Recruit and retain an excellent and diverse workforce at all levels of the organization.
4. Provide models for the profession in the development and implementation of diversity initiatives, training and programs.
5. Make available continued learning, personal and professional leadership opportunities and development training to staff at every level.
6. Incorporate diverse views and voices in every aspect of our work.
7. Promote and sustain a harassment free, barrier free, open communication work environment.

Staff Diversity Action And Inclusion Plan Strategy

ELEMENT	ASSIGNED TO	REQUIRED ACTION	TARGET IMPLEMENTATION DATE	STATUS
Goal 1: Ensure that ALA maintains a welcoming and safe environment for all staff.				
Create mechanisms for staff to share perceptions of their daily work experiences and receive support, feedback, and responsive action.	DAIC and Unit Managers	Appoint Diversity Action and Inclusion Committee comprised of staff from across the organization charged with communicating with staff and ensuring observance of the DAIP.	October 2003	
Goal 2: Encourage diversity efforts at the highest level of leadership.				
Develop draft ALA Staff Diversity and Inclusion Action Plan (DAIP) with identified goals, and concrete strategies for achieving them."	HR, HRDR, OFD and MGMT Group	Working Task Force composed of directors of HRDR, Office of Diversity and HR.	September 2003	
Report status of goals and objectives of DAIP on a quarterly basis	HR, HRDR, OFD and DAIC (to be appt'd)	Issue reports and updates to Executive Director including information on activities and training.	Qtrly. Beginning January 2004	
Incorporate updates on diversity and inclusiveness progress at unit managers meetings and in ALA publications.	HR	Brief article in HR newsletter—quarterly.	Qtrly. Beginning January 2004	
Develop recognition program to identify individuals for efforts and accomplishments in conjunction with diversity and inclusiveness.	DAIC and MGMT Group	Integrate advocacy on behalf of diversity (as defined in DAIP into criteria for Staff Achievement Award.	February 2004	
Goal 3: Recruit and retain an excellent and diverse workforce at all levels of the organization.				
Raise awareness of ALA employment opportunities by advertising in minority publications; focus on direct mail and networking with staff and various ALA membership groups (Ethnic Caucuses, Council, various committees, chapters, etc.), to recruit a diverse and inclusive workforce.	HR and All Units	Continue current practice in the following: broad mailings to member groups; contacts by phone, etc.	Ongoing	
Adhere to equal opportunity hiring and employment practices as addressed in Affirmative Action/EEO plan	HR	Monitor and evaluate progress on a quarterly basis.	Qtrly. Beginning January 2004	
Develop a recruitment brochure to be utilized by management, staff and members in promulgating the image of ALA as a diverse and inclusive workplace.	HR, HRDR, OFD and DAIC (to be appt'd)	Revise 1999 brochure.	September 2004	
Create connections with local, state, and national publications making readers aware of our intent to become an institution of choice for those who wish to work and study in an inclusive and richly diverse environment.	Exec. Director, HR, OFD	Continue advertising in diverse and community specific media.	Ongoing	
Recruit and provide opportunities for participation from under-represented groups. Identify diverse members who can be recruited for future ALA positions.	HR and Unit Managers	Human Resources will work in concert with Membership, Office of Diversity, OLOS and other entities to identify minority members.	Ongoing	
Train hiring authority managers to improve recruiting skills and develop a thorough understanding of ALA's commitment to diversity and inclusiveness.	HR, HRDR, OFD, DAIC (to be appt'd) and Dept. Heads	Expand existing guidelines to assist hiring managers and implement additional mandated attendance training programs.	February 2004	
Directly involve all hiring personnel in Diversity and Inclusiveness programs and develop an accountability process for evaluations.	HR and Unit Managers	Adhere to current policies including 1) summary hiring report policy and 2) performance appraisal criterion as it relates to Diversity and Inclusiveness.	March 2004	
Ensure diversity of interview panels	HR, Dept. Heads and Unit Managers	Ensure current practice continues	Ongoing	
Ensure that all starting salaries are equitable and based on qualifications and relationship to salaries of current staff in similar positions.	HR	Continue to follow new compensation initiative.	Ongoing	
Identify minimum job and educational requirements or equivalents to insure they do not limit career opportunities and growth and ensure they form the basis for recruiting and hiring.	HR and Unit Managers	Updated position content document as part of this process.	Annually beginning September 2004	

Identify advancement opportunities in order to enhance career/promotional opportunities. Make Table of Positions document available.	HR and Unit Managers	Identify opportunities for advancement as available.	September 2004	
Implement performance development system, which will emphasize training and job development.	HR	Increase leadership and skill development training for staff at every level of the association.	September 2004	
Develop a reporting procedure for management, which summarizes data that addresses "why" employees are leaving ALA.	HR	Continue to conduct exit interviews and use the data for staff retention efforts.	Ongoing	
Goal 4: Provide models for the profession in the development and implementation of diversity initiatives, training and programs.				
Engage in and strive to lead professional dialog regarding diversity at both the association and membership level.	Exec. Director, HR, MGMT Group and OFD	Participate in and sponsor diversity related programs and initiatives.	Ongoing	
Build a national reputation as an inclusive institution.	All Units	Proactively address issues related to diversity on a social and professional level	Ongoing	
Create ongoing communication with diversity offices stakeholders and vendors at peer and affiliate organizations.	Exec. Director, HR, OFD and OLOS	Create a mechanism for regular communication and reporting to share ideas and successes.	Ongoing	
Support the efforts of the ALA DAIC and share information about their efforts with all staff members	Exec. Director and DAIC	Appoint DAIC including staff across various units in addition to directors of HRDR, OFD and HR.	November 2003	
Goal 5: Create and make available continued learning, personal and professional leadership opportunities, and development training to staff at every level in order to support personal and professional development for all.				
Identify, develop, and implement training plan for internal opportunities for professional leadership and career enhancement.	HR and Unit Managers	Identify opportunities for advancement as available.	Ongoing	
Increase staff training concerning diversity and inclusiveness in the workplace.	Exec. Director and HR	Utilize staff development budget.	September 2004	
Develop programs for staff that celebrate and promote Diversity and inclusiveness.	DAIC, HR and Staff Association	Establish DAIC to plan these programs. The committee will guide and monitor progress and serve as a key focus of our ongoing efforts to enhance the campus environment.	November 2003	
Develop a Program to assign "coaches" for newly hired employees to assist in orientation and in communicating formal and informal requirements for job success and promotional opportunities.	HR and Unit Managers	Expand "new hire" orientation checklist, which will include identification, completed Orientation Program. Discuss opportunities for advancement.	April 2004	
Promote the current tuition reimbursement policy to promote wider usage by all staff with an emphasis on undergraduate education and education/training that will assist staff in attaining management positions.	HR, MGMT Group and Exec. Board	Encourage utilization of current tuition reimbursement policy.	April 2004	
Goal 6: Incorporate diverse views and voices in the approach to planned work and goal setting at all levels of the organization.				
Ensure that staff at all levels of the organization are viewed as stakeholders and are encouraged to contribute ideas and best practices.	Exec. Director and Unit Managers	Foster an environment where Supervisors are expected to equitably distribute information and solicit feedback to and from "every" member of their staff.	Ongoing	
Increase the participation of non-managers, non-supervisors in the organizational planning process.	MGMT Group	Identify staff with individual expertise to participate on work-teams.	November 2003	
Increase the frequency of all-staff updates so that employees at all levels of the organization have the opportunity to provide new ideas, feedback, and share concerns.	Exec. Director and Dept. Heads	Executive director and management staff will identify effective and innovative means to ensure that information is equitably shared and solicited.	January 2004	
Goal 7: Promote and sustain a harassment free, barrier free, open communication work environment.				
Create a zero-tolerance environment for language, behavior or structural design that leads to social, professional or physical exclusion in the workplace.	Exec. Director and Unit Managers	Ensure adherence to HR policy and Affirmative Action plan in monitoring processes.	Ongoing	
Provide diverse and inclusive programming that promotes understanding and celebration of difference as well as similarity.	All Units	Encourage celebrations, storytelling, and cross-cultural learning via staff events; speakers; newsletters; as well as informal methods.	Ongoing	