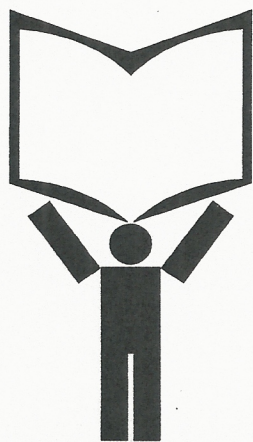


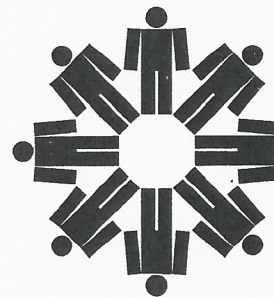
THE UNIVERSITY OF
ARIZONA®



Living
the
Future:

Conference
Program

&
Session
Summaries



Process
Improvement &
Organizational

Change

at
The University
of Arizona

Library

Tucson
May 1-4, 1996

5/3/96

3:30-4:20 p.m.

Concurrent Sessions

A. Title: Diversity at The University of Arizona Library

Program Description: The purpose of this program is to provide an overview of the role diversity plays within a team-based organization and how it is valued as a priority. A review of the kind of programming and training that have taken place the past three years will also be provided.

Presenter: Bob Diaz, Assistant to the Dean for Staff Development, Recruitment, and Diversity

Location: Student Union, Tucson Room

B. Title: Communication: Why and How It Needs to Change

Program Description: Transitions from a hierarchy to a flattened organizational structure require changing communication methods and behaviors. Learn how a communication project team identified problems and solutions regarding lateral communication, information overload, and communication structures.

Presenters: Liz Bezanson, Work Team Leader, Bibliographic Access Team; Jane LaVetter, Library Specialist, Bibliographic Access Team; Nancy Solomon, Editor, Research Archives, Museums, and Special Collections

Location: Student Union, Rincon Room

C. Title: Managing Performance Effectiveness in a Team-Based Organization

Program Description: The Library's Strategic Objective Team for Performance Evaluation devised a Performance Effectiveness Management System to reinforce certain fundamental organizational principles. The presenters will describe the system, which is team-based, customer focused, and learning centered.

Presenters: Sandy Bose, Work Team Leader, Materials Access Team; Linda Heffernan, University of Arizona Human Resources Consultant; Chuck McDuffie, University of Arizona Human Resources Consultant; Robert Mitchell, Social Sciences Team Librarian; Jeanne Voyles, Materials Access Team Leader

Location: Student Union, Senior Ballroom

6:00-6:30 p.m.

Reception with Cash Bar

Location: Hotel Park, Park Grove Ballroom

6:30-7:30 p.m.

Buffet Dinner

Location: Hotel Park, Park Grove Ballroom

7:30-9:00 p.m.

"Cracker-Barrel" Activity

Registrants participate in informal topic table discussion with University of Arizona Library staff.

Location: Hotel Park, Park Grove Ballroom

DIVERSITY AT THE UNIVERSITY OF ARIZONA LIBRARY: AN OVERVIEW

The purpose of the program, "Diversity at the University of Arizona Library: A Review" is to provide a description of the kinds of work done at the University of Arizona Library relative to the issue of diversity. Highlights include an overview of the types of programming and training offered by the Library Diversity Council since the organizational restructuring took place as well as an overview of the role diversity plays within a team-based organization and how it is valued as a priority. The Library's affirmative action and recruitment programs will also be discussed.

Training:

Diversity training has been offered at a variety of levels by a variety of trainers and consultants. Among the most successful sessions were those titled "Dismantling Racism", offered by the Equity Institute, and a program entitled, "Not So Straight II: A continuing dialogue with your gay, lesbian and bisexual colleagues," in which a consultant from George Simons International led participants through a variety of interactive exercises aimed at gaining further awareness of the issues this population faces.

Diversity Roundtables:

Numerous informal roundtables have been offered to the Library staff on a wide variety of topics, including a presentation on the significance of El Cinco de Mayo to the Mexican American people, a program on women in Islam, a dialogue on multicultural and non-traditional families, a Chinese New Year celebration and a Juneteenth African dance demonstration.

These sessions have not only been educational, they have been celebratory and have often included the sharing of food and music.

Affirmative Action and Recruitment:

The Library Affirmative Action Committee works to educate the staff regarding the commitment the University and the Library have to affirmative action and diversity. It meets with every professional search committee and explains the guidelines regarding affirmative action hiring and it tracks the progress the Library has made in diversifying the staff.

The Assistant to the Dean for Staff Development, Recruitment and Diversity actively recruits minorities to apply for professional positions by networking nationally and by posting positions in newsletters and on listservs that reach these groups.

Key Documents:

Within the past six years both the University of Arizona and the University of Arizona Library have demonstrated a strong commitment to diversity. The following documents and programs illustrate this commitment.

The University

University of Arizona Policy on Diversity and Non-Discrimination:

The University of Arizona strives to create a campus environment which understands, fosters, and embraces the value of diversity among students, faculty and staff. Diversity encompasses differences in age, color, ethnicity, gender, national origin, disability or handicap, race, religion, sexual orientation and Vietnam Era veteran status. This institution is committed to the belief that all persons are to be valued for their individual characteristics, talents and contributions.

University of Arizona Diversity Action Council

The University has in place a Diversity Action Council. The mission of the Council has three major components:

Education/Awareness

Goal: Sponsor, support, and/or promote programs which build individual awareness and understanding of diversity-related issues among students, staff and faculty.

Celebration

Goal: support and or sponsor activities and events which acknowledge and celebrate diversity across the campus community.

Policy and Practice

Goal: Advise the UA administration regarding policy and practice issues which impact campus diversity.

The Library

The University of Arizona Library has its own diversity mission statement and Diversity Council in place that strive to reflect the values of the larger institution:

University of Arizona Library Diversity Mission Statement:

The University of Arizona Library has a dual dimension: 1) it is an institution whose function is to collect and provide access to information and ideas that have derived from varied intellectual traditions representing people and cultures over many centuries; 2) it is a community of people, a microcosm of the University community, which seeks to represent the richness of human diversity and to integrate and promote

this pluralism. Through its collections and services, the Library seeks to be a model of and a model for this intellectual and social diversity. Our vision for diversity represents a new effort to move beyond statements of concern to plans for action which will encourage diversity among our patrons and staff as well as our collections and services. The University of Arizona Library guarantees students, scholars, and staff equitable access to its resources, and for employees, equal access for advancement, without regard to their race, color, creed, religion, national origin, sex, sexual orientation, ancestry, age, marital status, handicap, or Vietnam-era veteran status.

Library Diversity Council:

The Library Diversity Council reports to the Dean of Libraries with the following authority and charges:

The Council will be an advisory board for the Dean and the Library administration and will make recommendations concerning diversity issues and their impact on existing policies and procedures. It will also make recommendations for changes to policies and procedures or make recommendations for implementation of new policies and procedures.

The Council will work to be a model for the Library for creating a multi-cultural organization.

The Council will be a resource on issues of diversity to all staff.

The Council will assess needs and assist the Library in moving towards a diverse environment.

The Council will set long range goals to meet the University and the Library mission statements.

The Council will provide training on diversity issues.

The Council will communicate and coordinate programs and events with related committees and groups within the Library, the University and the Tucson community.