I. **Diversity Mission/Vision Statement**

The Library continues to support the following two goals specified in the *University Library: In Pursuit of Our Strategic Vision 2005-2010*.

**Learning & Teaching and Research Goals**

“Ensure that library collections and programs support university goals in such areas as diversity, multiculturalism, globalization, interdisciplinary studies, and experiential learning.”

“Continue to strengthen and broaden library collections and programs that support university research in diversity, multiculturalism, and globalization.”

The Library continues its systematic collection programs in the areas of African American Studies, American Indian Studies, Asian American Studies, Chinese Studies, Diversity, French, German, Government Publications: International, LGBT Studies, Latino/a Studies, Philosophy & Religious Studies, Russian Studies, Spanish and Women's Studies. To expand the diversity, multi-culturism, and globalization of its collections the Library also has an assigned Subject Librarian for each of the above subjects who is responsible for building the collection as well as providing in-depth research assistance. The Library also has a wide variety of electronic resource guides related to diverse subjects to assist researchers in identifying the best resource materials for their specific needs.

**Human Resources Goal**

“Maintain a well-trained, knowledgeable, diverse, and service-oriented staff (library faculty, professional/scientific staff, merit staff, and student assistants) and a positive work environment essential to the successful operation of the library.”

One means of pursuing this goal is through the on-going work of the Library Diversity Committee. This is a long-standing library committee, which includes six members representative of faculty, P&S staff and merit staff. The committee is active and meets on a monthly basis. The Library Committee on Diversity works with the Dean of the Library to develop and promote a diverse work force within the ISU Library. The creation and maintenance of a total community that is multicultural, multiracial, multinational as well as respectful of the dignity of all persons is essential to the educational mission of this library.

The Library Diversity Committee's charge includes:

- To inform and educate Library personnel concerning diversity issues.
- To maintain a focus on equal employment opportunity and affirmative action within the Library.
- To help create a work environment in which all personnel are able to develop to the fullest extent of their potential.
To review with selection committees the recruitment process in relation to members of protected classes for professional positions, and to serve as a resource for all hiring

II. Response to Diversity Statistics
The Library’s percentage of tenured and tenure eligible minority faculty has remained around 11% for the past five years. Its percentage of tenured and tenure eligible female faculty has remained around 66% for the past five years. The Library’s percentage of minority faculty (18.4%), while steady, is lower than the university percentage and its percentage of female faculty is considerably higher than the university percentage (34.2%). In addition to these statistics the Library also has a large number of women in leadership roles holding positions such as the Dean of the Library, Associate Dean and Department Head.

The Library employs a large number of student assistants. Although no official statistics exist for this segment of library employees, the library student employee population is quite diverse. We regularly have a large number of international students as well minority students.

III. Diversity Efforts
An essential aspect of creating a welcoming environment begins with first impressions. All library applicants who are interviewed are welcomed and respected throughout the entire interview process and we place a high value on adhering to the university’s expectations for recruitment. Faculty and P&S search committees have an active role in the search process as well as the Diversity Committee, which provides all faculty and P&S search committee chairs with a diversity packet containing information regarding appropriate interview questions and diversity initiatives. At the conclusion of the formal interview for faculty and P&S candidates, a member of the Diversity Committee meets with each candidate, and asks key questions regarding the interview process. During the past year we have not received any negative responses regarding inappropriate questions or behaviors. Moreover, we have received extremely positive feedback from external candidates regarding the professionalism shown during interviews.

An important part of creating a welcoming environment for all library faculty and staff is our Library Staff Association. The mission of this organization states, “The Library Staff Association (LSA) is a non-profit social organization, which promotes and enhances the well being of Iowa State University library staff.” All staff are welcome and encouraged to become part of this group and participate in event. Bi-annual meetings are held as well as various social events throughout the year. Events include potlucks, summer picnic, and various break activities. The LSA Council ensures all staff are welcomed at each event. These events and other library sponsored events make staff value the work environment at the University Library. The Library Staff Association also provides services opportunities throughout the year to support the Ames and Story County community. They regularly hold food drives and support families in need through an annual giving tree.

The University Library, in collaboration with the ISUCard Office, ensures that all visiting faculty and scholars have the same access to library collections and services as ISU faculty. This includes remote access to all licensed electronic content (e-journals and e-books, online indexes and abstracts, etc.) and interlibrary loan. As previously mentioned the collections program
continues to expand the diversity, multiculturalism and globalization of our collection. A
detailed list showing the diversity of our collection is included the appendix.

The Library continues to uphold the following goal as specified in the University Library: In
Pursuit of Our Strategic Vision 2005-2010 – “Ensure recruitment of a qualified, diverse, and
service-oriented staff”. All faculty and some of our P&S positions are advertised nationally to
recruit the most qualified, diverse candidates. All vacant positions are posted on as many
websites as possible that reach diverse candidates in the specific field of the vacancy.

From the public perspective, the University Library offers a variety of services for patrons with
either temporary or permanent disabilities, and works closely with staff in the university’s
Disability Resources Center to continuously improve these services. Iowa State students, faculty
and staff are encouraged to contact the Library's Microforms Center for information on access and
services available. Full-time staff are available to assist users Monday through Friday, 8:00 a.m.-
4:00 p.m.; at all other times, student employees are trained to provide assistance and referral. The
e-Library provides a complete overview of all disability-related equipment and services provided
by the Library (www.lib.iastate.edu/services1/other/disab.html). Having branch facilities
throughout the campus is also an extremely valuable resource for patrons with disabilities, they are
able to obtain service and materials in the following locations: on-line, Parks Library, Veterinary
Medical Library, Design Reading Room and the Physical Sciences Reading Room. We also offer
delivery between our branch facilities and storage building.

Library Faculty and P&S staff serve on various University Committees with diversity-related missions:

- Committee on Disabilities
- Faculty Senate Committee on Women and Minorities
- University Diversity Committee Chairs
- University Committee on Women
- Sri Lankan Student Association faculty advisor
- YWCA Board president

IV. Best Practices/Final Comments

Training/Development
The Library Diversity Committee continues to focus on offering valuable training regarding
diversity topics to Library faculty and staff. Throughout the academic year the committee invites
various speakers to the Library and provides information to staff regarding diversity related events
on campus. Events hosted at the Library or attended by Library faculty and staff include:

- February 19, 2009: The Library joined with Asian American Studies Program, Center for
  American Intercultural Studies, and the Departments of Anthropology, English and History
to organize ISU’s Day of Remembrance event commemorating the 67th anniversary of the
day FDR signed Executive Order 9066 and set in action the internment of Japanese
Americans during W.W. II. There were two guest speakers for this event in the Memorial
Union, Grace Amemiya and Phil Tajitsu Nash.
- March 6, 2009: Several Library staff attended the campus ISCORE. After attending
  participants shared their experiences with all staff through our internal staff newsletter.
• April 29, 2009: Library staff were invited to attend a staff development session titled, “Workplace Difference from a Cultural Perspective”. Several library staff shared their work experience in countries outside of the United States.

Service Excellence
The University Library continues to strive to provide exceptional public services through our physical and virtual services. During the past year we completed a major renovation project that features a more accessible classroom on the first floor of Parks Library. The new classroom features 46 new computers available for students to use in a convenient location. A work space that is particularly helpful to those users with disabilities. Another valuable project that is nearing completion is replacing all three of our elevators within the building. The new elevators will provide much better service for all patrons within the Parks Library. We continue to explore options to better serve our patrons in all facets of their usage of the Iowa State University Library.