

EXCLUSIVE AND INCLUSIVE BEHAVIORS

1. At a social event someone calls out to a black co-worker who he's not especially close to, "Oh, now, here's Dwayne. Now we'll see some dancing!"
2. An administrator gets impatient with the volunteers as they check out books. Nine times out of ten she "helps them." Several volunteers never really learn the library's computer system.
3. A man who was injured in an auto accident returns to work at the library but keeps to himself. Then, he complains that everyone is avoiding him and that he's being discriminated against and not getting the opportunities he used to.
4. A staff member recognizes that she tends to ignore patrons that she knows have accents. While she won't hesitate to help an English-speaking patron, she waits behind the circulation desk hoping that the other patrons will find what they need on their own.
5. A patron wears his hair in dreadlocks. Every time he comes into the library, one of your staff starts speaking to him in a Jamaican accent and says, "just kidding". You can see that it bothers the man, but you don't say anything.
6. An American Indian volunteer at your library takes offense at Columbus being referred to in one of the exhibits as "a brave explorer who started the movement to drain the swamps, clear the forests and tame the land." She is told to "get over it" and "stop being so sensitive."
7. A staff person tells other co-workers that everyone is to contribute \$50 toward a wedding present for their boss. People who cannot afford \$50 contribute it anyway because they don't want others to talk about them.
8. At a team meeting, the administrator pauses from time to time and encourages everyone to express their views even if they are in disagreement.
9. Your boss only hires older volunteers. She feels young people "have no loyalty."
10. One of your Board members who is black shows up at the hotel for a statewide conference. As he stands by the entrance waiting for another Board member, a woman not from your group, hands him her keys, assuming he is a parking lot attendant.
11. A patron is not happy with the treatment he received from one staff member and decides that the entire library is "no good." He tells all his friends.

12. A colleague is offended by someone else's interchangeable use of the words Arabs and Muslims. You don't understand his objection but you're too shy to ask and don't want to seem ignorant.
13. A volunteer is making "harmless" ethnic jokes to a staff member. You say, "I'm uncomfortable with that. You have a great sense of humor and I'd love to hear any of your jokes in the library that make *everyone's* spirit lift. However, put-down humor has no place in our library."
14. A co-worker tells you he thinks the ethnic affinity groups in ALA are exclusive and "part of the problem."
15. Over lunch at a regional meeting, your group discusses aid to "Third World" countries. Some people talk about the "backwardness" of illiterate countries and their lack of "progress" as impediments to ending poverty. One of your colleagues, a man from Central America, gets up in a huff and leaves.
16. As an administrator, you make sure that those on your staff who are in various traditional Outsider groups have the scheduling support to bond with others of that group.
17. Your male colleague tells you he broke up with his girlfriend because she was a Jewish American Princess. He is Jewish and so you don't feel you have a right to say anything.
18. A leader in your library system says he is not against gays and lesbians as long as they don't "flaunt" their homosexuality.
19. A man on a work visa from Europe is working with your team of volunteers. He keeps making remarks about "all you Americans" and "you wouldn't ever get away with this in Europe."
20. You are afraid you may have offended a co-worker. You go directly to them and ask if that is so. When they answer, "Yes," you apologize and ask if he would be willing to explain the offense or direct you to a resource that would.
21. You are holding an ethnic festival at your library and ask the performers to come in their ethnic costumes.
22. You are going for a long ride with your Chinese American colleague to visit a possible place for a staff retreat. During the ride, you decide to tell him all the prejudices you *used* to have about Chinese and other Asians. You tell him that you have changed, but go on to tell him how prejudiced your family still is and quote them at length.
23. A young person confides in an older co-worker that she doesn't feel listened to in staff meetings. The older worker says, "You just need to speak up more. You're speaking too quietly."

24. You repeat verbatim a racist remark one of your clients said; you make jokes about this client's ignorance for saying such a thing and you repeat his remarks again – with disbelief. How could anyone think such a thing! Your colleague who is a person of color gets upset at *you*! You tell her that she's misunderstood. You were disagreeing with and putting down the comment. Couldn't she get that you were commenting on the person's behavior, not agreeing with it?
25. An administrator objects to spending money to accommodate staff and patrons with disabilities. He says, "I don't see why they get special treatment all the time."
26. A group of co-workers meet regularly for coffee breaks. Ninety percent of their conversation is tearing down the upper management.
27. A co-worker says to another co-worker, "Gee, you don't look Middle Eastern. I think of you as white."
28. A volunteer who is Muslim complains to his family that there is no place for him to pray when he works at your library. However, the man has never brought this request to your administration.
29. An administrator creates a similar budget year after year. There is no additional money allocated to outreach and, yet, your community's demographics are changing. You compliment her on all the things that are working *and* share your concerns.
30. At a staff meeting, a co-worker speaks up on behalf of an underrepresented group in your library. You tell her you appreciate that she keeps this group in mind and has helped you become aware of a blind spot you had.

Think about it:

- What unconscious stereotypes are behind some of the Exclusive Behaviors?
- If the people in these scenarios had been aware of their biases, how could they have stopped themselves before they treated someone poorly or unfairly?
- Did you recognize any similar behaviors that you have done?
- What is the effect in our library when we do these unconscious Exclusive Behaviors? How do behaviors that exclude affect our ability to fulfill our mission and the willingness of our clients to trust us?
- Conversely, how can Inclusive Behaviors help us fulfill our mission of being a welcoming place to everyone?
- With what Inclusive scenarios did you identify?
- To what Inclusive Behaviors do you need to give more attention?