

**Z. Smith Reynolds Library  
Wake Forest University  
Diversity & Inclusion Strategic Plan**

## **Mission**

The mission of the Z. Smith Reynolds Library is to help our students, faculty, and staff succeed. We do this by providing unparalleled service in managing, delivering and teaching the use of scholarly content and information technology.

## **Commitment to Diversity & Vision**

The Z. Smith Reynolds Library affirms the University's commitment to diversity and to the creation of a more diverse learning community. The Library seeks to remain indispensable to that community of learners and therefore is committed to having its' staffing, collections, programs and services be as diverse as the community of users it serves. The Library strives to create a culture where everyone in our campus community feels welcomed, valued and respected; a culture where everyone can thrive and be successful. As we increase the representation of diverse individuals within our Library, we also pledge to participate in University and other training initiatives to enhance intercultural competence.

## **Values**

We value the library as a place where everyone is welcome. We value and appreciate differences: of opinion, perspective, culture, race, socioeconomic status, color, sex, national origin, religion, age, sexual orientation, gender expression, and physical ability. We value and encourage diversity and multiculturalism within our collections, programs, services and our human resources.

## **Goals**

1. Create a welcoming environment for all members of the community.

### Strategies

- Participate in University and other training initiatives to enhance intercultural competence.
- Develop and implement ongoing staff training in order to improve staff member's abilities to provide excellent service to all members of our diverse community.
- Maintain a workplace climate that demonstrates commitment to cultural pluralism.
- Master interpersonal communication techniques that reflect an understanding of the role of language in the patron's culture.
- Conduct instructional and other forms of outreach to diverse and under-served groups to ensure they feel welcome at the library and have the skills necessary to succeed.

2. Enhance teaching, learning and research by improving access to information resources that serve the needs of a diverse academic community of learners.

#### Strategies

- Regularly assess and strengthen collections to ensure they are reflective of the university's curriculum.
  - Develop instructional methods, practices and resources that are widely accessible and reflective of the diversity of learning styles, language abilities, developmental skills and cultural perspectives represented within the community of learners.
3. Provide diverse programming that promotes the understanding and celebration of differences as well as similarities.

#### Strategies

- Create and advocate for the creation of programs and services that are reflective of the cultural heritage, cultural backgrounds, and social identities of the library's community of learners.
  - Form collaborations with groups that serve the under-served communities and that produce or distribute content for the under-served.
  - Encourage faculty to display multicultural projects in the library that they and their students have created as a part of their curricula.
4. Actively recruit, hire and retain a diverse pool of library faculty, staff and student assistants to provide us with the talent, skill and potential to serve our community of learners.

#### Strategies

- Improve the diversity of search candidate pools by utilizing active recruitment methods to solicit applications.
  - Emphasize the library's commitment to diversity during each active search by requiring a written report from search committee chairs detailing the committees outreach efforts.
  - Explore ways to examine, identify and discuss unrecognized cultural biases that may have implications on the applicants' onsite interview experience.
  - Implement programs that provide fellowship opportunities for members of underrepresented groups.
5. Actively recruit minorities to the Library and Information Science profession.

#### Strategies

- Partner with School of Library and Information Science programs within the state on efforts to recruit minorities within the profession.
- Collaborate with national programs such as the Association of Research Libraries Initiative to Recruit a Diverse Workforce and the Spectrum Scholars to acquaint participants with Wake Forest University and the Z. Smith Reynolds Library.
- Create opportunities for internships, observations and other collaborations for library school students of color.