Push Comes to Shove: Supporting Patrons of Color in Your Institution Strategies Handout

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STRATEGIES FOR SUPPORTING PATRONS OF COLOR

1. Lifelong learning around anti-racist and anti-oppressive action
   ○ Scholars of Color to read and reflect
   ○ Tools for developing an understanding of anti-racist work:
     ■ https://www.nasco.coop/sites/default/files/srl/Tools%20for%20White%20Anti%20Racist%20Organizing.pdf
     ■ www.coloursofresistance.org/751/anti-oppression-organizing-tools
   ○ Connect via social media
     Example: Facebook Groups To Consider
     ■ Librarians for social justice: https://www.facebook.com/groups/libs.social.justice/
     ■ Queery Librarians: https://www.facebook.com/Qbrarians/
     ■ Libraries Resist: https://www.facebook.com/LibrariesResist/
     ■ EveryLibrary: https://www.facebook.com/EveryLibrary/
   ○ Develop peer group and challenge one another. Surround yourself with folks doing anti-racist and anti-oppressive work

2. Start with one inequitable or ineffective program or policy in your work. What can you do here to work towards collective liberation?
   ○ Who are the stakeholders that I need to know or community with?
   ○ Do I have allies in this work who feel the same way?
   ○ How can I report back or remain accountable to the community?

3. Recognize your privilege and begin a reflective practice.
   ○ How can I avoid oppressive action at the desk? In a program? In a meeting?
   ○ Ask questions, pay attention, and be respectful.

4. Consider structures and signage. Address barriers to interaction - be proactive in overcoming them by relying on your service imperative.

5. Providing collections and programs which accurately and authentically reflect the cultural perspectives of communities of color.

6. Promoting library services through the communication channels and community events organized by people of color.

7. Investing in recruitment strategies that build a diverse staff so that all people see themselves represented in the administration, management, and delivery of library services.

8. In addition to get out from behind the desk, get into your community. Remember “Librarian at Every Table,” look at Canadian “Community Led Librarianship” models.

9. Treat everyone the same, provide exceptional customer service that doesn’t single one person out and use excellent customer service to prevent escalating the situation.