

Diversity Connects Workshop Descriptions

-DRAFT SUBJECT TO CHANGE-

Thursday, July 17

1:00PM Kickoff and Opening Keynote with Yolanda Cuesta

Thursday 3:00-4:15

Intercultural Communication for Libraries Serving Culturally Diverse Communities

Room: 222 A/B

Good communication is the key to providing quality services. Communication always presents challenges, but communicating with patrons who are from a culture different than our own and who have limited English proficiency can be even more challenging. Spring Institute for Intercultural Learning has been helping organizations serve diverse populations for 25 years. This workshop is specifically designed to help libraries overcome intercultural communication barriers in serving patrons from a variety of cultures.

Moderator: Cindy McFadden

Rachel Skanson, Spring Institute

Rachel Skanson is the Director of Intercultural Services at Spring Institute for Intercultural Learning. She manages a culturally diverse workforce and leads training on intercultural communication for government, nonprofit organizations, and businesses. Ms. Skanson was raised in the U.S. and Puerto Rico, and moved to Taiwan after college. She speaks Mandarin Chinese, has an International MBA from the University of Denver, and has spent over eleven years traveling, living, and working internationally.

Partnering & Networking/Collaborations

Room: Theater

In an age where information is more and more accessible, libraries are finding strength in cooperating with libraries, non profits, businesses, and other libraries across the board. These partnerships and collaborations increase resources and promote resource sharing as well reach more organizations and patrons. Transform your public perception of the library as a building to the library as a dynamic, integral community member by learning how to connect with your community.

Objectives:

- Attendees will know how to integrate collaborative partnerships into their strategic planning.
- Attendees will understand the benefits of collaboration.
- Attendees will be able to select relevant partners for a collaborative endeavor.
- Attendees will know how to obtain additional funding to support programs and projects.

Moderator: Christine Deines

Brooke Phillips Andrade, Instruction and Reference Librarian, Adams State College
Brooke Andrade is a reference and instruction librarian at Adams State College in Alamosa, Colorado, a town in the San Luis Valley. The San Luis Valley, including Alamosa, Costilla, Conejos, and Rio Grande counties, is one of the most culturally diverse but geographically isolated areas of the state. Last year, Brooke worked with a colleague to create the Mobile Learning Center, a portable computer lab that travels to different areas of the San Luis Valley. Brooke and other Adams State College librarians use the Mobile Learning Center to teach information and technology literacy sessions to patrons in public libraries and organizations across the Valley.

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Pilar Castro-Reino, Denver Public Library

Pilar Castro-Reino is the Cluster Manager of seven branches of the Denver Public Library dedicated to bilingual services and services to new immigrants. She arrived in the United States twenty four years ago. Pilar attended English classes, earned her GED and proceeded to study for her Associate's Degree, Bachelor and then MLS degree.

Partnerships are an important element of the current IMLS grant that has funded wonderful programs geared to our English language learners at the Denver Public Library. Pilar Castro-Reino, Denver Public Library, 303-880-2105, pcastro@denverlibrary.org

Donna Walker, Arapahoe Libraries

Donna Walker is the Manager of Neighborhood Libraries and Outreach Services for the Arapahoe Library District in Englewood, Colorado. In this capacity she oversees operations for the small libraries that serve the rural, urban, and incarcerated patrons as well as the literacy, language, homebound and mobile library services for the District. Recently Donna was invited by the U.S. State Department to travel to Ukraine to present at various universities and the national conference on the topic of Serving Diverse Populations and Serving Diverse Populations with Technology. Donna has a Master's Degree in Library Information Science from the University of Washington and a Master's Degree in Creative Writing from the University of Denver.

Using Demographics to Understand Your Diverse Community

Room: 225

Colorado and the nation are experiencing changing demographics that will impact library services and support. Why is it important for libraries to be aware of these changes and how can you unearth the information you need to inform your library's planning process? Diversity results skyrocket when you reach out to your target markets. Find out how you can better understand your community using available data. Nicolle Steffen, director of Library Research Service, provides you with background,

resources, and an overview of the LRS Community Analysis Scan Form (CASF) to help you get started. She's joined by Rebecca Atkinson from the Pueblo Library District, which served as a pilot project for a community scan analysis. Rebecca will discuss how her library used the CASF in their planning and how research about community can lead to diverse programming..

Outcomes:

- Attendees will have the resources to locate demographic information on their community;
- Learn to use demographic information in creating policies to ensure services reflect diverse community;
- Take outreach best practices and develop their own programs to reach new users.

Moderator: Ghada Elturk

Nicolle Steffen, Library Research Service

Nicolle Steffen has been with the Colorado State Library for almost eight years and has served as the director of Library Research Service since February 2007. Before joining the State Library, she worked at Regis University's Dayton Memorial Library. She has a Master of Library and Information Science degree from the University of Denver and a bachelor's degree in business administration and marketing. Previous to a profession in libraries, Nicolle had a varied career in the private sector that including marketing and sales management. She has published and presented extensively and is an active member of CAL, RMSLA, and ALA.

Rebecca Atkinson, Pueblo Library District

Rebecca Atkinson has been the manager of Adult Services for the Pueblo City-County Library District since May, 2006. She was able to reach out to Pueblo's large Hispanic population by developing the district's new Hispanic Resource Center, Nuestra Biblioteca. The grand opening of the center, which Atkinson combined with a car show, made front-page news and was attended by over 1,000 people. This event was recognized with one of the first Best Practices in Diversity Awards by the State Library. Before coming to Pueblo, Atkinson was Director of Lamar Public Library. There she received an LSTA grant to fund many innovative programs for new immigrants and Spanish speakers. She also designed and led a bond campaign, resulting in a new library for that rural community, and wrote and received grants for close to three-quarters of a million dollars for new technology, new furnishings, and even the landscaping of that library. Atkinson has also worked to improve library services for people with disabilities, discouraged job seekers, and teens.

Learning to See the Invisible

Room: 226

This panel will address three populations with one thing in common: you can't really see them. Either they have spent their whole lives apart from the "norm" or they are not going to identify themselves for various reasons. However, their information needs are

just as real as anybody else's. The three populations discussed are people with developmental disabilities (DD), former prisoners, and lesbian, gay, bisexual, transgender, intersex, and questioning (LGBTIQ) individuals.

For many years, people with developmental disabilities were invisible in our communities, but within the past few decades, integration has become the goal of both people with DD and the agencies that work with them. Social service professionals need to recognize the library as a valuable resource for people with DD, and at the same time, librarians need to be trained on working with this sometimes-intimidating population. Because of the perceived (and sometimes very real) stigma attached to sexual identity and gender expression issues, LGBTIQ library users may be very private about their information needs. Although they often turn to libraries to seek information, they may be reluctant to check out books or interact with library staff.

More than 10,000 people are released from prison in Colorado each year; half of them will return to prison within three years of release. Successful community reintegration after incarceration depends upon many factors, not the least of which is access to information. Libraries can help fill information gaps that leave many former prisoners vulnerable to unemployment, inadequate medical care, lack of housing, and difficulties reconnecting with family and friends.

This session will discuss barriers to services and ways of overcoming these obstacles. Attendees will leave the session with better understanding of the needs and concerns of these special populations along with information- and resource-rich handouts.

Moderator: Ellen Greenblatt

Ellen Greenblatt, Auraria Library

Ellen Greenblatt is currently Associate University Librarian at Auraria Library, University of Colorado Denver. Previously she worked at SUNY Buffalo and Princeton University. Active in lesbian, gay, bisexual, transgender, intersex, and queer/questioning (LGBTIQ) librarianship for over twenty years, she co-edited the book *Gay and Lesbian Library Service* and teaches an online graduate course on "Gay, Lesbian, Bisexual and Transgender Resources and Issues" at the San Jose State University School of Library and Information Science.

Erica MacCreaigh, CSL Institutional Library Services

Erica MacCreaigh worked for seventeen years in public libraries, including six years in outreach services. She is currently a State Library consultant to the Colorado Department of Corrections, overseeing seven state prison libraries. She is the coauthor of *Library Services to the Incarcerated: How to Apply the Public Library Model in Correctional Facility Libraries* (Libraries Unlimited, 2006).

Jennifer Holmes, North Metro Community Services

Jennifer Holmes has worked with people with developmental disabilities (DD) for 6 years. She is currently working as a Substitute Librarian for Jefferson County Public Libraries and at North Metro Community Services, an agency that provides services for persons with DD. She has an MA in Literary Studies from University of Denver and an MLS from Emporia State University

Thursday 4:30-5:45

Dealing with Differences: Service Etiquette for Patron and Staff Interactions

Room: 225

Being able to communicate with a variety of cultures through patron services, signage, physical environment, etc. is important. How can your library learn from best practices in disability etiquette how to improve your customer service to all cultures? From a management perspective, what policies should be in place to best serve patrons with disabilities and how managers can lead by example. Learn resources and tips to train staff in culturally appropriate customer service, and be more comfortable yourself in serving those with disabilities.

Objectives:

- Attendees will be able to prepare staff to work more effectively with diverse communities.
- Attendees will be comfortable offering customer service to different diverse populations.
- Attendees will know what effective accommodations and policies regarding disabilities can be applied in the library.

Moderator: Heidi Baker

Candice Brandt, DBTAC Rocky Mountain ADA Center

Stop Celebrating, Start Integrating--A World Café of Ideas

Room: 222 A/B

Library programming is a great way to show the community that that the library is a dynamic and active place that's part of your multicultural community. Programs have the opportunity to reach all ages and all types of people, and not just by celebrating a single culture or event. While the quantity and frequency of library programs vary in response to community needs, budget concerns and other demands upon the library staff, learn from libraries of all sizes how to pull more diverse audiences to the library, expand your user base, integrate multiple cultures and deliver community programs outside the library setting. Learn how to create programs & partnerships without overextending staff or going broke!

Objectives:

- Attendees will garner ideas to plan appropriate programs for diverse groups.
- Attendees will evaluate programs for replication in their own community.

- Attendees will know ways to discern community needs for diversity programming.
- Attendees will learn examples of marketing programs to the community.

Moderator: Pilar Castro-Reino

Maureen O'Connor, Queens Public Library

Maureen O'Connor is the Director of Library Services at the Queens Borough Public Library in New York City. She moved to Queens eight years ago to become the Library's Director of Programs and Services and in 2006 was promoted to her current position. She is responsible for the system's Central Library, 62 branch libraries and 7 adult learning centers. Queens Library serves the most diverse county in the country with 48.5% of its residents foreign born and 55.6% speaking a language other than English at home. Prior to working in Queens Ms. O'Connor was a Library Development Specialist at the New York State Library serving as program officer for outreach, adult literacy and LSTA grants.

Padma Polepeddi, Arapahoe Library District

Padma Polepeddi has worked in public libraries since 1996--first in Chicago and then in the Arapahoe Library District since 1999. She has a passion for library service as it gives her the opportunity to welcome people from all around the world into the library and empowering them in whatever life paths they choose. Padma has a Masters degree in English Literature from India, speaks 5 Indian languages, and loves gardening, hiking and taking long walks with her husband.

Rebecca Atkinson, Pueblo Library District

Rebecca Atkinson has been the manager of Adult Services for the Pueblo City-County Library District since May, 2006. She was able to reach out to Pueblo's large Hispanic population by developing the district's new Hispanic Resource Center, Nuestra Biblioteca. The grand opening of the center, which Atkinson combined with a car show, made front-page news and was attended by over 1,000 people. This event was recognized with one of the first Best Practices in Diversity Awards by the State Library. Before coming to Pueblo, Atkinson was Director of Lamar Public Library. There she received an LSTA grant to fund many innovative programs for new immigrants and Spanish speakers. She also designed and led a bond campaign, resulting in a new library for that rural community, and wrote and received grants for close to three-quarters of a million dollars for new technology, new furnishings, and even the landscaping of that library. Atkinson has also worked to improve library services for people with disabilities, discouraged job seekers, and teens.

Annette Choszczyk, Delta County Libraries

More than Human Resources: Finding the People Within the Policies

Room: Theater

Formal affirmative action and equal opportunity mandates may be a thing of the past, but their philosophy lives on. Human resources challenges in regard to diversity range from recruitment and retention to working situations and human relations, including conflicts! Your library will be miles ahead if its policies and procedures are supportive, up-to-date, and encourage the best from diversity rather than strangling innovations. Hear from Sandra Mitchell, Associate to the Provost for Diversity, Regis University. Among her areas of interest--strategic planning, diversity as inclusivity, staff involvement, wide recruitment, career development, team-building based on mutual respect and institutional goals and progress. See how you can encourage the best from diversity when you pay attention to your foundations.

Moderator: Bonnie McCune

Sandra Mitchell, Assistant Provost for Diversity, Regis University

Sandra Mitchell holds a Bachelor of Science in Psychology and a Master of Education in Higher Education from Drake University. She is a doctoral candidate in Educational Leadership and Innovation at the University of Colorado at Denver. Her research emphasis is the institutionalization of diversity in higher education.

Prior to her current appointment, she served as Coordinator of Service Learning in the School for Professional Studies at Regis University. Before coming to Regis she served as coordinator of minority recruitment and retention in the College of Education at Iowa State University; Director of Academic Services at Morningside College in Sioux City, IA; Practicum Coordinator for the School of Education at Drake University; Assistant Director of IOWANET/PSInetIn at Drake University and as a Job Coach at the Lifeskills Foundation in St. Louis. The Assistant Provost for Diversity is charged with building transformative alliances with various university constituents to achieve a truly diverse community of faculty, staff and students. The Assistant Provost for Diversity serves as the primary advisor to the Provost and to the University community on matters related to maintaining and enhancing a diverse campus environment. The Associate works in close collaboration with colleagues responsible for mission development, social justice education, service learning, spirituality programs and disability services.

For more information about Regis University's Diversity Initiatives, contact Sandra L. Mitchell at (303) 964-5304 or smitchel@regis.edu

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Services to New Immigrants

Room: 226

As a nation of immigrants, do we still identify with an immigrant's experience? Can you describe their immediate needs, define their rights as human beings as well as their civil

rights? Look at the implications of where we've failed in the past and how libraries can empower them with information. Identify gaps and barriers that prevent us from becoming a better knit community and begin to build a bridge between diverse communities at the library. Ready your strategy to reach out to and meet the information needs of this growing sector of our communities.

Moderator: Megan Kinney

Ghada Kanafani Elturk, Boulder Public Library

Born in Beirut, Lebanon. Immigrated to the USA in 1985. Holds a Masters degree in Philosophy. Has worked as a librarian in the following fields: research, international business, audio-visual, law, school, computer software, archives and indexing. Currently coordinate community and cultural outreach programs and services for the Boulder Public Library in Boulder, Colorado. Designed, implemented and developed all programs for this position since its inception in 1996. The outreach department offers library programs and services to meet the needs of adults and families of diverse backgrounds and create dialogues and better Mission: To help make a strange place familiar and to help bring communities together

Megumi Esperanza Nakamura, Pikes Peak Immigrant and Refugee Collaborative
Megumi Esperanza Nakamura is the coordinator for the Pikes Peak Immigrant and Refugee Collaborative in Colorado Springs, a project of the Supporting Immigrant and Refugee Families Initiative, funded by the Colorado Trust. As a child of immigrants herself, Megumi is working to create integration and a sense of community in Colorado Springs through activities such as Dialogue Days, Know Your Rights Workshops, and Citizenship Drives. She is also currently working, in collaboration with American Dream (a local immigrant-led group), to produce a guidebook for newcomers to the area. In addition, Megumi, in collaboration with Catholic Charities in Colorado Springs is also helping to organize an Immigration Summit that will bring together community leaders from different sectors in the Pikes Peak region who are working on immigration issues or with the immigrant population to find common ground and then work together to create a more positive, inviting community for our immigrants - always remembering that true integration is a two-way street - we learn from each other.

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Elliot Jackson, Delta Library District

Elliot Jackson has run the adult literacy program for the Delta County Library District for seven years. She helped to develop a Family Literacy Program for mothers studying English as Second Language in collaboration with the School District. She moved to the Western Slope after ten years in Chicago, where she taught ESL, worked in libraries, and pursued graduate studies in theater at Northwestern University.

Friday, July 18

8:30AM Greetings and Keynote with Maureen O'Connor,

Experience from the Field: Practical Advice on Serving Diverse Populations.... suggestions, tips and lessons learned the hard way!

Maureen O'Connor is the Director of Library Services at the Queens Borough Public Library in New York City. She moved to Queens eight years ago to become the Library's Director of Programs and Services and in 2006 was promoted to her current position. She is responsible for the system's Central Library, 62 branch libraries and 7 adult learning centers. Queens Library serves the most diverse county in the country with 48.5% of its residents foreign born and 55.6% speaking a language other than English at home. Prior to working in Queens Ms. O'Connor was a Library Development Specialist at the New York State Library serving as program officer for outreach, adult literacy and LSTA grants.

Ms. O'Connor serves on the board of Literacy New York State and is a long time member of ALA, PLA and NYLA, the New York Library Association. She is an adjunct professor at Long Island University's Palmer School of Library and Information Science teaching "Librarianship for A Diverse Population." She has presented on the topics of diversity and information literacy at state and national library conferences as well as the Danish National Library Conference, Norwegian Library Symposium, and the Commonwealth Library Association in Jamaica.

Friday 10:30-11:45

Managing for Diversity

Room: Theater

Management of a diverse staff isn't easy. How do we foster mutual respect while building a team and working toward institutional goals? Creating a more inclusive organization requires attention to race, ethnicity and culture rather than turning a blind eye to differences. Will you go back to doing business as usual now that you're aware of the value of differences? Think about the steps needed to create or evolve into a nurturing organization where people of diverse backgrounds are represented at all levels of the organization

Objectives:

- Attendees will have programming ideas for diversity training with staff.
- Attendees will discuss inclusion in their boards and commissions.
- Attendees will leave with ideas about diversity management and their own next steps.

Moderator: Jayati Chaduri

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Closing the Achievement Gap

Room: 222 A/B

Children from special population groups may have a struggle when it comes to achievement in school. This is called "achievement gaps," and the Colorado Department of Education has as a priority developing ways to close those gaps. Public libraries as well as school libraries are in a position to assist. That assistance can be directed to children birth to five, K through 12, and parents, teachers and caregivers. Learn about the possibilities from library representatives as well as a staff member from CDE

Moderator: Gene Hainer

Cindy McFadden: Arapahoe Library District

Cindy McFadden, Arapahoe Library District Coordinator of Outreach Services. Cindy has over 16 years university and public library experience, achieving her MLS in 2003. A current Coordinator of Early Childhood Literacy Services, Language Services, Bookmobile Services, and Homebound Services, she works with several partnerships, including Arapahoe County Early Childhood Council, Seniors, In., and Spring Institute for Intercultural Learning.

Peter Derk: Farr Regional Library in Greeley

Peter Derk is insightful and creative in his passion for services to youth and teens. Peter is responsible for the High Plains Library District partnerships with schools, of which nearly 50% are now Hispanic. A recent MLIS graduate, Peter has worked for High Plains for 2 years. Peter is currently working on a project to integrate seniors into services provided to youth and teens.

Joanna McNeal, Circulation Manager, Lafayette Public Library

Jo is a research scientist-turned-librarian. Her three daughters have been Little Buddies in Lafayette Public Library's Reading Buddies Program for the past two years.

Christine Deines, Colorado Department of Education

Christine Deines has been directing, overseeing, supervising, teaching, presenting, facilitating, developing curriculum, and training professionals and paraprofessionals for over 10 years. Ms. Deines has taught community classes to diverse populations of children and adults and has been an active advocate and community member for literacy, adult education and family literacy in the community. Ms. Deines currently works as a Senior Consult for the Colorado Department of Education and holds a

Masters of Library and Information Science, MLIS from the University of Denver and a BA in Political Science from the University of Colorado.

Room:

Serving.....Seniors & Those with Disabilities

Room: 226

There are times that libraries are at a loss to provide adequate services to the disabled and to seniors. Colorado's population is graying. One in five Americans have a disability, and this percentage only increases with age. Whether you serve youth or adults, gear up to expand your technology to include those with disabilities and/or target seniors with innovative services. This workshop addresses technologies and programs that libraries can implement to better meet the needs of these populations. Presenters will touch on training staff to address patrons' needs, new models, adaptive technology, and anticipating the needs of senior and disabled patrons.

Objective:

Create better understanding of seniors and those with disabilities' library needs and know where to find additional resources for assistive technology.

Moderator: Warren Taylor

Jim Sandstrum, Assistive Technology Partners

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Debbi MacLeod, Colorado Talking Book Library

Paul Paladino, Montrose Library District

The library district will improve services for the County's growing senior citizen population by hiring the District's first adult outreach coordinator (in-kind), purchasing a book van, and installing adaptive and family computer stations. The book van will deliver materials to homebound patrons, senior centers, nursing homes, and related populations.

12:15PM Leadership & Diversity with Juana Bordas

Juana Bordas is President of Mestiza Leadership International -- a company that focuses on leadership, diversity, and organizational change. A former faculty member for the Center for Creative Leadership (CCL), she taught in the Leadership Development Program (LDP) - the most highly utilized executive program in the world. As founding President/CEO of the National Hispana Leadership Institute, the only program in America that prepares Latinas for national leadership, she forged partnerships with Harvard's JFK School of Government and CCL to provide training for Hispanic women.

Juana holds an MSW from the University of Wisconsin. She has twenty two years' experience managing nonprofit corporations and building partnerships with the private sector to support innovative programs. Her publications include: "Passion and Power:

Finding Personal Purpose -- essay in "Reflections on Leadership" (John Wiley & Sons). Juana is a contributing author to "Leadership in the 21st Century" in "Rethinking Leadership" published by Sage Publications. "Latino Leadership: Building a Diverse and Humane Society" was published by the Journal for Leadership Studies. Her paper, "African American Leaders: Guardians of Public Values," was included in the inaugural issue of the International Journal on Servant Leadership. Her book, "Salsa, Soul, and Spirit: Leadership for a Multicultural Age" was published by Berrett-Koehler in 2007.

A dynamic national speaker and trainer, Juana weaves leadership, diversity, and community building into a multicultural tapestry. She utilizes music, movement and leadership practices to illustrate the richness and wisdom diversity brings. A former Peace Corps volunteer, she received the Franklin Miller Award from the US Peace Corps for her life long commitment to advance communities of color. The Denver Business Journal selected her for their 2003 Outstanding Women in Business Award. She was recognized by the National Organization of Black Elected Legislative Women as a Colorado Pioneer for her "Legacy of Outstanding Leadership." In 2006, Juana received the Leadership Legacy award from Spellman College's Center for Leadership and she was honored with the 2008 Martin Luther King Jr. Business Responsibility Award.