In Customer Service

TODAY'S GOALS

1

Understand intellectual freedom

TODAY'S GOALS

Learn how to recognize and interact with diverse patrons

2

TODAY'S GOALS

Ensure free and secure access for all

3

INTELLECTUAL FREEDOM

is the right of **every individual** to both seek and receive information from all points of view **without restriction**. It provides for free **access** to all expressions of ideas through which any and all sides of a question, cause or movement may be explored. Intellectual Freedom encompasses the freedom to hold, receive and disseminate ideas."

DIVERSITY DEFINITION

is a commitment to recognizing and appreciating the variety of characteristics that make people and communities unique as well as creating and sustaining an atmosphere that promotes and celebrates individual and collective achievement.

DON'T RESTR

ACCESS

Public Libraries Serve the Entire Public.

To live up to the word **public**, our libraries must be open and welcoming to everyone. In other words…...LIBRARIES ARE FOR EVERYONE.

LIBRARIES AND DIVERSITY

Th experiencing:

- Language of literature barriers
- Economic distress
- Isolation due to cultural, social, or physical barriers
- Racism

Discrimination due to:

- Appearance
- Ethnicity
- Immigration status
- Religion
- Sexual orientation
- Gender identity and expression
- Education
- Employment
- Housing

UNDERSERVED POPULATIONS

- Adult New and Non-Readers
- LGBT People
- Incarcerated People and ex-offenders
- Older Adults
- People of Color
- People with Disabilities
- The Poor and Homeless

ADULT NEW & NON READERS

- Who Are they?
- What should the library do?

ADULT NEW & NON READERS

LOANS &LIMITS

BORROWING & RETURNING LIBRARY ITEMS

All items must be checked out and returned to the circulation desk.

HOLDING & RESERVING ITEMS

Items can be put on hold or reserved. To place a hold online go to *http://destiny.ics.ac*

RENEWING ITEMS

You do not have to have your books with you - come to the library, email *library@ics.ac*, or phone us.

LOAN LIMITS

Middle School - 3 items per loan period

High School - 5 items per loan period

These limits may be exceeded if you need them for a project.

Books, Books on CD	2 Weeks - MS 3 Weeks - HS
DVD's & Videos (Not renewable)	1 Week
Reference Items (Not renewable)	Overnight

LIBRARY COLLECTION

000 - 999	Nonfiction
JF	Junior Fiction
YA	Young Adult
REF	Reference
DVD - VID	DVDs & Videos
CD	Books on CD
ESL	English as a Second Language Materials
GE KOR SP	German, Korean, & Spanish Materials

LUNCHTIME LIBRARY USE

You may come to the library during lunch to work. Please eat before you come; food is not allowed in the library.

INTERNET USE

The Internet may only be used for school related work.

Personal emails, SMSs, and posting are only allowed with permission from an ICSV staff member.

SOME RULES

Be reasonably quiet
No loud disruptive behavior
No food or drinks

When you have finished with a book do not return it to the shelf, return it to the circulation desk.

NEED HELP, HAVE QUESTIONS?

Send an email to *library@ics.ac* any time, day or night. We will do our best to answer you within 24 hours.

LBGTQIA

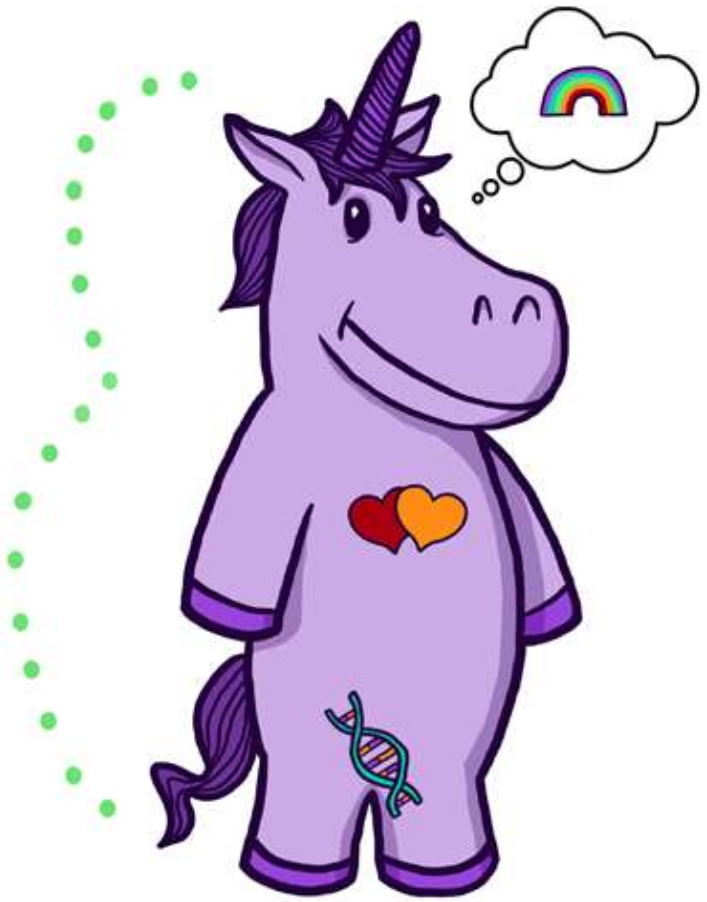
- Collection representation
- Welcoming environment
- Programming
- Promotion
- Pronouns
- Self Bias

LBGTQIA

Rainbow Storytime

The Gender Unicorn

Graphic by:
TSER
Trans Student Equality Resources



Gender Identity

- Female/Woman/Girl
- Male/Man/Boy
- Other Gender(s)

Gender Expression/Presentation

- Feminine
- Masculine
- Other

Sex Assigned at Birth

Female | Male | Other/Intersex

Sexually Attracted To

- Women
- Men
- Other Gender(s)

Romantically/Emotionally Attracted To

- Women
- Men
- Other Gender(s)

To learn more go to:
www.transstudent.org/gender

Design by Landyn Pan

PRACTICAL TIPS FOR LIBRARY SERVICES

- Think about “what you call people” who come into the library. Do you tend to use gendered titles, such as Sir or Ma’am? Addressing library users by a first name may seem uncomfortable at first, but it could do wonders in making a trans library user feel welcome.
- Look at policies respecting library users’ choice to change the name on their record. Changing names on federal and state-issued ID cards can be an extensive process; make policies that offer library users greater control over their identity at the library.
- When talking to children, ask if an adult is with them. Not every child (not just those of same sex parents) has a mother and father. Doing this allows children to respond how they are comfortable and lets parents know you are sensitive to a variety of families.
- Avoid asking for gender on forms or dividing activities by gender.

Gender and sex are different. Within is a cascade of differences.

Pronouns

Deadname

Gender Pronouns

Please note that these are not the only pronouns. There are an infinite number of pronouns as new ones emerge in our language. Always ask someone for their pronouns.

Subjective	Objective	Possessive	Reflexive	Example
She	Her	Hers	Herself	She is speaking. I listened to her. The backpack is hers.
He	Him	His	Himself	He is speaking. I listened to him. The backpack is his.
They	Them	Theirs	Themself	They are speaking. I listened to them. The backpack is theirs.
Ze	Hir/Zir	Hirs/Zirs	Hirself/ Zirself	Ze is speaking. I listened to hir. The backpack is zirs.

Design by Landyn Pan

transstudent.tumblr.com
facebook.com/transstudent
twitter.com/transstudent

For more information,
go to transstudent.org/graphics

TSER
Trans Student Educational Resources

PRACTICAL TIPS FOR LIBRARY SERVICES

- If your facility marks single-seat bathrooms with gendered indicators, use neutral or inclusive symbols to indicate the bathroom location.
- Many library users prefer self-checkout machines and self-service holds because of privacy issues. If this is not an option at your library, be sure your staff respects all library users' right to privacy.
- Create pathfinders, subject guides or reader's advisory bookmarks related to topics of GLBT interest.
- Include LBGT books in genre or other displays and in book talking and readers' advisory.

PEOPLE OF COLOR

- Reflected in collection development
- Programming
- Promotion and outreach
- Hiring for diversity

PEOPLE OF COLOR

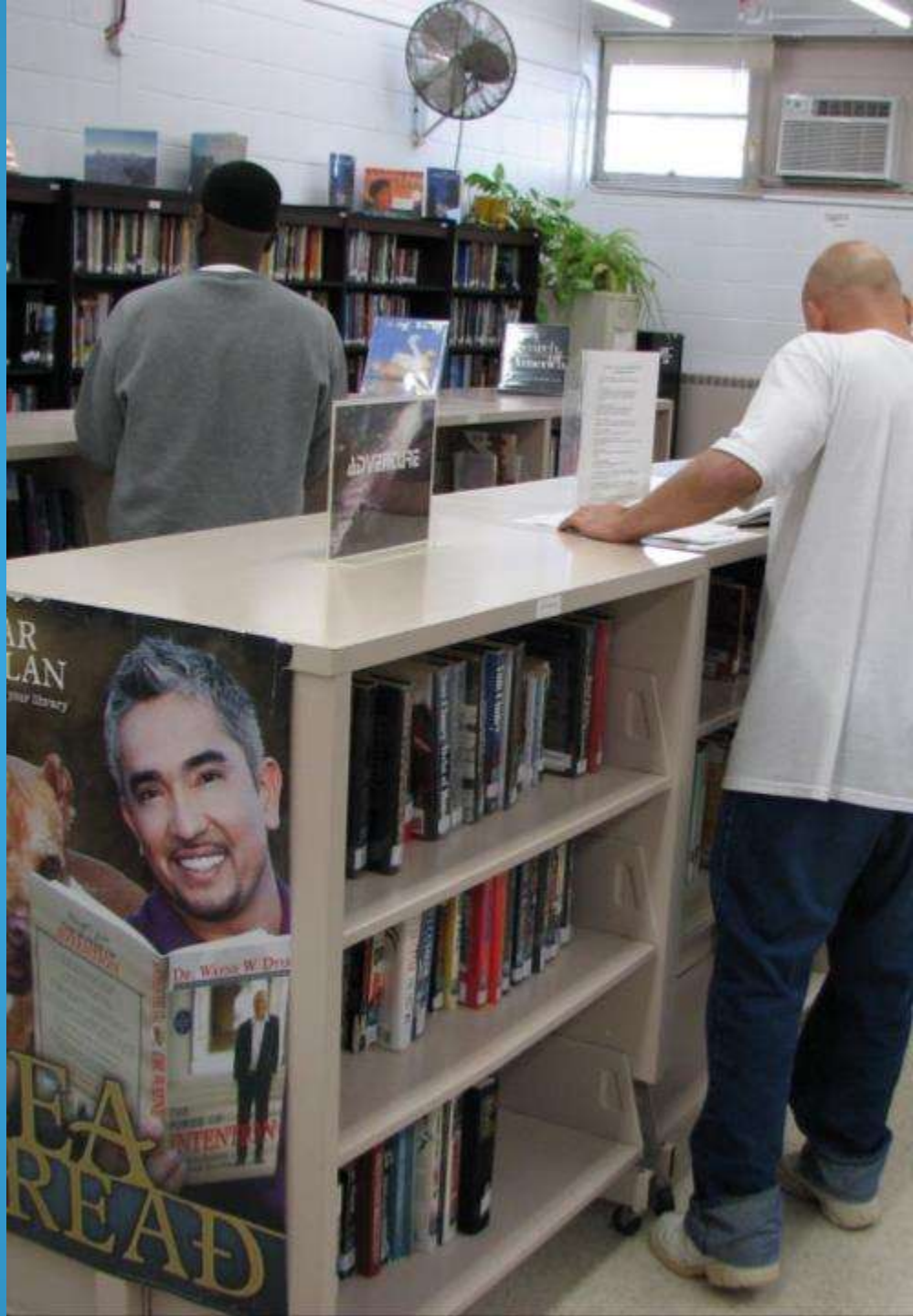
11 Children's Books with

People of Color

(and Where Race Isn't the Main Point)

INCARCERATED & EX-OFFENDERS

- Legal information
- Computer and internet access
- Resume services



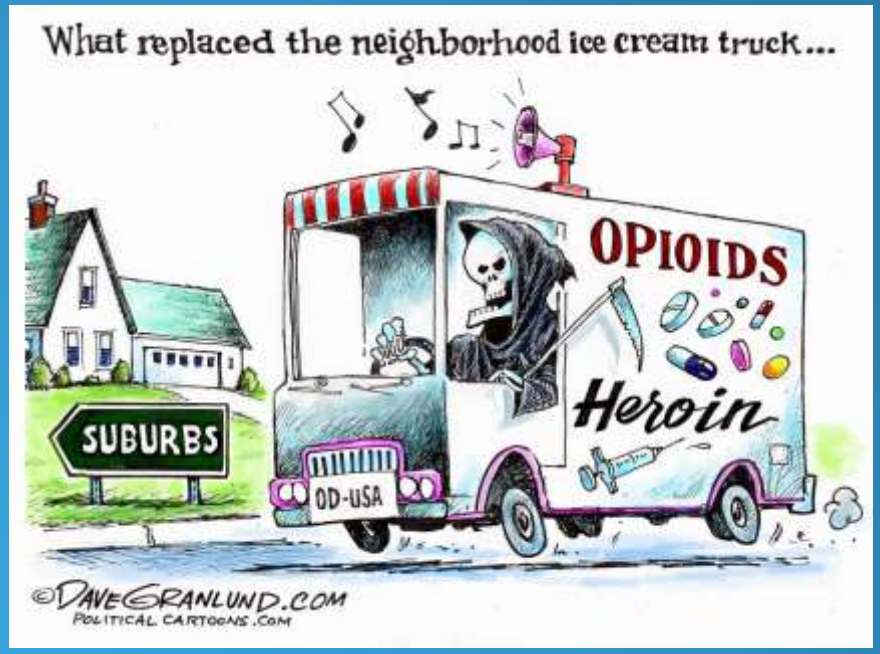
INCARCERATED & EX-OFFENDERS

Ohio is among the top five states with the highest rates of opioid-related overdose deaths. In 2016, there were 3,613 opioid-related overdose deaths in Ohio—a rate of 32.9 deaths per 100,000 persons and more than double the national rate of 13.3 deaths per 100,000. Since 2010, the rate has tripled from 10 deaths per 100,000. In the same period, the number of heroin-related deaths increased from 355 to 1,478 deaths, and deaths related to synthetic opioids rose from 175 to 2,296 deaths.

National Institute on Drug Abuse (2018), Opioid-Related Overdose Deaths.

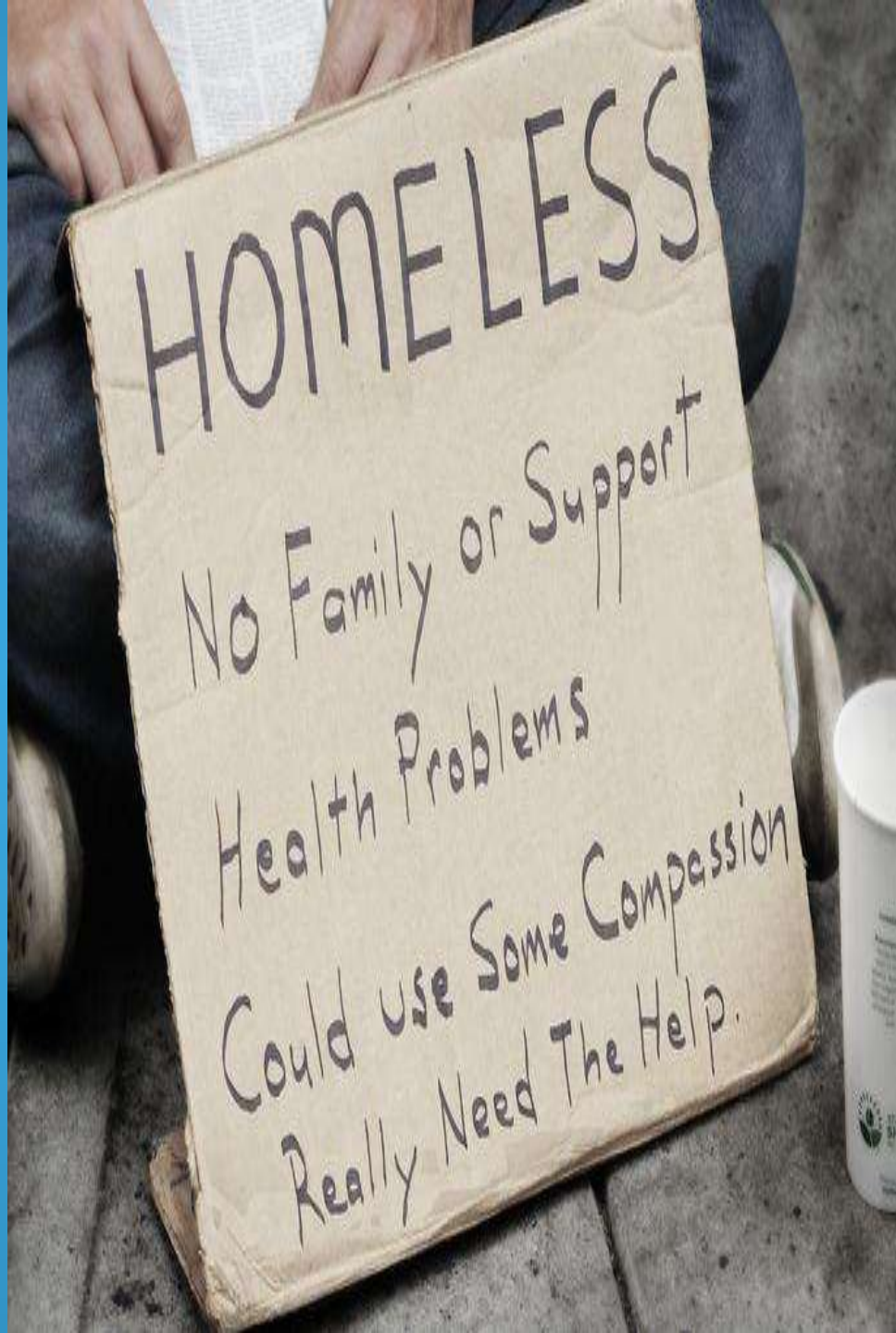
Opioid Epidemic

- Training for staff
- Narcan
- Sleeping in the library
- Children in need
- Programming

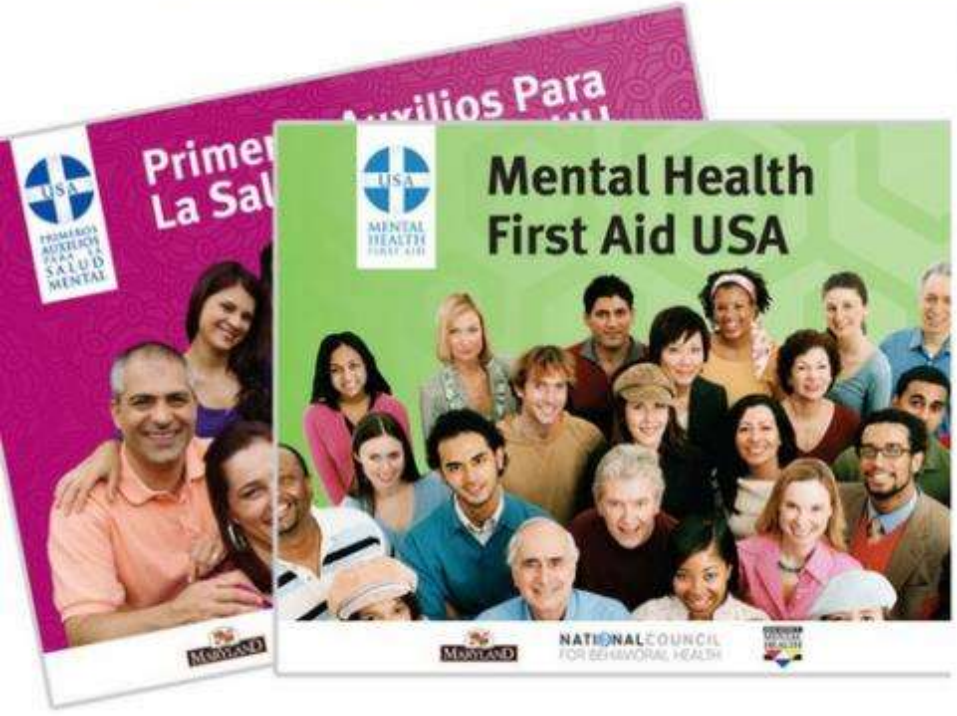


POVERTY AND HOMELESSNESS

- Materials
- Technology
- Resume and Job Help
- Computer Classes
- Job and Finance Programming
- Policy Considerations
- Promotion



POVERTY AND HOMELESSNESS



Social Workers in the Libra

Monday, December 22, 2014 at 6:

Dr. Martin Luther King, Jr. Library, Study

150 E. San Fernando St. San José, CA 95112

Social Workers in the Library is offered every first a
month. Take advantage of a FREE one-to-one 20-m
the National Association of Social Workers, Californ
client/social worker session; it is information and ref
topics such as:

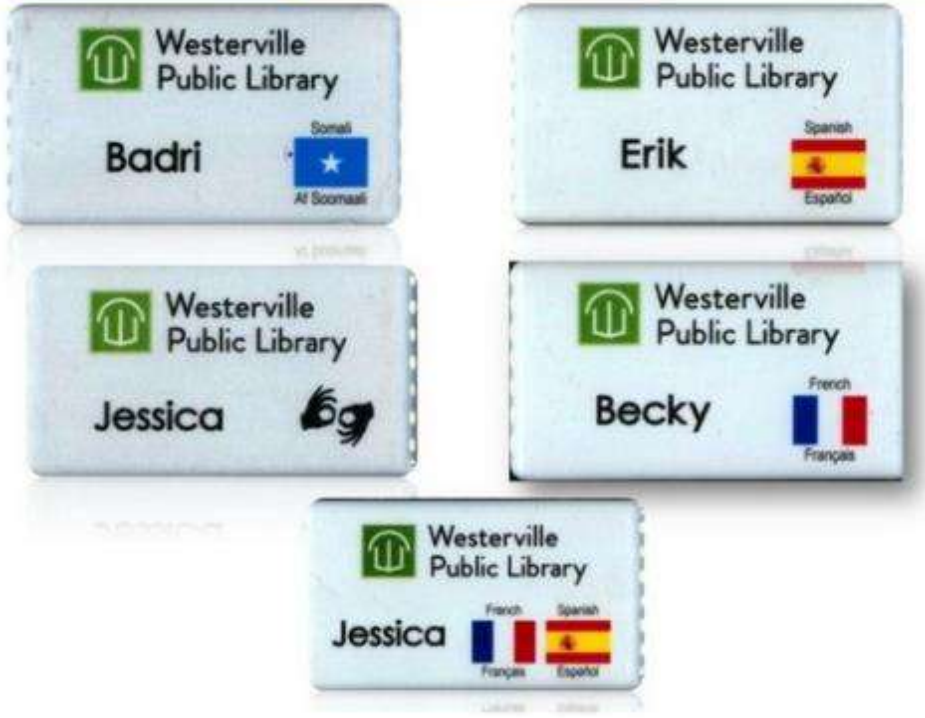
Non-English Speaking

- Foreign language collections
- Interlibrary loan
- Programming
- Test Tutors
- Hiring for language

한국어
Korean
Learning English

Spanish/English
BILINGUAL STORY TIME
boy
niño
book
libro
girl
niña

querer
yo
tu
ella/el
quiero
quieres
nosotros


Westerville Public Library
Badri
Somali
Af Soomaali
Westerville Public Library
Erik
Spanish
Español
Westerville Public Library
Jessica
Westerville Public Library
Becky
French
Français
Westerville Public Library
Jessica
French
Français
Spanish
Español

LIBRARIES ARE THE GREAT EQUALIZER

CUSTOMER SERVICE WITH HEART

Honesty
Empathy
Appreciation
Respect
Tolerance