

ALA Diversity & Outreach Fair

2012 ALA Diversity & Outreach Fair – Participant Abstracts

American Indian Library Association

AILA Book Awards

The American Indian Library Association (AILA) created the American Indian Youth Literature Awards (the AIYLAAs) in 2006 as a way to honor and encourage Native American, First Nations, Native Alaskan, and Native Hawaiian authors and illustrators of children and young adult books. The awards are presented every other year.

This display will highlight the winners of the 2012 awards and handouts will be available about the award winners and AILA itself. Books or book covers will be part of the exhibit.

Asian Pacific American Librarians Association

Building APA Community Connections

The presentation will emphasize different programs and projects the Asian Pacific American Librarians Association (APALA) coordinates and funds in support of engendering a better understanding of APA cultures and history. It will also promote librarianship as a career to future librarians of Asian/Pacific heritage.

Association for Rural & Small Libraries

Rural and Small Libraries Build and Connect Communities

The Association for Rural & Small Libraries, Inc. (ARSL) provides a network of people and materials to support rural and small library staff, volunteers, and trustees, assisting them to integrate the library thoroughly with the life and work of the community it serves. Through ARSL's annual conference, webinars, newsletter, and an active listserv, ARSL members share programs, strategies and unique approaches to building strong communities. Learn how ARSL members from rural libraries around the country are building community connections which keep libraries at the center of their community's educational, cultural, economic, and civic life.

Atlanta University Center - Robert W. Woodruff Library

Just As I Am

The Atlanta University Center - Robert W. Woodruff Library addresses the issue of diversity through various programs, scholarship and teaching and learning. This year the diversity programming focused on disabilities. To address this, Woodruff has increased resources regarding ADA compliancy; this includes the physical structure, resources and adaptive technologies. Two programs were designed to reach out to ADA students within the Atlanta community. The events were created to demonstrate the power of using an academic library through tailored services and special technologies. 1. Fifth graders from a specialized elementary school were shown that college is possible for students with special needs. 2. Partnering with Clark Atlanta University Office of Disability Services to ensure enrolled students have equal access to information resources and services. The aforementioned programs met a goal of our Woodruff's strategic plan but more importantly met the needs of special students within the Atlanta community. "Just as I am" is how librarians should engage all patrons.

Black Caucus of ALA

Authors of a Different Color

The Black Caucus of the American Library Association (BCALA) has been presenting literary awards for authors of color since 1993 heading toward a 20-year anniversary of the award. The awards recognize excellence in adult fiction and nonfiction by African American authors including an award for Best Poetry and a citation for Outstanding Contribution to Publishing. The recipients will receive the awards during the 2012 Annual Conference of the American Library Association.

In 2011, BCALA debuted its own literary award seal for each of its categories. Often, award winners are often present at annual for presentations and a reception. Learn more about the work of this very visible BCALA committee.

California State Library

Libraries Help CA Get Back to Work

The California State Library, through its 2011/12 LSTA Pitch An Idea grant process, supported numerous innovative projects that provided library patrons multiple resources to improve their employability and to get them back to work. California was hard hit by the nationwide economic meltdown and continues to have historically high unemployment rates. Libraries were and remain on the forefront of helping patrons access employment opportunities and job skills training. Outreach to the un- and underemployed has been a high priority in the majority of California's public libraries.

Each of the grant projects selected for LSTA funding included the library developing new partnerships as an essential component to making the project most effective. With some resources to share and great political will, libraries and community organizations came together to identify the needs of their mutual customers and together created projects that addressed gaps in services. New partnerships were made with One Stop and workforce development centers, county jails, community colleges, and local businesses. In addition, many of the projects were developed to be implemented with high-skilled volunteers, recruited and trained for these specific projects.

Using a visual presentation, we will demonstrate the variety of community connections that were built through collaborative efforts of public libraries and local organizations who together determined that their residents would have greater access to resources and supportive services to improve their employment opportunities.

Coretta Scott King Book Awards Committee

Building Community Connections Wherever We Happen to Be

Connections made with organizations, specifically schools for the purpose of continuing the work of CSK during its activities at annual conference.

CSULB: Calif. St. Univ. Long Beach

Professional Associations' Roles in Developing Teacher Librarians in Developing Countries

The role of professional library associations in teacher librarian education has been largely overlooked. This exploratory study examines the role of professional library associations in Brazil, Honduras, Nepal, and the United States (specifically California) relative to teacher librarian professional development. Their efforts all reflect strong partnerships with local, national and international entities. The findings demonstrate how professional library associations provide culturally relevant professional development that melds professional expertise and effective partnerships.

Filipino American Library

Filipino American Library

The Filipino American Library (FAL) in Los Angeles is a relatively unknown jewel in the Filipino Los Angeles community. Established by Helen Summers Brown in 1985 It is known for its unique collection of both Philippine and Filipino American materials. A colorful website was developed to mark a place on the World Wide Web. This new enhanced and interactive website strives to highlight their rare collections, primary source materials, and calendared community programs. It also incorporates links to other appropriate community resources both locally and nationally so that the FAL can serve as an important information & knowledge portal for the Filipino American community of Los Angeles and others.

Free Library of Philadelphia

Free Library Hot Spots: The Power of Partnership!

Through a powerful and innovative partnership between the Free Library of Philadelphia and six community based organizations, Free Library Hot Spots have changed the lives of thousands of Philadelphians! This revolutionary program, funded by the John S. and James L. Knight Foundation and the federal Broadband Technology Opportunities Project (BTOP), allows the Free Library of Philadelphia to reach out to underserved communities through both programmatic and physical partnerships with community-based organizations as well as citywide institutions. For patrons, Hot Spots allow free access to computers, printers, tablet technology, library databases and (most importantly) a trained Computer Assistant. Free Library Hot Spots and Free Library staff are physically housed within trusted organizations that are embedded into the fabric of their respective communities.

In Philadelphia, an estimated 41 percent of the population is unable to access email, complete online job applications, connect with family and friends, or explore an entire online body of information due to lack of access to broadband technology. For many residents who do have web access, a lack of computer literacy is a barrier to fully embracing all that the internet has to offer. Through this program, the Free Library has directly affected the lives of over 23,000 participants in just the past year. And, between March, 2011 and May, 2012, more than 70 jobseekers have reported that they were able to obtain jobs with the help of Hot Spot resources. This poster session will describe the Hot Spot program, highlight the advantages of partnering with trusted community organizations and outline how the Hot Spots overcame challenges in maintaining and growing the partnerships.

Graduate MLIS Student University of North Carolina - Greenboro (representing UNCG) and employed at Johnson C. Smith University

“Retention” What diversity got to do with it?

This poster session reviews the literature on the impact that academic libraries have on student retention. Academic libraries primarily measured success on the use of services rather than focusing on student retention. Research has found that academic libraries should place retention emphasis on two areas: measurement in early intervention practices and diversity initiatives. This poster session will share proposed and ongoing diversity initiatives at James B. Duke Memorial Library at Johnson C. Smith University. The poster session will display specifically how the James B. Duke Memorial Library plans to outreach to diverse populations on campus by forming a Library Diversity Advisory Board made up of students. The poster session will explore proposed objectives and criteria for forming the student advisory board.

Graduate School of Library and Information Science at the University of Illinois at Urbana-Champaign

Champaign County: An Historical LGBTQ Safe Haven in Rural Illinois

The UP Center of Champaign County (<http://unitingpride.org>) is an LGBTQ resource center serving rural populations located in central Illinois. Within the Graduate School of Library and Information Science at

the University of Illinois at Urbana-Champaign, I was given the opportunity to work with the UP Center as a community partner in order to positively contribute to the local hosts of the University of Illinois.

This year marks the Third Annual Pride Festival for Champaign County and the theme is local LGBTQ presence throughout history. In order to both honor as well as preserve the past experiences of both LGBTQ individuals and organizations, we are performing interviews with any willing participants that will be videotaped and then archived within the Champaign County Historical Archive (<http://www.urbanafreelibrary.org/archives/>). Through this process, we are hoping to not only gain the personal and specific stories of people and groups, but also create a larger narrative for the community as whole. Champaign County is unique in regards to the resources it has provided to LGBTQ populations throughout time while being very rural in location. Contrary to the common urban focus within LGBTQ progressive politics, Champaign County proves that one does not have to flee to a city in order to find a support network for an LGBTQ identity.

Joint Conference of Librarians of Color (JCLC)

Joint Conference of Librarians of Color (JCLC) 2012

Information on the upcoming 2nd National Joint Conference of Librarians of Color (JCLC) being held September 19-23, 2012 in Kansas City, MO. The Joint Conference of Librarians of Color inaugural event in 2006, brought together a diverse group of librarians, library supporters and community participants, united under a common theme to explore unique and shared successes, opportunities and challenges. Based on the dynamic success from that event, comes a broader event with more education, networking opportunities and exhibits. As with the first event, we will continue to explore two dominant themes in librarianship today: first, the role of ethnic librarians and library workers in their libraries and communities; and second, the role of all librarians in bringing services to and supporting literacy in under-served communities across America. Continuing their ground-breaking partnership, the conference is sponsored and planned by the five associations of librarians of color, all affiliates of the American Library Association: the American Indian Library Association (AILA), the Asian/Pacific American Librarians Association (APALA), the Black Caucus of the American Library Association (BCALA), the Chinese American Librarians Association (CALA), and REFORMA, the National Association to Promote Library and Information Services to Latinos and the Spanish Speaking.

LeRoy C. Merritt Humanitarian Fund

The Merritt Fund: Providing assistance to librarians facing discrimination or defending intellectual freedom

The LeRoy C. Merritt Humanitarian Fund provides direct financial assistance to librarians who are denied employment rights because of their defense of intellectual freedom or due to discrimination on the basis of race, color, creed, age, gender, sexual orientation, disability, or place of national origin.

We welcome you to take this opportunity to learn about the Merritt Fund and help us spread the word! We also will be accepting donations - nearly all funding from the Merritt Fund comes from individual librarians and library workers like you.

Included will be videos and handouts. Visit www.merrittfund.org for more information.

Loyola Marymount University

The William H. Hannon Library: Bringing All Staff Online at Loyola Marymount University (LMU)

In the summer of 2010, Raymundo Andrade (Cataloging Library Assistant, LMU Alumnus, and ALA Spectrum Scholar) and Jamie Hazlitt (Outreach Librarian) at Loyola Marymount University's William H. Hannon Library collaborated to offer and promote a "Library Orientation & Tour" workshop in Spanish to predominantly Spanish-speaking staff in the university's Facilities department. Because these staff members do not require a computer to perform the greater part of their job (keeping them "offline"), it was not possible to promote this workshop via electronic methods such as email, the library's homepage, newsletter or news blog. Instead, it was necessary to use grass roots efforts and networks on campus to promote and generate support for this summer workshop and future workshops focusing on computer literacy. Specifically, positive relationships were established between library staff and key departments and groups on campus, including administrative staff in the Facilities department (for their support in reaching out to its Spanish-speaking employees) and a grass roots group called "Viernes Por La Tarde" which proved to be invaluable in generating faculty, staff, and student volunteers from all walks at LMU, including: the Department of Ethnic & Intercultural Services; Chicano-Latino Student Services; the Center for Service & Action; the Latino Faculty Association; the Latino Staff Association; and student organizations such as The Spanish Club and M.E.Ch.A. (El Movimiento Estudiantil Chicana/Chicano de Aztlán). Members from these departments, associations, groups, and student organizations came together to offer five workshops during the fall 2010 semester (modeled after a similar program taught by librarian Milly Lugo at the Santa Ana Public Library, in Santa Ana, California): "Introducción a las Computadoras, Parte 1: ¿Cómo funciona una computadora?/ Funciones del Teclado y el Ratón" – (Introduction to Computers, Part 1: How does a computer function? / Functions of the Keyboard and the Mouse); "Introducción a las Computadoras, Parte 2: Usos del Programa Word" – (Introduction to Computers, Part 2: Uses of the Word Program); "Introducción al Internet, Parte 1: El Internet y el World Wide Web" – (Introduction to the Internet, Part 1: The Internet and the World Wide Web); "Introducción al Internet, Parte 2: Búsquedas en el Internet" – (Introduction to the Internet, Part 2: Searching on the Internet); "Introducción al Internet, Parte 3: El Correo Electrónico" – (Introduction to the Internet, Part 3: Electronic Mail). (See http://www.laloyolan.com/news/spanish-computer-literacy-workshops-target-facilities-staff-members/article_b81f9fb9-1d75-50f0-ad68-93d923ad1e55.html for an article from the university's newspaper.)

The proposed poster session will illustrate how today a collaborative effort between faculty, staff, and students continues to promote computer literacy to encourage information literacy to under-served staff through "building community connections" (the very theme of the 2012 ALA Diversity and Outreach Fair). Computer literacy workshops in Spanish and English are now offered as part of an

annual summer program for employees from the university's Facilities, cafeteria, and parking departments. In 2012 these workshops will take place at the William H. Hannon Library between May and August on Thursdays, 12:30pm – 2:00pm.

Queens Library

Financial Literacy in the Community

This presentation speaks to the role of public libraries in providing access to financial literacy resources and services to ethnically diverse communities in their languages, and to how libraries can work with community-based organizations (COBs) to be a catalyst of social and economic changes.

Queens Library is helping Queens' foreign-born residents to understand their finances, banking, and to understand how these processes function in their new country. This presentation features "Financial Literacy in the Community," a project including partnerships with five CBOs to provide financial literacy series and one-on-one financial literacy counseling in Arabic, Bengali, Chinese, English, Korean and Spanish. The CBOs also presented a workshop for the staff to become aware of their resources and to learn of services that would help them to make informed referrals as needed. As part of the project, financial literacy multimedia materials in the languages of the programs were purchased and distributed to libraries with large groups speaking those languages.

A website featuring programs, resources and videos from the programs in all six languages was built. Videos in all six languages were developed by a hired company, and are being uploaded into Queens Library's website. The project is possible thanks to a grant from the Financial Industry Regulatory Authority (FINRA) Investor Education Foundation and the American Library Association (ALA) as a part of the Smart investing@your library® initiative. This initiative is a unique opportunity to promote access to information in six of the top languages in Queens. The library also serves as a catalyst of social and economic changes within multi-lingual groups residing in the most culturally diverse borough in the United States.

Queen's University, Kingston, Ontario, Canada

From Access to Success

Library Services for Students with Disabilities (LSSD) provides course materials in alternate formats, specialized reference/research service, adaptive technologies training and support, equipment loan, and dedicated study space for Queen's University students with disabilities. This award-winning library programme is successful because of its support from students, its collaboration with the campus Disability Services Group and its partnership with the Queen's Learning Commons (QLC). The QLC is a collaborative physical and virtual environment providing students with a seamless approach to academic support.

REFORMA

REFORMA, The National Association for the Promotion of Library & Information Services to Latinos and the Spanish-Speaking

REFORMA is a national organization with chapters across the United States. We will be highlighting our signature program, Noche de Cuentos, which encourages storytelling and community engagement, as well as our chapters in California and Florida.

Sacramento Public Library

You Belong @ Your Library

): Sacramento Public Library has created a week-long suite of programs to recognize and celebrate this underserved Sacramento community is planned to coincide with National Library Week. This message of belonging will be underscored by Sacramento Public Library's programming efforts during National Library Week. The program series is aimed mainly at adults, but several events will be appropriate for teens as well. Each of these programs is designed to fit within the library's current programming plan and promote the value of the library's materials, services, and resources, yet adapted only slightly to have a more inclusive focus. Up to this point, Sacramento Public Library has provided only occasional programs for the GLBTQIA community, but presenting a series of targeted programming in conjunction with a comprehensive marketing campaign will ensure this community is welcomed into the library—and truly made to feel that they belong at their library.

To further reinforce the message of belonging to all segments of the community "You belong @ your library" window clings will be placed at each library branch and given to members of the community—particularly to partnering GLBTQIA organizations. We've created poster series throughout the libraries shot by a local lesbian photographer using library enthusiasts from the Vespertine Circus, Sac City Rollers roller derby team, and others to promote the "You Belong @ Your Library" message. We also have bus ads featuring a rainbow of library patrons and promoting the inclusiveness of the public library. There is a vibrant GLBTQIA community in Sacramento—it is time to welcome them to their library. The message of belonging is applicable to anyone in the community as Sacramento Public Library strives to serve all.

School of Information Resources and Library Science, University of Arizona

10 Years of Knowledge River at the University of Arizona: Graduates Reflect on Latino and Native American Library Services

The Knowledge River (KR) program at the School of Information Resources and Library Science (SIRLS) has provided educational opportunities since 2001 for students who exhibited a strong interest in serving Latino and Native American communities. Knowledge River has become the foremost graduate program for educating librarians and information professionals with a focus on Native American and Latino cultural issues. The program has graduated 131 students since December 2011, including 42 Native Americans. Now that many of the graduates have gone on to establish themselves in

the field and are actively working in communities across the country, it is time to follow up with them to hear about their journeys as professionals.

Spectrum Scholarship Program

Technology Transforms Communities

The Spectrum Scholarship Program, with support from the Bill and Melinda Gates Foundation, has initiated a new project, "Technology Transforms Communities." Through this project we are promoting the ways in which Spectrum Scholars are using their sophisticated technological skills and experience in leading technology policy and decision-making to serve as information technology trainers and advocates in traditionally under-served communities.

SRRT - Martin Luther King Jr. Task Force

Dr. Martin Luther King Jr. Holiday Sunrise Celebration

The Annual Martin Luther King, Jr. Holiday Sunrise Celebration, held during the ALA Midwinter Meeting, serves as a call and symbol for activities and programs in libraries of America and the world. The theme of the celebration was "Dr. Martin Luther King, Jr.: Honoring a Legacy That Still Inspires." Highlights included keynote speaker, Reverend Dr. Lewis Baldwin, professor at Vanderbilt University and editor of "Thou Dear God:" Prayers That Open Hearts and Spirits, who offered an inspirational keynote discussing the parallels between Dr. King's spirituality and his quest for social justice. The celebration included speeches, music, fellowship, and renewed dedication to Dr. King's philosophy with focus on accessibility and service in all types of libraries.

The New York Public Library

Doing History: A Teaching Collaboration between St. John's University and The New York Public Library

This presentation focuses on the unique collaboration between a public research library and a private university that is consistently ranked as one of the most ethnically, economically, culturally and socially diverse universities in the U.S. according to U.S. News and World Report and The Princeton Review. St. John's University is an urban Catholic University located in the borough of Queens in New York. Many of the students at St. John's are first-generation Americans as well as first-generation college students.

This project explores how the collaboration between the two institutions has been introducing students to the craft of scholarly research. Funded by the Teagle grant, this project requires history students who are writing their senior theses to attend a research orientation held at the NYPL. The library orientation introduces students to research methods and library protocols. More importantly, the orientation challenges their assumptions and fears of conducting scholarly research in a research library. Normally these students would not visit the NYPL. The workshop also introduces students to the various professions in a research library. These orientations fulfill the missions of The New York Public Library and St. John's University by outreaching and serving patrons of diverse backgrounds. I will present the

purpose of this orientation, our outreaching efforts, and assess the impact on our first cohort of students based on anecdotal analysis.

UNCG - Department of Library and Information Studies

Through the Eyes of Refugee: The "Other" Speaks

Access to information is essential for new emigrants as they adapt to their new lives in the United States. Unfortunately these new arrivals are invisible. Their small communities grow up in the middle of established cities without attracting a great deal of attention – they are invisible. In my presentation I look through the eyes of a Southeast Asian Hmong refugee now living in North Carolina, indeed a very different Southeast. I speak as and for the "Other." It is my goal to encourage local, state, and national libraries to engage with Hmong and other emigrant peoples. I present a number of methods for interacting with refugee groups to deepen understanding between established and new communities to deepen understanding between neighbors and to provide access to the information so important for integration into the United States.

UNC-Greensboro

Understanding Issues of Equity and Inclusion

The goal of this poster presentation is to provide resources for library staff who are working towards creating and maintaining an inclusive library community. This poster will summarize findings from surveys conducted between January 1, 2011 and January 12, 2012 at academic libraries around the country on experiences of marginalization and inclusion. We will discuss the most common issues reported and provide a framework for a productive discussion on equity and inclusion within the library. This poster will explain that creating and maintaining an inclusive library is not only about eliminating discrimination or even increasing the representation of previously excluded groups. It is about creating conditions that enable patrons and staff of all backgrounds to take advantage of educational opportunities and realize their capabilities. Thus, it is not enough for libraries to strive simply for numerical representation and participation of underrepresented groups. Equality of access, experience and engagement among all institutional citizens must be the goal.

In addition to the framework for a productive and meaningful discussion on equity and inclusion, this poster will provide a practical list of observances that are likely to coincide with community and college celebrations that inclusive libraries may want to observe. There is power for newcomers who become institutional players, but bringing people in without changing the institution can both reproduce and legitimate new forms of marginalization. To that end, this poster will also give low-cost strategies to address inside and outside factors that allow marginalization to persist. This poster will be most helpful to information professionals interested in creating and maintaining an inclusive environment with respect to race, ethnicity, gender identification, sexual orientation, disability status, and religious affiliation. Specific tips and suggested further reading and resources will be available via handouts and a QR code.

Nikeshia Womack and Craig Arthur are both Master of Library and Information Studies students at the University of North Carolina at Greensboro. Craig graduates in May 2012 and plans to begin his career at an academic library. Nikeshia graduates in May 2013. She also holds a Juris Doctor from the College of William & Mary Marshall-Wythe School of Law and previously represented clients with the Equal Employment Opportunity Commission.

UNC-Greensboro/Rockingham Community College

Information Literacy Instruction in the Community College Setting

This poster will primarily explore the role of library staff in ensuring that all patrons receive the instruction necessary to navigate the modern information landscape. Information is based on the presenters' experiences at Rockingham Community College in small-town Wentworth, North Carolina.

The poster will contain three components. The first component will outline patron demographics. Our library serves community members, GED students, Early College High School students, students enrolled in vocational training programs, English as a Second Language students, continuing education students, and students hoping to transfer to 4-year colleges and universities. The second component will highlight the staff's approach to information literacy instruction and compare our learning outcomes with that of the Association of College and Research Libraries. Finally, the third component will supply best practices gathered and descriptors regarding how extremely diverse patron groups with divergent information needs can all be instructed using relatively similar pedagogy. Special emphasis will be placed on innovate and low cost tools we implemented with great success. Key points from the poster as well as further suggested readings will be available via handouts.

This information is beneficial to information literacy librarians and coordinators who look to be as inclusive as possible with their instruction sessions. Alternately, any information professional interested in ensuring they serve all of their patrons to the best of their ability will benefit from this session.

University of Illinois at Urbana-Champaign

Institutionalizing and Sustaining Diversity Recruitment in Library Information Technology

This poster will report out on the progress of an applied research project that investigates:

How to recruit individuals with diverse backgrounds into library information technology positions? How individuals with technical backgrounds from two-year schools can be recruited into library positions? What types of mentoring support and transitional initiatives are necessary to create bridges between two-year programs and graduate study in library and information science? To investigate these questions, seed funding of this program is focused on sustained mentoring support for students who have graduated from local community colleges and are enrolled at the University. Computer Science and Informatics Minors have also been asked to participate.

The library is offering summer and fall paid internships to targeted undergraduate students so they can gain skills and training that prepare them for either a) graduate study in library and information science or b) other academic professional positions in library settings. Internships have focused student information technology projects with defined outcomes. This poster will showcase software development work and prototypes to be used library-wide that undergrad IT interns are actively coding. We will also share the developing best practices for diversity recruitment in library IT settings.

University of Illinois at Urbana-Champaign

Mix IT Up!

Mix IT Up! (<http://mixituplis.wordpress.com>) aims to increase the information technology (IT) skills of youth and library school students and shift attitudes about the traditional roles of librarians and libraries by positioning library and information services at the center of mutually beneficial and dynamic student-community partnerships.

Mix IT Up! was launched at the Graduate School of Library and Information Science at the University of Illinois at Urbana-Champaign with support from the Institute of Museum and Library Services in 2011. Mix IT Up! scholars focus on issues of youth advocacy via course work and engagement with community organizations that serve youth. This poster describes the curriculum and illustrates goals and activities developed with partner organizations including the Champaign County Juvenile Detention Center, Champaign Public Library Douglass Branch, Don Moyer Boys and Girls Club, Puerto Rican Cultural Center, TAP In Leadership Academy, UP Center of Champaign County, and Urbana Neighborhood Connections Center.

University of Louisiana at Lafayette

The Ernest J. Gaines Center: Bridging the Gap and Exploring the Racial Divide in Louisiana

The Ernest J. Gaines Center has become an African American heritage center as a hub for community activity related to diversity and multiculturalism. Programs from around the academic community have found a safe and open environment to bring all races together for discussion and reflection on a shared past.

Through a national novel writing program the Ernest J. Gaines Center was able bring together racially diverse community members that were

interested in creative writing and looking for inspiration. The connections the participants made transcended color lines and were prompted by

the written word, which is color blind.

University of North Carolina at Greensboro (ACE Scholar) and Charlotte Mecklenburg Library

Reaching Diverse Audiences

As a MLIS student at the University of North Carolina at Greensboro, an ACE Scholar, and an employee at Charlotte Mecklenburg Library I support the efforts of diversity in libraries. By working in one of the busiest branches in my library system with an incredibly diverse population I have observed individuals from various backgrounds that depend on libraries to provide quality services. If libraries want to remain staples in our community and society then we must understand the needs of the people we serve.

Recently, Charlotte Mecklenburg Library developed the Reaching Diverse Audiences team to celebrate cultural diversity and inclusion of various groups. As a team member we have discussed ways to bring about awareness and a celebration of cultural diversity while we work towards equality and equal representation in our libraries. We are working towards creating resources for staff that can be used for self-directed activities and programs. Our efforts include inviting multicultural speakers and performers for programs as well as highlighting diversity through displays in the library and marketing. Also, we are creating multicultural kits that would include Asian and Asian-American cultures, African and African-American cultures, Hispanic and Hispanic-American cultures, and Native American cultures as well as other groups. I am looking forward to presenting the efforts of the Reaching Diverse Audiences team at the ALA Diversity and Outreach Fair.

University of San Diego

Reaching Out and Beyond: Making Library Centered Connections

The hub on campus, academic libraries play a significant role in promoting diversity and academic success. Library resources and services have a great impact on the university's recruitment, retention and graduation. This poster session discusses some innovative practices in outreach, effective support in student learning, diverse models in services, and successful approaches in connecting with the campus community. With graphics, photos, charts and text on one big poster, a panel of three presenters from different institutions will share their experiences in reaching out to diverse users.

Jiaqi, currently a GLIS student and Reference Assistant in Dominican University in Illinois, will give her perspectives on how to reach out to English-as-a-Second Language (ESL) instructors and students. Details include how she worked with instructors to integrate information literacy and ESL objectives and concepts into ESL curriculum; and how they built those concepts together into the ESL learning outcomes. More importantly, as a former ELS student herself, she has insightful views and strategies in providing the best campus experience for English learners. Whether students need to find reading material for pleasure or for classes, or to conduct research, the library is the place to start. By using some of the online tools that help ESL students develop and organize research projects, she helps identify and reflect on print and electronic resources that instructors and librarians can use with ESL students. ESL students benefit a lot from this model because it offers more learning opportunities, and stresses the cross-applicability of language and information literacy concepts and skills.

Yi, International Student Library Services Liaison in Illinois Institute of Technology, will talk about international student services. International students are always considered as a unique user group with

a unique need on campus. How can academic libraries effectively serve this diverse population? In an effort to educate and prepare international students to get along with and succeed in the new academic environment, the Paul V. Galvin Library at Illinois Institute of Technology provides them various services and resources through orientation activities and library instructions. Her presentation will focus on how she discovers ways to adapt library services, orientations, and online and in person instruction to best meet the international students' information needs. It will focus on the understanding the unique needs and concerns of international students, educating international students through orientation and online information, building relationship with the faculty, and delivering instruction sessions for international students.

Li, Head of Access & Outreach Services in University of San Diego (USD), will discuss how extensively she reaches out to those underserved groups on and off campus. Traditionally, liaisons reach out to faculty, students and academic units. However, to meet the growing needs of 21st Century users and accommodate diverse user expectations, Li has started reaching out to those off campus, non-academic units, non-traditional library services; and invisible groups. Some examples of such groups include: Admissions, Athletics, Bookstore, Career Services, Catering, Center for Health and Wellness, Center for Inclusion and Diversity, Center for Student Success, Counseling Center, Dining Services, Disability Services, Distance Learning, Facilities Management, Financial Aid, high schools, International Center, Parent Relations, Professional and Continuing Education, Recreation, Residential Life, Staff, Student Financial Services, Student Organizations, United Front Multicultural Center, prospect parents and students, etc.

Ranked #1 in the nation for undergraduate study abroad participation, USD has very successful international exchange programs. Each year, hundreds of students and faculty study and work abroad, or have the semester at sea, or get enrolled in the distance learning programs. While the library is the heart of the campus, it is important that the library develops effective outreach programs and helps patrons stay connected with the library anywhere and anytime. From electronic access to digital delivery, proactive outreach programs include office visits, open hours, individual consultation, group workshops, online tutorials, LibGuides, print materials such as flyers, brochures, e-format, phone, fax, email, orientations, and tours. Internally and externally, the library engages all users, collaborates with the community to establish the relationship, and enhances overall library services. In conclusion, librarians are changemakers. By connecting on demand, the library is transforming itself to tailor its services to meet ever changing needs.

University of Wisconsin - Madison School of Library and Information Studies

Convening Culture Keepers: Building Connections Between Library Students and American Indian Communities

Since 2008, the Tribal Libraries, Archives, & Museums (TLAM) Project has been building connections between library students and American Indian communities. Through a spectrum of community-engagement projects, University of Wisconsin-Madison graduate students have forged relationships with tribal librarians, archivists, and museum curators throughout the state. Based at the School of

Library & Information Studies, these student-led projects include partnerships with the Red Cliff Band of Lake Superior Chippewa, the Ho-Chunk Nation Youth Services, and the Langlade County Historical Society. In tandem with the projects, students designed a three-credit TLAM course in 2009. The TLAM Student Group followed in 2011. Both the class and the group engage students in current issues involving indigenous information services. The projects also led to the formation of the Convening Culture Keepers, a semiannual conference for Wisconsin tribal librarians to develop knowledge and skills to enhance their careers and serve their communities while building professional relationships in a growing network of support.

Through these initiatives, TLAM seeks to serve tribal partners while providing an opportunity for library students to gain unique experiences as new information professionals and a deeper understanding of providing information services to underserved populations. The TLAM Project is an example of the accomplishments that can be achieved through a synergy of tribal communities, students, and higher education.

Western Washington University

The Digital Divide: Connecting University Students to Their Community through Service-Learning

The advent of the Internet has ushered in new paradigms on information, access, and participation. Over time, scholars noticed patterns of inequitable information access between diverse groups, ranging across socioeconomic/class, gender, and age-related boundaries. They termed this phenomenon “The Digital Divide.” Since then, the phenomenon has manifested in myriad ways: issues of technology access; the knowledge gap; sociocultural privilege; producers vs. consumers of content; and much more. Unfortunately, awareness about this topic remains low. In effort to alleviate some of the lack of awareness about the Digital Divide, I will teach a service-learning course entitled “The Digital Divide!” This four-credit general undergraduate course will examine the Digital Divide phenomenon in the United States, and address some of the underlying issues of information inequity.

Students will participate in service-learning opportunities in local libraries and literacy organizations in attempt to better understand the same issues they will be learning in class. Partnering with one of five library partners and requiring 15 hours from each student, each service project with work with a regional library to create a service to a specific demographic that experiences information inequity. Potential projects include – but are not limited to – workshops on tech literacy, bilingual workshops or pathfinders for ESL library patrons, working with prison populations, or K-12 schools. My proposed poster session will outline my learning outcomes, provide copies of my syllabus and assignments, and demonstrate the intention and execution of my pre- and post-course surveys. But most of all, my proposed session will spark a dialogue on how to connect students with community partners on a crucially important topic. While my work is most relevant to other academic librarians, any librarian who conducts short or long term instruction – K through 12, public, or special collections – can gain valuable ideas on how to teach the Digital Divide, and take these same ideas back to their home institution.