

Diversity Audits and the Role of Technical Services Staff

Role of the Professional Librarian in Technical Services (RPLTS) Interest Group

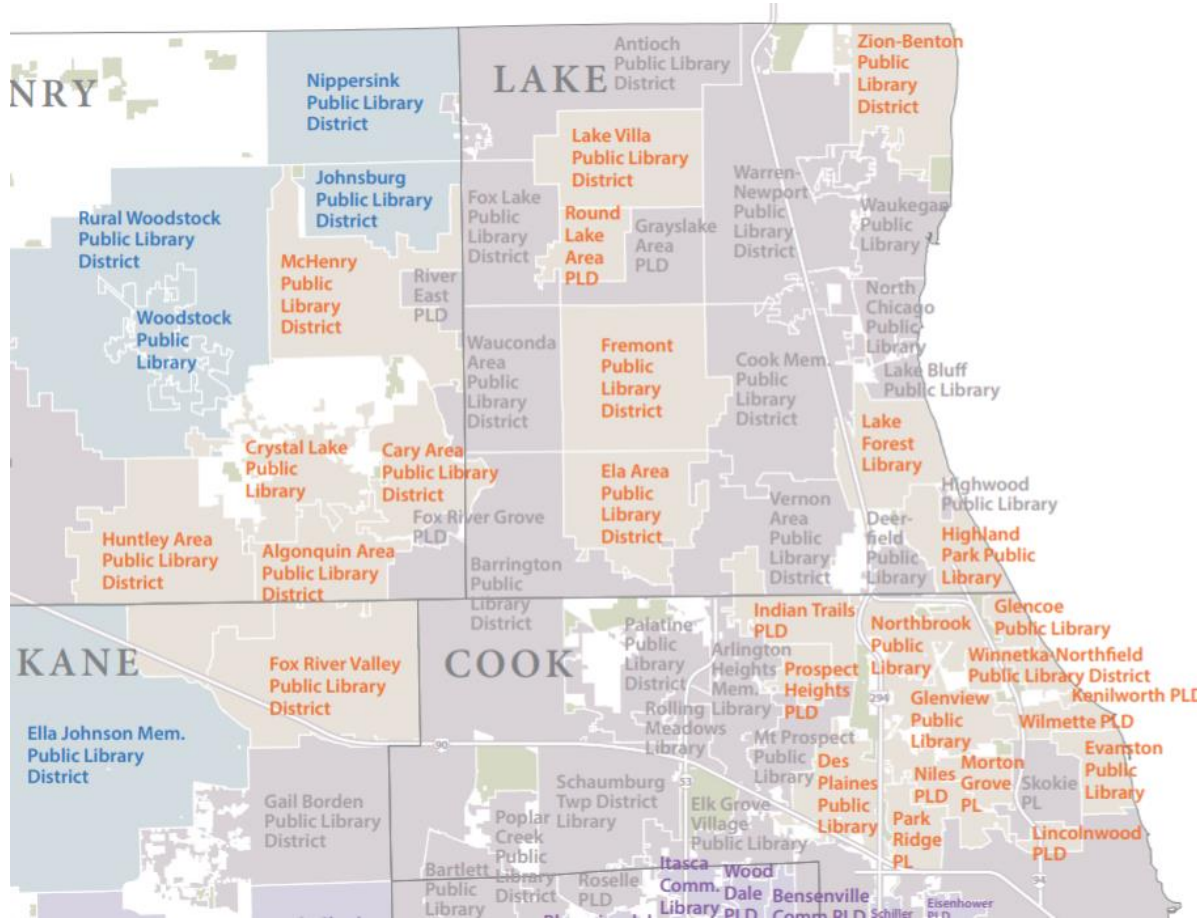
2024 Core Virtual Interest Group Week

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Member Services Librarian – Technical Services

Cooperative Computer Services (CCS)

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- 31 member libraries in the Northern and Northwestern suburbs of Chicago, IL.
- Since 2021 CCS has worked on designing their own Diversity Audit Tool.
- The Diversity Audit Tool was launched in 2022.
- [Land Acknowledgement](#): This area is located on the ancestral lands of indigenous tribes, such as the Council of the Three Fires--comprised of the Ojibwe, Odawa, and Potawatomi Nations--as well as the Miami, Ho-Chunk, Menominee, Sac, Fox, Kickapoo, and Illinois Nations.

Agenda

1. What's a diversity audit?
2. Manual options
3. How can cataloging staff assist with a manual diversity audit?
4. Automated options
5. How can technical services staff assist with automated diversity audits?
6. Demonstration of the CCS Diversity Audit Tool

What's a diversity audit?

- Audits of staff diversity and policies.
- Purpose of an audit: avoid lawsuits and promote systemic change.
- Audits can include benchmarking against a baseline to measure if the systemic change was successful.
- Karen Jensen first promoted the concept of diversity audits of library collections in 2017 in School Library Journal blog articles in "Teen Librarian Tool Box."
- Library audits can be done manually or with an automated process.
- Sarah Voels published *Auditing Diversity in Library Collections* in 2022.

What can be audited in a library?

- Library collections (including toys and felt boards)
 - Diversity of subjects
 - Diversity of fictional characters
 - Diversity of authors and illustrators
- Diversity of program topics
- Staff diversity
- Establish a baseline in the initial audit and benchmark against the population statistics of the service area.
- Align policies with goals.

Two Options for Manual Diversity Audits

- Manual diversity audit:
 - Manually review title being audited
 - Options include: auditing titles as they are purchased, randomly selected titles in a collection, or whole collection
 - Record data in a spreadsheet
 - Tabulate statistics in the spreadsheet
 - Time-consuming process
- Reverse audit
 - Compare award lists of diverse books to the collection, i.e. Pura Belpré Award
 - Purchase titles that the library doesn't own

Manual Audits and the Cataloger's Role

Title: *Birds of all feathers* : doing diversity and inclusion right
Author: Bach, Michael, 1971- author.
Format: Book
Publisher, Date: Vancouver : Page Two Books, 2020.
©2020
Description: 206 pages ; 22 cm
Summary: "Birds of All Feathers is a timely call to action for employers, HR professionals, managers and employees to address diversity and inclusion—because it's not just the right thing to do, but the smart thing to do. Michael Bach helps you develop a better understanding around the nuances of terms like diversity versus inclusion and equity versus equality, and shows how diversity and inclusion can drive innovation and creativity—critical to any business's survival in today's fickle marketplace. You'll learn how to craft a D&I policy that's effective, and how to start the work of dismantling systemic racism and inequity by creating safe work spaces where people can bring their whole selves, find advancement, and succeed. Whether you are in the arts, healthcare, non-profit, or for-profit sectors, there is a business case for making your organization a space of true inclusion. In *Birds of All Feathers*, Michael Bach presents a feisty and honest case for the business advantage of diversity and inclusion in the workplace with practical steps to get there."— Provided by publisher.
Subjects: Diversity in the workplace.
Leadership.
Personnel management.
Work environment.
Palatine (Ill.) -- Neurodiverse subject.
Palatine (Ill.) -- Disability subject.
Palatine (Ill.) -- LGBTQIA+ author.
Palatine (Ill.) -- BIPOC subject.
Palatine (Ill.) -- LGBTQIA+ subject.
Palatine (Ill.) -- Own voices.
Palatine (Ill.) -- Intersectional subject.

- [Local subject headings](#) can help a library track statistics on the diversity of new titles purchased.
- Technical services and public services staff worked together to create broad DEI subject headings.
- Selectors are responsible for adding a note to the selection of the subject heading.
- Catalogers add subject headings to the records.
- A quarterly report shows how many new titles have had those headings added to date so that selectors can see if they're meeting their goals.

Automated Options are Available from Vendors

- [Diverse BookFinder's Collection Analysis Tool \(CAT\)](#) – Free tool for analyzing picture book collections
- Data Dashboards
 - [collectionHQ](#) – Owned by Baker and Taylor. Specializes in public libraries. This data is integrated with the weeding reports.
 - [LibraryIQ](#) – Vendor neutral and can support all types of libraries and consortia. It also can suggest items to purchase to increase the diversity of the collection.
 - [OrangeBoy](#) – Customizable equity dashboard that can include programming information, staffing information, digital equity, etc.
- Library vendor reports - one-time analysis of collection(s)
 - [Ingram](#) – data for the whole library compared to the public library average and suggestions of diverse titles to purchase.
 - [Midwest Tape](#) – data for the audiobook and video collections is analyzed and compared to local and national demographics. It's integrated with Hoopla Instant.

Homegrown Options for Diversity Audit Dashboards

- Creating your own data dashboard is a great option for consortiums or libraries with a systems administrator that has strong database management and data visualization skills.
- Allows libraries in a consortium to benchmark against the whole consortium or libraries that serve populations with similar demographics.
- Consortiums can create a collection development dashboard for identifying diverse titles to purchase that other libraries in the consortium own.
- System Administration, Cataloging, and Public Services staff can work together to create their own tool.
- Affordable options include:
 - Excel
 - Google Data Studio (amount of data is very limited)
 - Tableau

What can/can't be audited?

What Can Be Audited

- Subject/Genre headings

What Can't Be Audited

- Author/Illustrator demographics
- Characters
- Can't discern between a book about a soldier involved in the Gulf War and a book about an Iraqi.
- Amount of data can be limiting, i.e. too many econtent records to include in audit.

What You Can Accomplish With a Homegrown Diversity Audit Dashboard

- Analyze the whole library.
- Supplement a manual audit.
- Compare the manual audit to the dashboard as a benchmark.
- Track improvements over time.
- Identify titles that will not be dead on arrival.
- Identify titles that won't require additional cataloging time, because the record already exists in the catalog.
- Identify diverse titles to promote or weed.

Designing Your Own Automated Dashboard and the Technical Services Staff Roles

- Cataloging/Metadata Staff Role:
 - Project manager
 - Identify Subject Headings to be audited
 - Categorize the subject headings
 - Help the systems administrator design the tool
 - Work with/or without UX Specialist to do user testing when designing the tool
- Systems Administrator Role:
 - Create scripts for querying the database for subject headings
 - Create scripts to categorize subject headings
 - Create the infrastructure for the data dashboards
 - See the documentation on the SQL query and tables used to build the dashboards for CCS: <https://reports.ccslib.org/divDoc>.
- UX Specialist (optional):
 - Design UX studies to ensure the design of the tool functions the way that selectors need it to function

Check out our YouTube videos

- [Introducing the CCS Diversity Audit Tool](#)
- [Diversity Audit Tool Interface](#)
- [Diversity Audit Tool: Diversity Audit Dashboard](#)
- [Diversity Audit Tool: Collection Development Dashboard](#)

Resources

- Cooperative Computer Services. (2023, September 26). *Local subject headings*. CCS Cataloging Manual. https://www.ccslib.org/Catalogers/index.php?title=Local_subject_headings.
- Jensen, K. (2017, November 1). *Doing A YA collection diversity audit: Understanding your local community (part 1)*. Teen Librarian Toolbox. Retrieved from <https://teenlibrariantoolbox.com/2017/11/01/doing-a-diversity-audit-understanding-your-local-community/>.
- Fischer, R. (2023). Automating the Diversity Audit Process. *Information Technology and Libraries*, 42(3). Retrieved from <https://doi.org/10.5860/ital.v42i3.16925>.
- Voels, S. (2022). *Auditing Diversity in Library Collections*. Santa Barbara: CA: Libraries Unlimited.

Questions?

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