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2021 DePaul University Library and Art Museum Climate Survey Report

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THE JOHN T. RICHARDSON LIBRARY

2021 DePaul University Library and Art Museum Climate Survey Report

December 2022

LIBRARY AND ART MUSEUM INCLUSION,

DIVERSITY, EQUITY AND ACCESS COMMITTEE

Subcommittee for the Survey and Report:

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Matthew Krause

2021 DePAUL UNIVERSITY LIBRARY AND ART MUSEUM CLIMATE SURVEY REPORT

Background

In the fall of 2021, the DePaul University Library and Art Museum's IDEA (Inclusion, Diversity, Equity, Accessibility) Committee decided to conduct a survey of the library's climate to establish a baseline for its work. The survey was sent to all full and part-time library staff and ran for six weeks. One of the goals of the IDEA committee is to bring awareness of implicit biases, micro-aggressions, exclusionary practices, and structural racism and discrimination within Library and Art Museum operations, environment, and culture; to review, audit and propose internal polices and processes for the Library and Art Museum to implement IDEA and related principles. The aim of the 2022 climate survey was to establish a baseline for this work. The survey results will be used to inform what organizational changes, training, and programs will be most beneficial to the library staff.

Methodology

After looking at various tools used by other businesses and universities, the IDEA subcommittee performing the survey and writing the report decided to work with the tool developed by the University of Maryland Libraries (https://drum.lib.umd.edu/handle/1903/17439) to survey its staff. The survey was adapted to account for the different nature of the University of Maryland libraries – private vs. public, baccalaureate/masters vs. major research institution, etc. As a condition of using this survey, DePaul University Library and Art Museum must post its version of the survey and this report to the university's institutional repository.

The subcommittee discovered that it was extremely easy to unintentionally de-anonymize aspects of the survey, because the library staff is small. To deal with this issue, survey results were analyzed by IRMA, the university's Institutional Research & Market Analytics department. IRMA staff are not familiar with Library and Art Museum staff, and thus can analyze the data without compromising anonymity.

The subcommittee also contacted Human Resources and Information Services to obtain historical statistics about the demographics of library staff to provide historical background.

The data included in this report represent only the responses of the people responding to the survey, not necessarily all DePaul University Library and Art Museum employees. The overall response rate for the survey was 68% -- 35 staff members responded and completed all questions on the survey. This is considered a very good response rate for a survey of this type. The university performed its own broader climate survey at approximately the same time, and their survey of all full-time faculty and staff had a response rate of 63%.

However, because the Library and Art Museum have a comparatively much smaller staff, it will be difficult to describe some responses as more than indicators, because the numbers of staff in different categories can get very small.

While student staff were surveyed, their information was removed from the final analysis, because too few of them responded to produce statistically valid conclusions.

Definition of Terms and Staff Categories

BIPOC - Black, Indigenous, and People of Color

Librarian – people who hold a master's degree in library and information science/studies, and who hold a position defined by DePaul's Human Relations department as Librarian 1, 2, 3 or 4; some may also hold the title of "coordinator" or "head" or be designated by a function within the library.

Professional staff – people who work in the library in other positions; they frequently hold jobs designated by HR (Human Resources) as Library Assistant 1, 2, 3, or 4; job titles may include the terms Assistant, Supervisor, or Specialist.

Library Administration/Manager – people who hold the titles of University Librarian, Library Director, Associate or Assistant University Librarian, Business Director, Business Manager. For the survey, this category also includes the heads of the large sections of the library: Digital Services; Reference, Information and Academic Engagement; Access Services.

Demographics: Ethnicity and Gender

As analyzed by IRMA, all 'prefer not to answer' responses on either ethnicity or gender survey items were excluded from the analyses (treated as missing data). In most cases, responses of 'I don't know' were also excluded from the analysis.

BIPOC includes any respondent selecting: American Indian, Alaska Native, Native Hawaiian, Pacific Islander, Asian, Black or Latinx. If none of these were selected, and White was selected, then they were considered "not BIPOC". If unknown, other or prefer not to answer was selected, then 'unknown'.

On gender identity – all respondents only selected one gender identity. The individual variables were combined into one – female, male, all else

Role –	Respondents	Survey Response Distribution	DePaul University Library Population Distribution
Administrator/Manager	10	23%	20%
Librarian	14	33%	42%
Professional Staff	13	30%	38%
Unknown	5	12%	0%
Race –			
White	31	72%	67%
BIPOC	8	19%	24%
Unknown	4	9%	10%

Race/Ethnicity

- Unknown, 9%
- BIPOC, 19%
- White, 72%

Role

- Unknown, 12%
- Librarian, 33%
- Administrator/Manager, 23%
- Professional Staff, 30%

Gender Identity

- All else, 14%
- Male, 23%
- Female, 63%

Sexual Orientation

- All else, 16%
- Not Straight, 33%
- Straight, 51%

Disability Identity

- Unknown, 9%
- With Disability, 26%
- No Disability, 65%
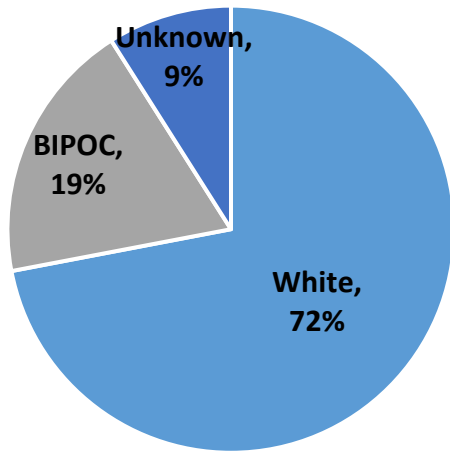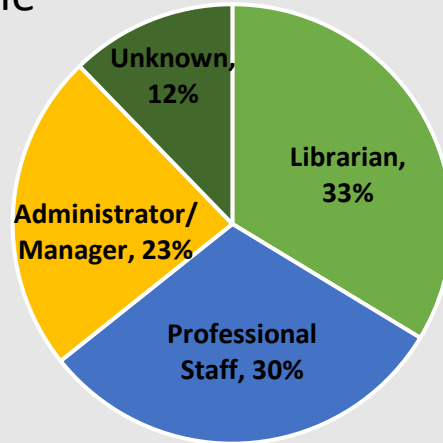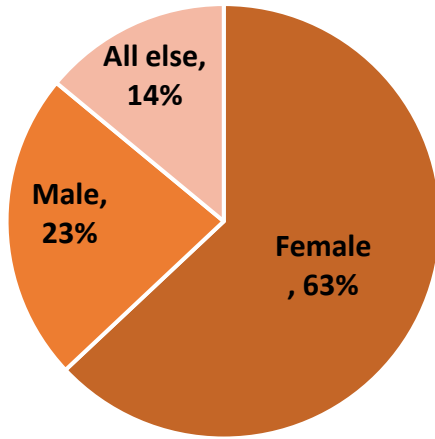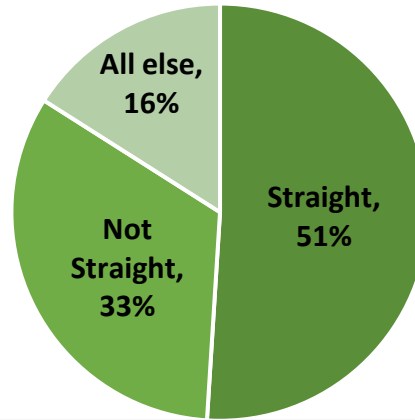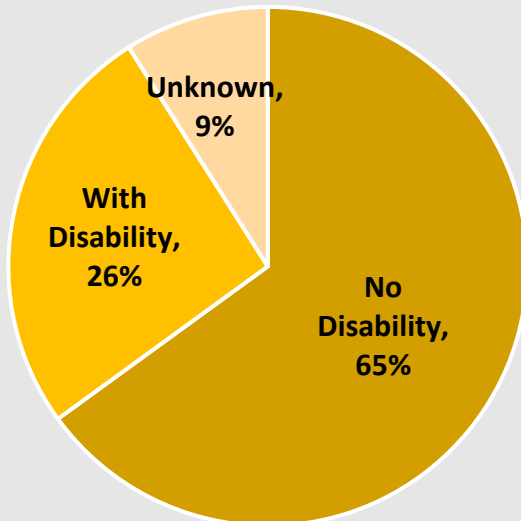
The outline of the library profession in this country, as collected by the American Community Survey is shown below:

American Community Survey: ACS 5-Year Estimates Detailed Tables of Full-time, year-round civilian employed population 16 years and over	Total number across all types of libraries (academic, public, school, etc.)
Archivists, curators, and museum technicians	45,376
Librarians and media collections specialists	129,413
Library technicians	14,018

For librarians specifically, data exists about the race/ethnicity of the profession in the United States, which may provide useful background:
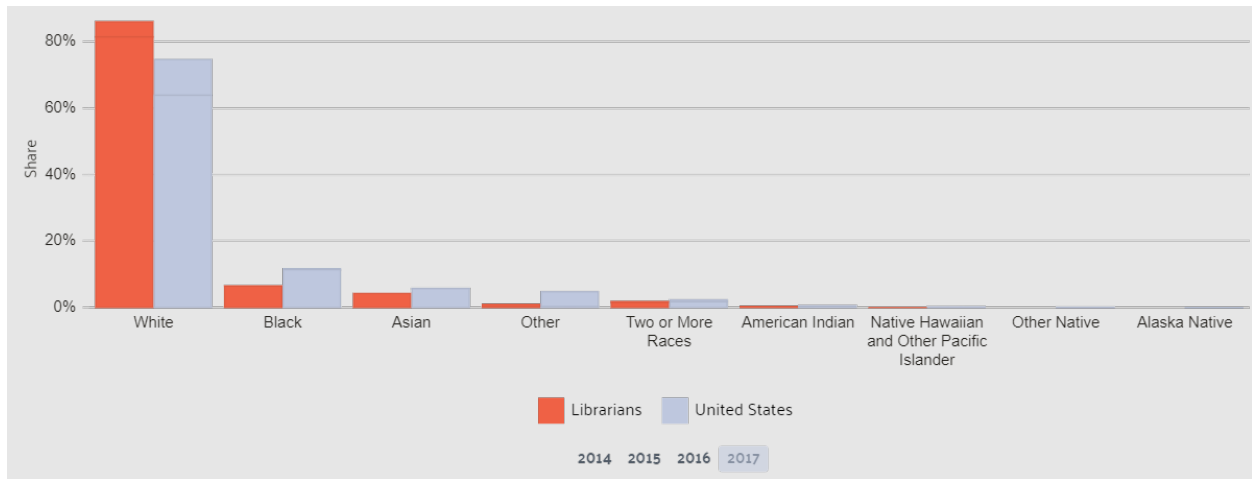
Percentage	Ethnicity (2017 statistics)
81.4	White
6.43	Black/African-American
4.25	Asian
0.143	Other
1.59	Two or more races
0.332	Native American
0.0405	Native Hawaiian and Other Pacific Islander

(Chart and data above from the Census Bureau's American Community Survey Public Use Microdata Sample [ACS PUMS] 5-Year Estimate via DATA USA (datausa.io))

The DePaul University Library numbers are close to the profession at large – 72% white, 19% BIPOC, 9% unknown, versus 81% white, 19% BIPOC nationally.

2021 Climate Survey Responses and Analysis

Note: while the questions generally specifically mention the Library, the Art Museum staff responses have been included.

Shaping the work experience

My personal work experiences at the Library have been most shaped by my:

Category	Value
Employment category	53% (n=23)
Age	30% (n=13)
Race/ethnic background	14% (n=6)
Other	14% (n=6)
Gender/gender identity	9% (n=4)
Cognitive disability	5% (n=2)
None of these	5% (n=2)
Perceived socioeconimc status	5% (n=2)
Physical disability	2% (n=1)

Race/ethnic background	BIPOC 83% (n=5)	Not BIPOC 17% (n=1)

Gender/gender identity	Female 100% (n=4)
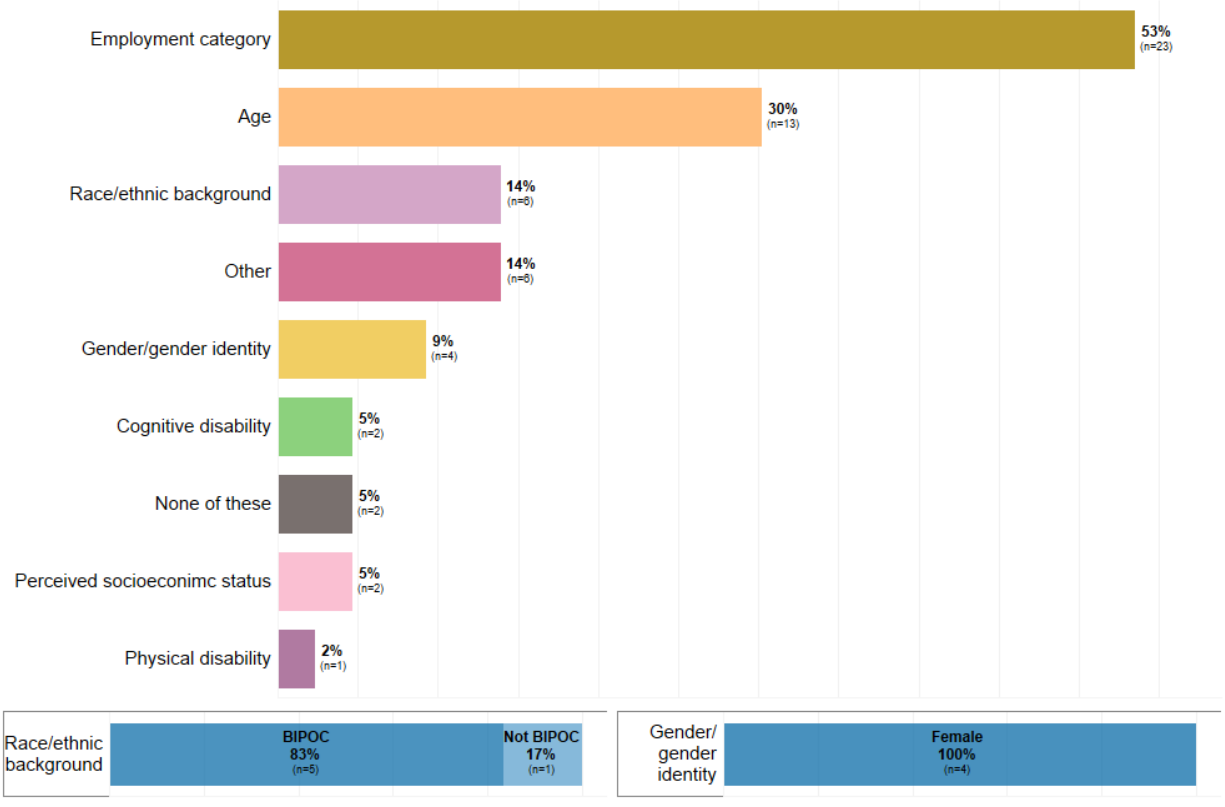
Employment category and Age emerged as areas the library needs to examine more closely. The majority of respondents said that their work experience was shaped mostly by their employment category, with a substantial minority reporting that their age was a factor.

Two additional items of note in the data have been separated out at the bottom. Of those who feel that their race/ethnic background primarily shaped their work experience, 83% identified as BIPOC; of those who felt that their gender/gender identity shaped their experience, 100% identified as female. With both, however, note that the issue of small sample size has started to appear, with only six respondents in the race/ethnic background category, and four in the gender/gender identity category. That said, the division in responses between BIPOC and not-BIPOC staff will appear frequently throughout the rest of the survey.

Treated with Respect

In the Library, I am personally treated with respect by most or by all:

Legend: ■ Agree ■ Neither agree nor disagree ■ Disagree

Category	Agree	Neither	Disagree
Librarians	88% (n=29)	3% (n=1)	9% (n=3)
Professional staff	85% (n=28)	12% (n=4)	3% (n=1)
Student assistants	81% (n=26)	19% (n=6)	
Administrators/managers	80% (n=28)	9% (n=3)	11% (n=4)
University faculty and staff	74% (n=25)	21% (n=7)	6% (n=2)
University students at large	72% (n=23)	19% (n=6)	9% (n=3)
Other library users	69% (n=22)	25% (n=8)	6% (n=2)

	Female						Male	
	BIPOC			Not BIPOC				
Librarians	25% (n=1)	25% (n=1)	50% (n=2)	100% (n=18)			100% (n=10)	
Professional staff	40% (n=2)	60% (n=3)		94% (n=15)	6% (n=1)		100% (n=9)	
Student assistants	40% (n=2)	60% (n=3)		93% (n=14)	7% (n=1)		89% (n=8)	11% (n=1)
Administrators/managers	40% (n=2)	20% (n=1)	40% (n=2)	88% (n=15)	6% (n=1) 6% (n=1)		90% (n=9)	10% (n=1)
University faculty and staff	20% (n=1)	60% (n=3)	20% (n=1)	81% (n=13)	19% (n=3)		90% (n=9)	10% (n=1)
University students at large	20% (n=1)	40% (n=2)	40% (n=2)	93% (n=14)	7% (n=1)		67% (n=6)	33% (n=3)
Other library users	20% (n=1)	40% (n=2)	40% (n=2)	93% (n=14)	7% (n=1)		56% (n=5)	44% (n=4)

For this category, the survey asked how people felt they were treated by named categories of people inside and outside the library – how they were treated by librarians, by library professional staff, by library student assistants, etc. Most respondents felt that they were treated with respect by most others within the library and the university. However, respondents who identified as both female and BIPOC felt that they were not treated as well by all categories of library employees and users.

Representation

Most library respondents feel that their populations were represented in library employee groups. However, BIPOC respondents disagreed with this statement. The only library employee group where BIPOC respondents indicated they were represented were the library professional staff.

I feel that the populations I belong to are currently represented in the following Library employee groups:

Legend: ■ Agree ■ Neither agree nor disagree ■ Disagree

Group	Agree	Neither agree nor disagree	Disagree
Administrators/Managers	79% (n=27)	6% (n=2)	15% (n=5)
Librarians	81% (n=26)	3% (n=1)	16% (n=5)
Professional Staff	88% (n=30)	6% (n=2)	6% (n=2)
Student assistants	84% (n=26)		16% (n=5)

	BIPOC			Not BIPOC	
	Agree	Neither	Disagree	Agree	Disagree
Administrators/Managers	25% (n=2)	13% (n=1)	63% (n=5)	96% (n=24)	4% (n=1)
Librarians	14% (n=1)	14% (n=1)	71% (n=5)	100% (n=24)	
Professional Staff	63% (n=5)	25% (n=2)	13% (n=1)	96% (n=24)	4% (n=1)
Student assistants	33% (n=2)		67% (n=4)	96% (n=23)	4% (n=1)

For the purposes of this part of the survey and the data that pulled from HR, Library Administration was defined as the following positions:

- University Librarian / Library Director
- Associate/Assistant University Librarian
- Business Manager/Director

The new position of Librarian and IDEA Coordinator is considered part of library administration and has been included in the most recent iteration of the data received from Information Services.

Bias, Exclusion, Discrimination

In general, relatively few people reported experiencing or witnessing bias, exclusion, or discriminatory acts. However, more BIPOC individuals reported both experiencing and witnessing said acts than non-BIPOC. There are also divisions based on employment category, as broken out in the smaller graphs below.

Within the Library, in the past year, I PERSONALLY experienced bias/exclusion/discrimination based on one of the following factors:

Legend: Yes | Maybe/Not sure | No

Factor	Yes	Maybe/Not sure	No
Employment category	15% (n=5)	12% (n=4)	73% (n=24)
Race and/or Ethnic background	15% (n=5)	3% (n=1)	82% (n=28)
Perceived socioeconomic status	12% (n=4)	3% (n=1)	85% (n=29)
Gender/gender identity	6% (n=2)		94% (n=31)
I have, but I don't know why	4% (n=1)		96% (n=23)
Other factors	4% (n=1)		96% (n=23)
Religion	3% (n=1)		97% (n=32)
Sexual Orientation	3% (n=1)		97% (n=33)
Age		9% (n=3)	91% (n=30)
Physical disability	3% (n=1)		97% (n=33)
Nationality	3% (n=1)		97% (n=32)
Cognitive disability			100% (n=31)

Employment category

	Yes	Maybe/Not sure	No
Professional Staff	38% (n=3)	38% (n=3)	25% (n=2)
Librarian	18% (n=2)		82% (n=9)
Administrator/Manager	10% (n=1)		90% (n=9)

Race and/or Ethnic background

	Yes	Maybe/Not sure	No
BIPOC	71% (n=5)	14% (n=1)	14% (n=1)
Not BIPOC			100% (n=25)

- There is a division of experience here, with 38% (3) of professional staff respondents reporting personal experience of bias, exclusion or discrimination based on employment category, 18% (2) of librarians, and no administrators/managers reporting such experiences.

- 71% of BIPOC respondents reported bias, exclusion or discrimination based on race and/or ethnic background.

Within the Library, in the past year, I have witnessed (but did not personally experience) bias, exclusion, and/or discrimination:

Legend: ■ Yes ■ Maybe ■ No

Yes 20% (n=5)	Maybe 4% (n=1)	No 76% (n=19)
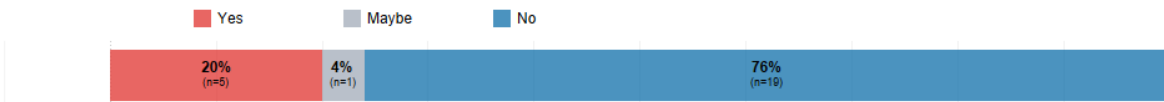
Are you aware of any instances of members of the following groups committing biased, exclusionary or discriminatory actions?

Group	Yes	Maybe	No
Administrators/Managers	21% (n=6)	34% (n=10)	45% (n=13)
Librarians	17% (n=5)	31% (n=9)	52% (n=15)
Professional Staff	17% (n=5)	24% (n=7)	59% (n=17)
Student assistants	3% (n=1)	17% (n=5)	79% (n=23)
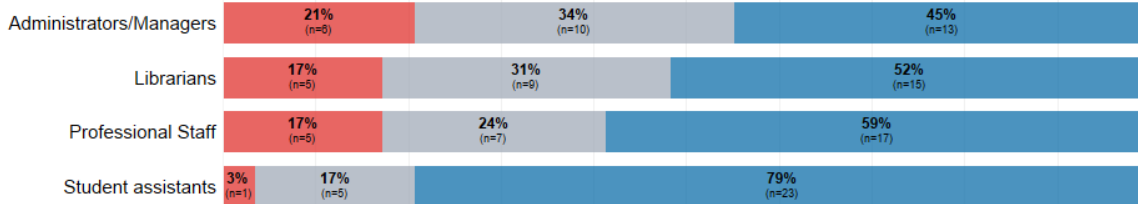
Did the person/people committing these biased, exclusionary or discriminatory actions face any consequences for their behavior?

Group		
Administrators/Managers	No 100% (n=6)	
Librarians	No 100% (n=5)	
Professional Staff	No 60% (n=3)	I don't know 40% (n=2)
Student Assistants	No 100% (n=1)	
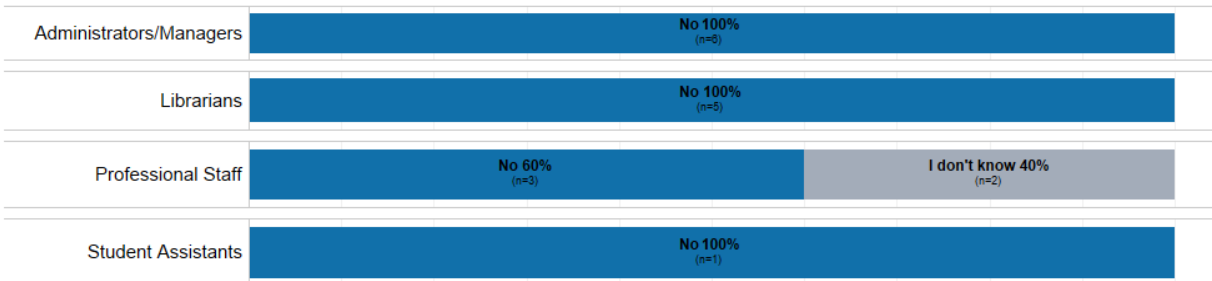
Most respondents said that they were not aware of instances of their colleagues committing biased, exclusionary, or discriminating actions. When asked if people faced consequences for discriminating against colleagues, respondents seemed to be clear that the person committing these actions did not face consequences, with a small minority stating that they simply did not know. However, the survey did not ask if the person experiencing or witnessing the incident had either filed a complaint with Human Resources, Employee Engagement and Equal Employment Opportunity themselves or knew if it had been reported. Because such incidents are considered personnel matters and are therefore confidential, unless the library staff member involved in or witnessing the incident has filed a complaint, they will never know the result, and are in fact barred from saying anything about it when they do.

The Library Environment

Overall, the Library provides a work environment that is:

Legend: ■ Agree ■ Neither agree nor disagree ■ Disagree

	Agree	Neither agree nor disagree	Disagree
Friendly	73% (n=22)	13% (n=4)	13% (n=4)
Welcoming	67% (n=20)	13% (n=4)	20% (n=6)
Supportive	63% (n=19)	20% (n=6)	17% (n=5)
Inclusive	60% (n=18)	17% (n=5)	23% (n=7)

BIPOC

	Agree	Neither	Disagree
Friendly	38% (n=3)	38% (n=3)	25% (n=2)
Welcoming	25% (n=2)	25% (n=2)	50% (n=4)
Supportive	13% (n=1)	38% (n=3)	50% (n=4)
Inclusive	13% (n=1) / 13% (n=1)		75% (n=6)

Not BIPOC

	Agree	Neither	Disagree
Friendly	88% (n=21)	4% (n=1)	8% (n=2)
Welcoming	83% (n=20)	8% (n=2)	8% (n=2)
Supportive	83% (n=20)	13% (n=3)	4% (n=1)
Inclusive	79% (n=19)	17% (n=4)	4% (n=1)

Female

	Agree	Neither	Disagree
Friendly	82% (n=18)	9% (n=2)	9% (n=2)
Welcoming	73% (n=16)	14% (n=3)	14% (n=3)
Supportive	68% (n=15)	14% (n=3)	18% (n=4)
Inclusive	59% (n=13)	23% (n=5)	18% (n=4)

Male

	Agree	Neither	Disagree
Friendly	67% (n=6)	22% (n=2)	11% (n=1)
Welcoming	67% (n=6)	11% (n=1)	22% (n=2)
Supportive	67% (n=6)	33% (n=3)	
Inclusive	78% (n=7)		22% (n=2)

As a group, respondents found the library environment, friendly, welcoming, supportive, and inclusive … though there is a notable drop-off in the "agree" as it steps through each option, until "inclusive" is a full 13 percentage points lower than "friendly". BIPOC employees disagree that the library provides a work environment that is inclusive with half of respondents also disagreeing that it is welcoming and supportive; however, most BIPOC staff do find the library environment to be friendly. Male and female employees also disagree on these issues, with male employees finding the environment slightly less friendly, welcoming, and supportive, but more inclusive, than female employees.

Diversity and Inclusion
Overall

Library divisions were thrown into stark relief when respondents answered the questions about diversity and inclusion in the library environment.

Rate your agreement or disagreement with each of the following statements about diversity and inclusion in the Library environment as a whole:

Statement	Agree	Neither agree nor disagree	Disagree
Library employees generally are interested in issues of diversity and inclusion, but struggle with how to handle them.	74% (n=25)	15% (n=5)	12% (n=4)
Issues of diversity and inclusion are central to all aspects of the Library's culture.	59% (n=20)	15% (n=5)	26% (n=9)
Issues of diversity and inclusion are seen as the responsibility of all of the Library employees.	51% (n=18)	20% (n=7)	29% (n=10)
Issues of diversity and inclusion are the interest of only a small part of the Library employees.	60% (n=21) Disagree	26% (n=9)	14% (n=5) Agree
The majority of the Library employees are unaware of or disinterested in issues of diversity and inclusion.	62% (n=21) Disagree	26% (n=9)	12% (n=4) Agree

As noted by the IRMA analysis:

Perceptions differed substantially based on BIPOC identity, with the majority of each group responding the opposite to several questions.

- Issues of Diversity and Inclusion are central to all aspects of the library's culture.
  - 68% of non-BIPOC respondents **agree**
  - 71% of BIPOC respondents **disagree.**

- Issues of diversity and inclusion are seen as the employee's responsibility:
  - 60% of non-BIPOC respondents **agree**
  - 63% of BIPOC respondents **disagree.**

- Diversity and inclusion are of interest to only a small part of employees.
  - 72% of non-BIPOC respondents **disagree**
  - 63% of BIPOC respondents **agree**.

- The majority are unaware or disinterested in issues of diversity and inclusion.
    - 76% of non-BIPOC respondents **disagree**
    - 71% of BIPOC respondents **agree.**

Diversity and Inclusion - Leadership

Rate your agreement with each of the following statements about diversity and inclusion in the Library's leadership and administration:
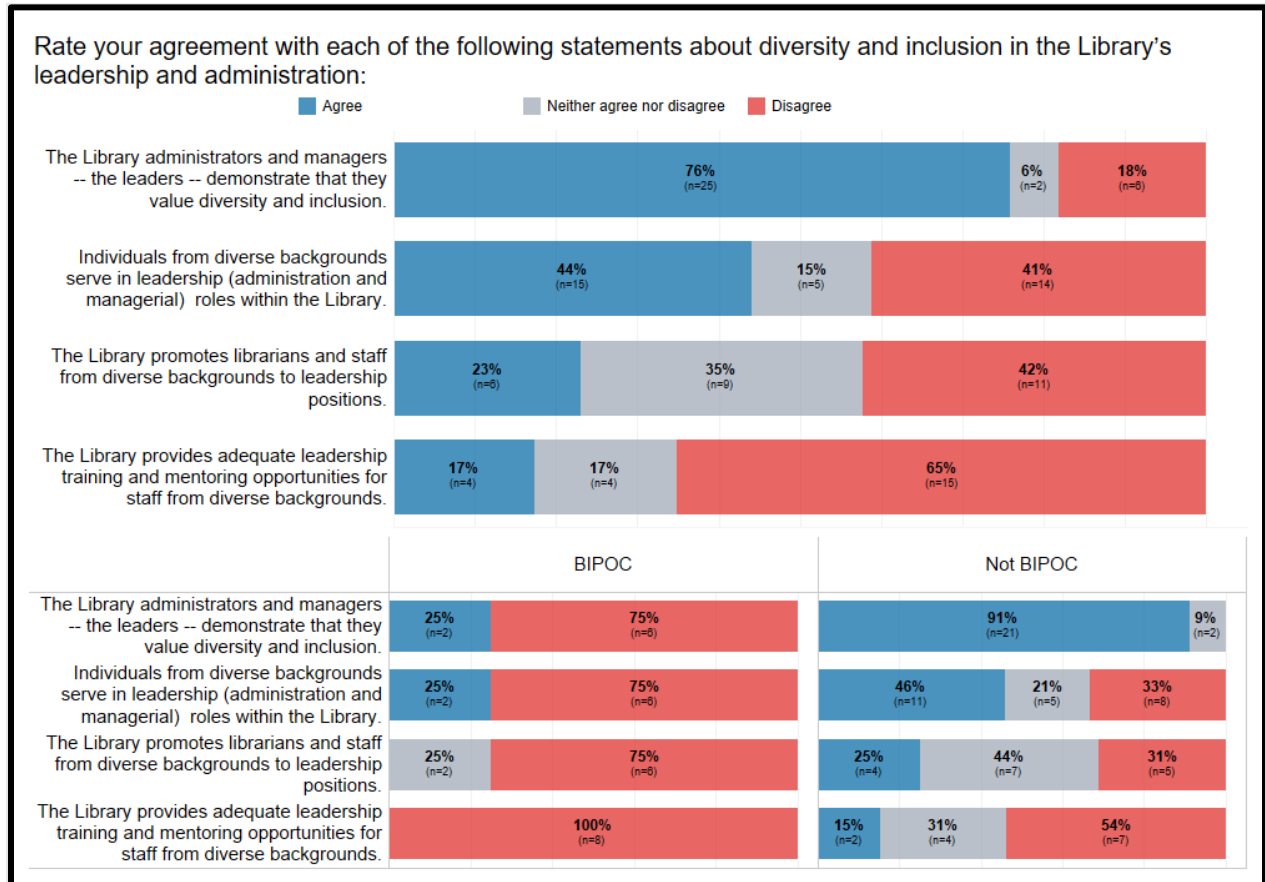
BIPOC and not-BIPOC staff agree that the library does not have individuals from diverse backgrounds in leadership roles, that the library does not promote librarians and staff from diverse backgrounds to leadership positions, and that the library does not provide adequate leadership training and mentoring opportunities for staff from diverse backgrounds. The amount of agreement varies – not-BIPOC are more positive, if not always positive overall. BIPOC staff are unanimous regarding the lack of leadership training and mentoring opportunities for staff from diverse backgrounds, which does not happen elsewhere in this survey. BIPOC staff also disagree that library administrators and managers value diversity and inclusion.

Strategy, Budget, and Commitment

Perceptions differ between BIPOC and not-BIPOC staff on the degree and the direction of the library's budgetary strategy and commitment relative to IDEA-related issues.

Please rate your level of agreement or disagreement with the statements about Library STRATEGIES, BUDGET and COMMITMENT below.

Legend: ■ Agree ■ Neither agree nor disagree ■ Disagree

Statement	Agree	Neither agree nor disagree	Disagree
My library has strategies for improving equity, diversity, inclusion, and accessibility for its employees.	68% (n=23)	18% (n=6)	15% (n=5)
I feel that our library has a strong commitment to diversity, equity, inclusion and accessibility.	63% (n=22)	20% (n=7)	17% (n=6)
My library has anti-racist strategies for recruiting and/or retaining employees.	56% (n=19)	21% (n=7)	24% (n=8)
I am concerned that budget cuts allocated to library staffing (e.g. salary freezes, reduced hours, reduced positions) may disproportionately impact employees of color.	40% (n=14)	31% (n=11)	29% (n=10)
My library has strategies to decenter White authors and/or racist content and center the works of authors of color and/or anti-racist content.	29% (n=10)	49% (n=17)	23% (n=8)

Statement	BIPOC — Agree	BIPOC — Neither	BIPOC — Disagree	Not BIPOC — Agree	Not BIPOC — Neither	Not BIPOC — Disagree
My library has strategies for improving equity, diversity, inclusion, and accessibility for its employees.	14% (n=1)	29% (n=2)	57% (n=4)	80% (n=20)	16% (n=4)	4% (n=1)
I feel that our library has a strong commitment to diversity, equity, inclusion and accessibility.	13% (n=1)	25% (n=2)	63% (n=5)	76% (n=19)	20% (n=5)	4% (n=1)
My library has anti-racist strategies for recruiting and/or retaining employees.	13% (n=1)		88% (n=7)	67% (n=18)	29% (n=7)	4% (n=1)
I am concerned that budget cuts allocated to library staffing (e.g. salary freezes, reduced hours, reduced positions) may disproportionately impact employees of color.	75% (n=6)	25% (n=2)		32% (n=8)	36% (n=9)	32% (n=8)
My library has strategies to decenter White authors and/or racist content and center the works of authors of color and/or anti-racist content.		25% (n=2)	75% (n=6)	32% (n=8)	60% (n=15)	8% (n=2)

Statement	Not BIPOC Female — Agree	Female — Neither	Female — Disagree	Not BIPOC Male — Agree	Male — Neither	Male — Disagree
I am concerned that budget cuts allocated to library staffing (e.g. salary freezes, reduced hours, reduced positions) may disproportionately impact employees of color.	41% (n=7)	35% (n=6)	24% (n=4)	13% (n=1)	38% (n=3)	50% (n=4)

- Library has strategies for improving DEI and accessibility for its employees
  - 80% of non-BIPOC respondents **agree**
  - 57% of BIPOC respondents **disagree.**

- Library has a strong commitment to DEI and accessibility:
  - 76% of non-BIPOC respondents **agree**
  - 63% of BIPOC respondents **disagree.**

- Library has anti-racist strategies for recruitment and retention.
  - 67% of non-BIPOC respondents **agree**
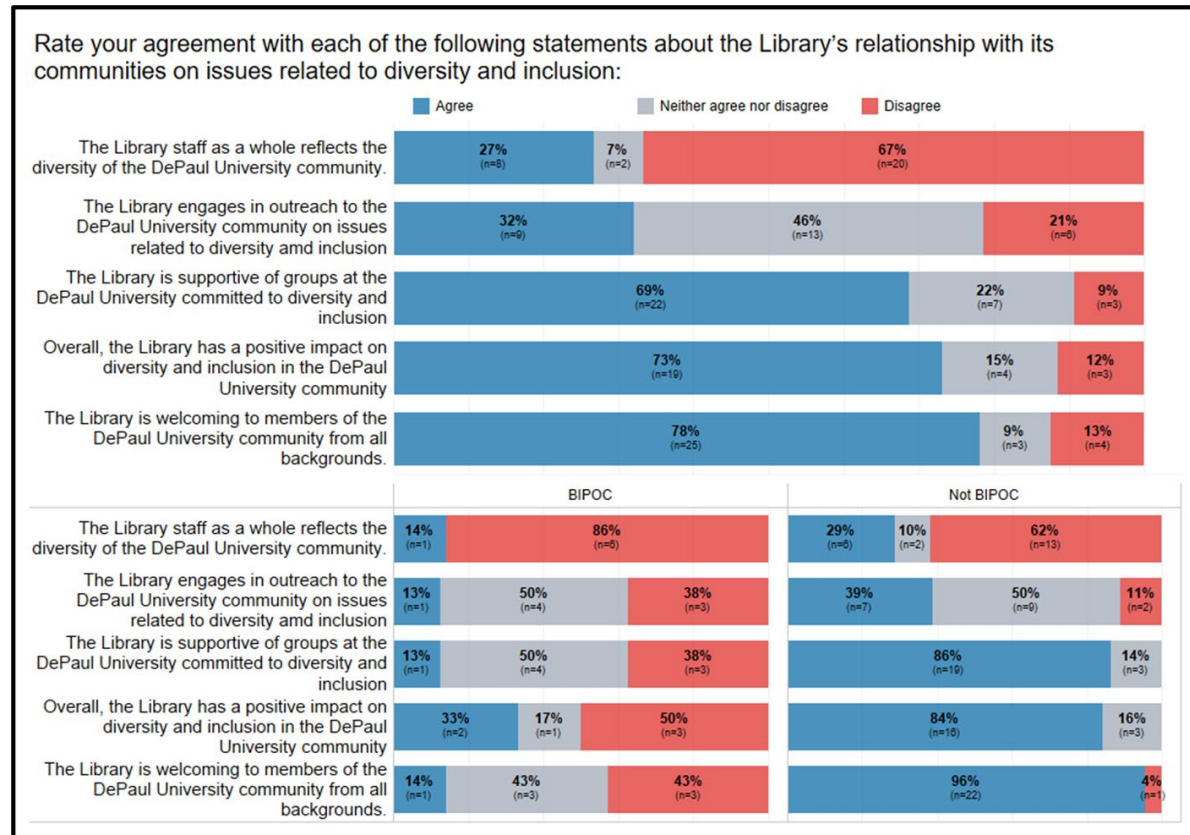 - 88% of BIPOC respondents **disagree**.

- I am concerned that budget cuts may disproportionately impact employees of color.
  - 32% of non-BIPOC respondents **agree**
  - 75% of BIPOC respondents **agree.**

- Library has strategies to decenter White authors/racist content.
    - 60% non-BIPOC respondents chose '**neither**'
    - 75% of BIPOC respondents **disagree**

Diversity in the Library and University Communities

Rate your agreement with each of the following statements about the Library's relationship with its communities on issues related to diversity and inclusion:

Legend: ■ Agree ■ Neither agree nor disagree ■ Disagree

Statement	Agree	Neither agree nor disagree	Disagree
The Library staff as a whole reflects the diversity of the DePaul University community.	27% (n=8)	7% (n=2)	67% (n=20)
The Library engages in outreach to the DePaul University community on issues related to diversity amd inclusion	32% (n=9)	46% (n=13)	21% (n=6)
The Library is supportive of groups at the DePaul University committed to diversity and inclusion	69% (n=22)	22% (n=7)	9% (n=3)
Overall, the Library has a positive impact on diversity and inclusion in the DePaul University community	73% (n=19)	15% (n=4)	12% (n=3)
The Library is welcoming to members of the DePaul University community from all backgrounds.	78% (n=25)	9% (n=3)	13% (n=4)

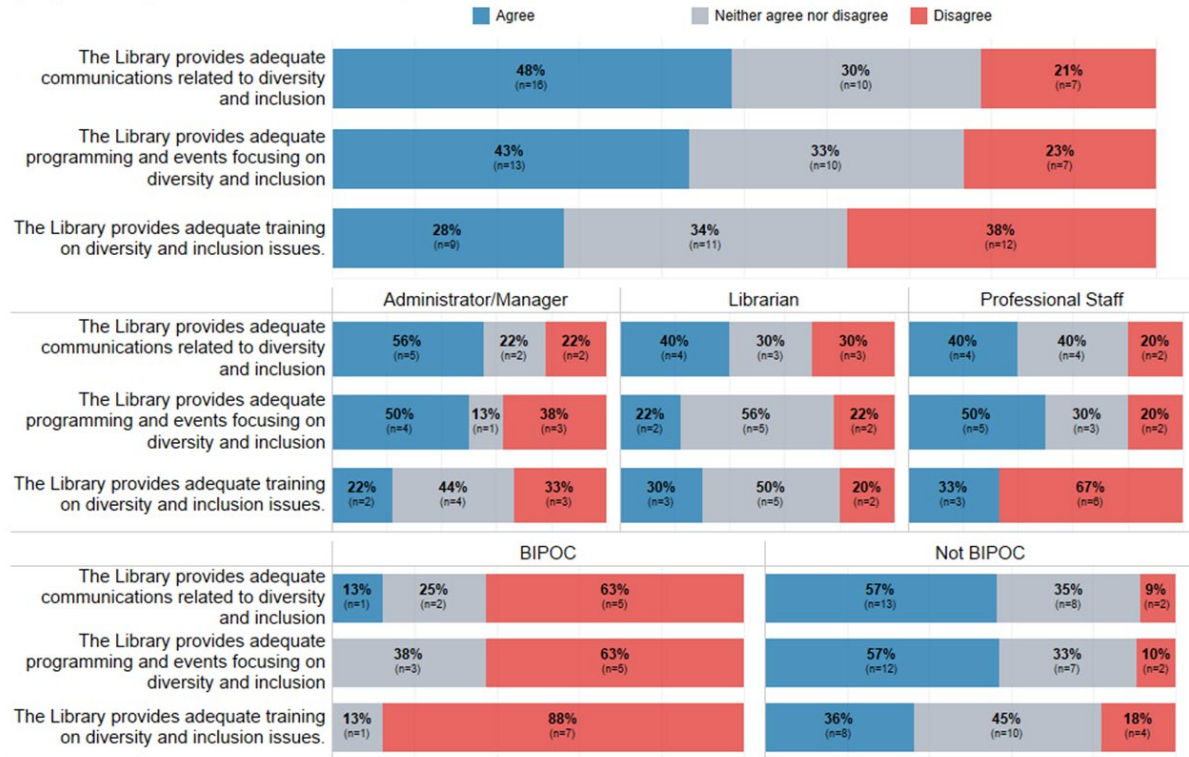| Statement	BIPOC			Not BIPOC		
The Library staff as a whole reflects the diversity of the DePaul University community.	14% (n=1)		86% (n=6)	29% (n=6)	10% (n=2)	62% (n=13)
The Library engages in outreach to the DePaul University community on issues related to diversity amd inclusion	13% (n=1)	50% (n=4)	38% (n=3)	39% (n=7)	50% (n=9)	11% (n=2)
The Library is supportive of groups at the DePaul University committed to diversity and inclusion	13% (n=1)	50% (n=4)	38% (n=3)	86% (n=19)		14% (n=3)
Overall, the Library has a positive impact on diversity and inclusion in the DePaul University community	33% (n=2)	17% (n=1)	50% (n=3)	84% (n=16)		16% (n=3)
The Library is welcoming to members of the DePaul University community from all backgrounds.	14% (n=1)	43% (n=3)	43% (n=3)	96% (n=22)		4% (n=1)

Overall, most respondents (67%) do not feel the Library staff reflects the diversity of the DePaul community.

- About half of respondents (46%) neither agree nor disagree that the Library engages in outreach to the community on issues related to diversity and inclusion.
- Overall, most respondents feel the Library supports groups committed to diversity and inclusion (69% agree), has a positive impact (73% agree) and is welcoming to members from all backgrounds (78% agree).
- BIPOC respondents have less positive perceptions on all three aspects.

Communication, Programming, Training, and Education
Overview

Rate your agreement with each of the following statements about diversity and inclusion in the Library's programming, education and training:
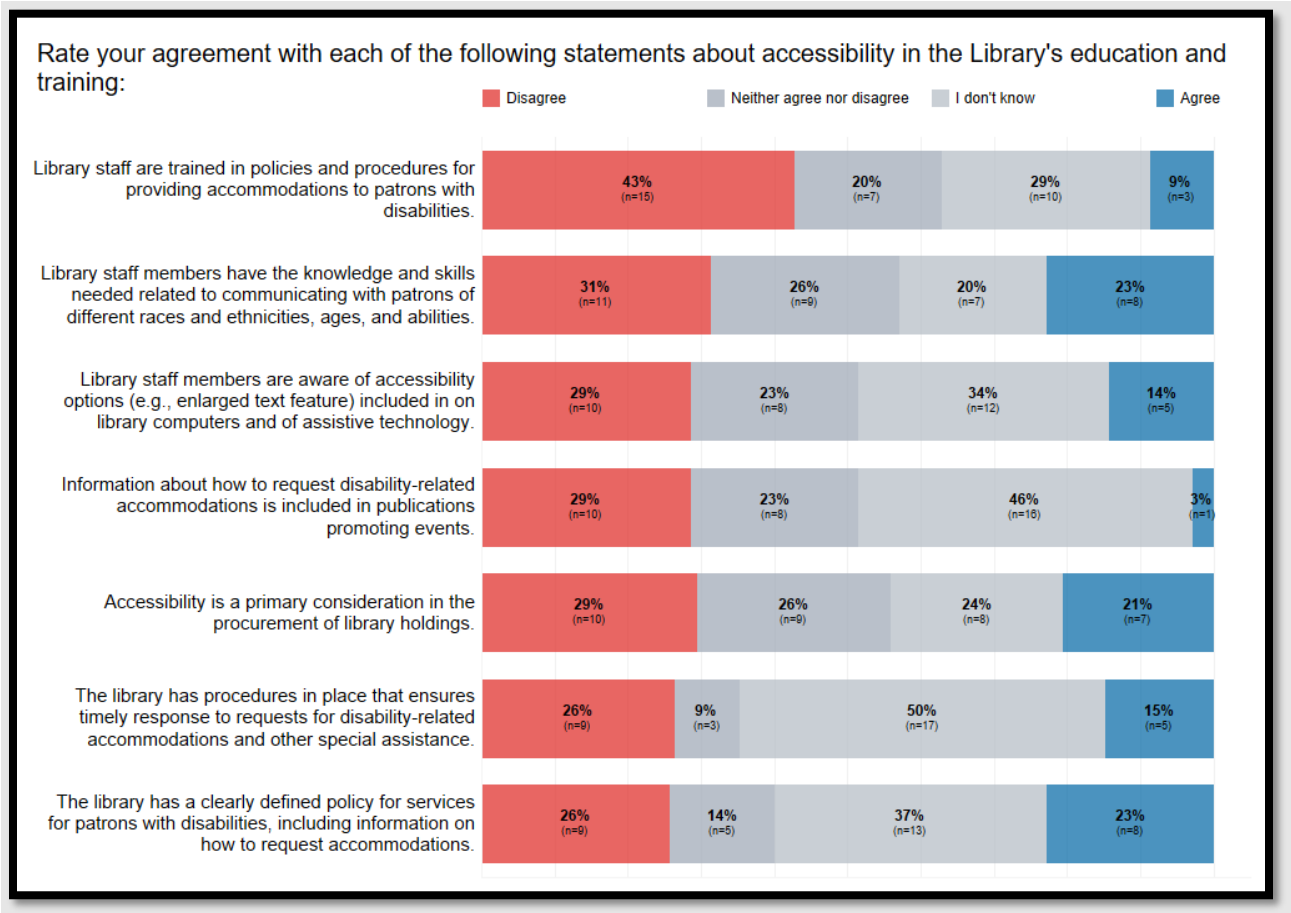
■ Agree   ■ Neither agree nor disagree   ■ Disagree

Statement	Agree	Neither	Disagree
The Library provides adequate communications related to diversity and inclusion	48% (n=16)	30% (n=10)	21% (n=7)
The Library provides adequate programming and events focusing on diversity and inclusion	43% (n=13)	33% (n=10)	23% (n=7)
The Library provides adequate training on diversity and inclusion issues.	28% (n=9)	34% (n=11)	38% (n=12)

Statement	Administrator/Manager			Librarian			Professional Staff		
The Library provides adequate communications related to diversity and inclusion	56% (n=5)	22% (n=2)	22% (n=2)	40% (n=4)	30% (n=3)	30% (n=3)	40% (n=4)	40% (n=4)	20% (n=2)
The Library provides adequate programming and events focusing on diversity and inclusion	50% (n=4)	13% (n=1)	38% (n=3)	22% (n=2)	56% (n=5)	22% (n=2)	50% (n=5)	30% (n=3)	20% (n=2)
The Library provides adequate training on diversity and inclusion issues.	22% (n=2)	44% (n=4)	33% (n=3)	30% (n=3)	50% (n=5)	20% (n=2)	33% (n=3)		67% (n=6)

Statement	BIPOC			Not BIPOC		
The Library provides adequate communications related to diversity and inclusion	13% (n=1)	25% (n=2)	63% (n=5)	57% (n=13)	35% (n=8)	9% (n=2)
The Library provides adequate programming and events focusing on diversity and inclusion		38% (n=3)	63% (n=5)	57% (n=12)	33% (n=7)	10% (n=2)
The Library provides adequate training on diversity and inclusion issues.	13% (n=1)		88% (n=7)	36% (n=8)	45% (n=10)	18% (n=4)

IRMA Analysis:

- Less than half of respondents overall feel the Library provides adequate communications related to diversity and inclusion (48% agree) or programming and events focused on diversity and inclusion (43% agree).

- 38% of respondents overall disagree that the Library provides adequate training on diversity and inclusion issues – this includes 67% disagreement from professional staff respondents.

- BIPOC respondents disagree with all three statements at much higher rates than non-BIPOC respondents.

IRMA included a breakdown of answers from library administrators, librarians, and staff. This indicates that administrators have a slightly more positive view on these matters than the other two groups.
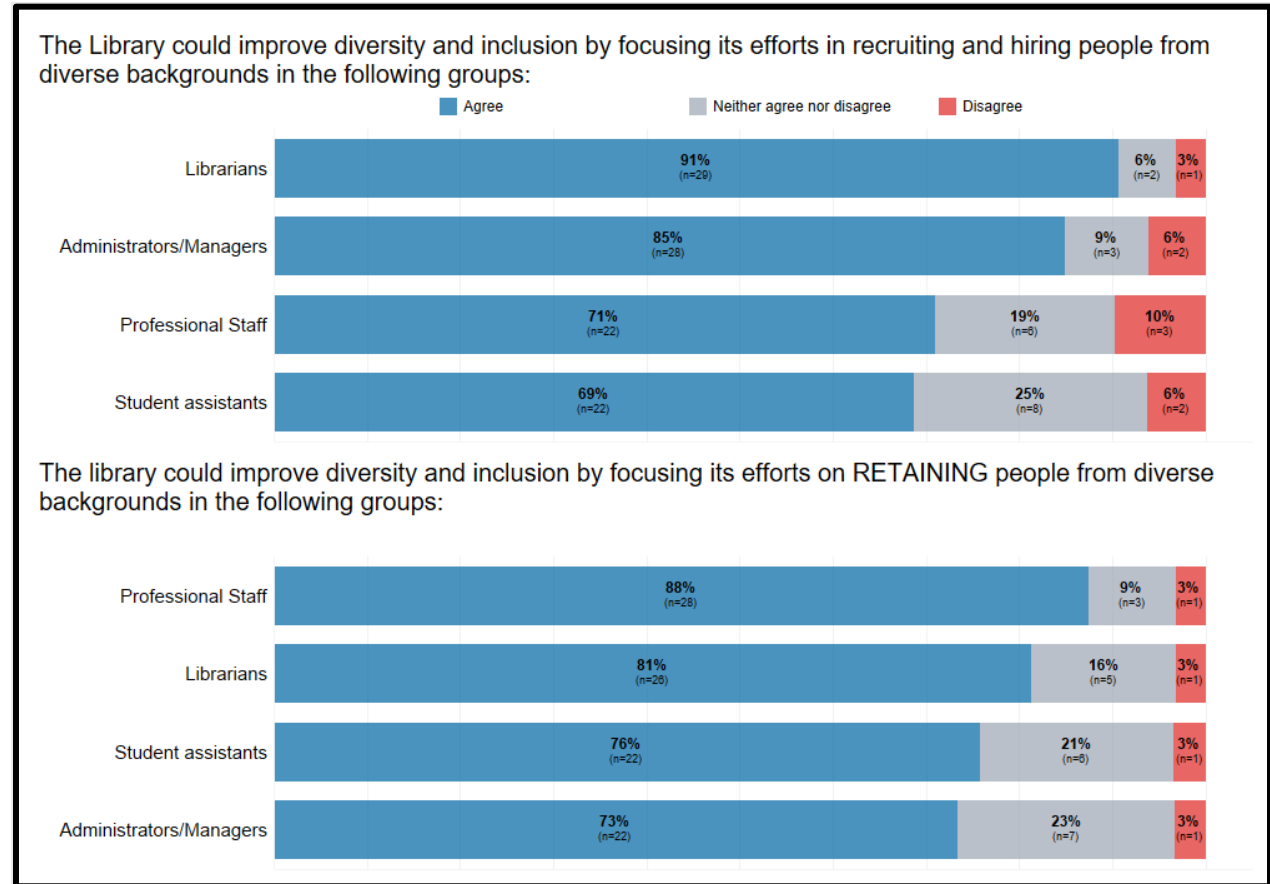
Accessibility

Rate your agreement with each of the following statements about accessibility in the Library's education and training:

Legend: Disagree | Neither agree nor disagree | I don't know | Agree

Statement	Disagree	Neither agree nor disagree	I don't know	Agree
Library staff are trained in policies and procedures for providing accommodations to patrons with disabilities.	43% (n=15)	20% (n=7)	29% (n=10)	9% (n=3)
Library staff members have the knowledge and skills needed related to communicating with patrons of different races and ethnicities, ages, and abilities.	31% (n=11)	26% (n=9)	20% (n=7)	23% (n=8)
Library staff members are aware of accessibility options (e.g., enlarged text feature) included in on library computers and of assistive technology.	29% (n=10)	23% (n=8)	34% (n=12)	14% (n=5)
Information about how to request disability-related accommodations is included in publications promoting events.	29% (n=10)	23% (n=8)	46% (n=16)	3% (n=1)
Accessibility is a primary consideration in the procurement of library holdings.	29% (n=10)	26% (n=9)	24% (n=8)	21% (n=7)
The library has procedures in place that ensures timely response to requests for disability-related accommodations and other special assistance.	26% (n=9)	9% (n=3)	50% (n=17)	15% (n=5)
The library has a clearly defined policy for services for patrons with disabilities, including information on how to request accommodations.	26% (n=9)	14% (n=5)	37% (n=13)	23% (n=8)

IRMA Analysis:

- A quarter or more of respondents disagree with each of the statements regarding accessibility in the Library's education and training.

- However, 50% or more neither agree nor disagree or do not know about each of these statements.

Most respondents either think the library does not do enough to educate its staff about and publicize its accessibility-related services and procedures, or they do not know that these services and procedures even exist

Recruitment, Hiring and Retention

The Library could improve diversity and inclusion by focusing its efforts in recruiting and hiring people from diverse backgrounds in the following groups:

Legend: ■ Agree   ■ Neither agree nor disagree   ■ Disagree

Group	Agree	Neither agree nor disagree	Disagree
Librarians	91% (n=29)	6% (n=2)	3% (n=1)
Administrators/Managers	85% (n=28)	9% (n=3)	6% (n=2)
Professional Staff	71% (n=22)	19% (n=6)	10% (n=3)
Student assistants	69% (n=22)	25% (n=8)	6% (n=2)

The library could improve diversity and inclusion by focusing its efforts on RETAINING people from diverse backgrounds in the following groups:

Group	Agree	Neither agree nor disagree	Disagree
Professional Staff	88% (n=28)	9% (n=3)	3% (n=1)
Librarians	81% (n=26)	16% (n=5)	3% (n=1)
Student assistants	76% (n=22)	21% (n=6)	3% (n=1)
Administrators/Managers	73% (n=22)	23% (n=7)	3% (n=1)

IRMA Analysis:

- Respondents agree that the Library could improve diversity and inclusion by recruiting and hiring people from diverse backgrounds in all employment categories, particularly Librarians and administrators/managers.

- Respondents overwhelmingly agree that retaining people from diverse backgrounds could improve diversity and inclusion, particularly professional staff.

Conclusions

Executive summary provided by IRMA:

- Respondents who identify as BIPOC, and particularly BIPOC individuals who identify as female, responded less positively than non-BIPOC respondents throughout the survey.

- Most respondents feel they are treated with respect by most others within the Library and university.

- 60% of professional staff, 50% of librarians and 30% of administrators/managers *disagreed* that Library employees are treated equitably regardless of employment category. (That is, most professional staff, half of librarians, and a third of administrators/managers feel that employment category makes a difference in how staff are treated.)

- Personal experiences of bias, exclusion or discrimination based on personal identities were low overall.

- Less than half of respondents overall feel the Library provides adequate communications related to diversity and inclusion (48% agree) or programming and events focused on diversity and inclusion (43% agree); 38% of respondents overall disagree that the Library provides adequate training on diversity and inclusion issues.

- Overall, most respondents (67%) do not feel the Library staff reflects the diversity of the DePaul community as a whole.

- Respondents overwhelmingly agreed that recruitment, hiring and retention of individuals from diverse backgrounds would improve the Library's diversity and inclusion.

Recommendations

General Recommendations

Recruitment and Retention: The Library and Art Museum needs to improve its recruitment and retention processes for BIPOC staff, and for BIPOC librarians and administrators specifically. In the librarian ranks particularly, the library struggles to retain BIPOC staff – as noted in the Historical Data table in the Appendix, the library has had only four Asian-identified librarians and one Hispanic-identified librarian, and all left within roughly a year of being hired. In the administration ranks, the library has not even hired BIPOC staff until very recently. Going forward, the library should build a formal exit interview process that includes the IDEA Coordinator so that it can get information on why it has been so difficult for the library to retain its BIPOC staff. Until the library can identify the reasons why it cannot retain these staff members, it will struggle to understand the issues involved.

Work Experience: IDEA recommends that Administration investigate and evaluate why BIPOC staff have a more negative work experience, and determine what can be done to change this.

Communication: The Library and Art Museum must communicate better with its staff regarding its IDEA goals, the actions it has already taken as well as those planned for the future. One issue threaded throughout the responses was that the library has not communicated well on these issues.

Accessibility: The Library and Art Museum needs to do much more and much better at letting its own staff and its patrons know what disability/accessibility-related accommodations are available and how to use them.

Staff Training and Education: The Library and Art Museum needs to improve its training and education processes, so that staff have the tools to operate in an increasingly diverse environment, and so that staff know how to use the tools it does already have.

Recommendations for Climate Survey Future Iterations

The Library and Art Museum must define diversity and inclusion and determine what that means to them. This will guide and inform the steps that need to be taken.

The Library and Art Museum must improve the survey instrument to gather better information that will enable it to address staff concerns.

IDEA recommends that IRMA be requested to perform all analysis of future iterations of this survey. This will allow for all data to remain confidential, shielded from the library personnel who conduct the survey and write the final report.

IRMA noted that the student employee response rate was very low and therefore statistically invalid. The low response rate may be due, in part, to the subcommittee being unaware that student staff were not included in the mailing lists used to disseminate the survey until late in the process. For future iterations of the survey, the group conducting the survey should be certain that all library staff, including student employees, are included in all communications. Additionally, there should be a stronger push to obtain student employee responses.

71% of BIPOC respondents reported bias, exclusion or discrimination based on race and/or ethnic background. In future iterations of this survey, the Library and Art Museum should ask more detailed questions regarding this issue to determine what is happening.

Employment Environment: BIPOC employees, as noted, reported that they found the employment environment to be much more difficult. For future iterations of the survey, the survey should include a free-text question about the employment environment, asking why people answered the way they did. Without more specific information about *why* BIPOC employees find the employment environment to be so much more difficult, the Library and Art Museum may struggle to address or remedy the situation.

Employment category: A substantial number of respondents noted that their employment experience had been shaped by their age, and professional staff felt that their employment had been shaped by their employment category. The next version of the survey should include specific questions regarding whether these experiences were positive or negative.

Diversity and Inclusion – Leadership: The survey may produce more representative answers if the questions about diversity and inclusion are reworked to ask people about populations that they do not belong to, or to specifically ask if there is adequate diversity in Administration.

Bias, Exclusion, Discrimination: The next iteration of the survey should include questions that amplify/clarify responses regarding employee experiences of bias, exclusion or discrimination – for example, asking if people reported observed/experienced incidents of bias or discrimination to a supervisor, manager, or the university's EEO office. Without more information regarding these issues, the Library and Art Museum will not be able to address them adequately. The Library and Art Museum might also consider performing separate follow-up mini surveys on discrimination incidents. This would, however, require the survey to request contact information so that these follow-ups could be properly targeted. They wouldl also need to stress that responses are confidential and no identifying information will be included in the report, in order to get accurate information.

Programming and engagement: Future iterations of the survey should ask staff to name one DEIA program that they enjoyed and/or one DEIA program they found valuable to equity in the workplace. This will help determine what works and what doesn't.

Scheduling: The current schedule calls for the next iteration of the survey to be conducted in Winter Quarter 2023. The subcommittee recommends that this be rescheduled for Winter Quarter 2024. It took far longer than expected to obtain all the data needed to write the report. Additionally, conducting a new survey only a month or so after the report of the previous edition was issued allows no time to review the results and decide what actions to take.

The climate survey results highlight the tale of two libraries, for the BIPOC and non-BIPOC staff. The experiences of both groups are vastly different based on the information in the survey. We need to bridge these worlds so that there is one library that provides a welcoming, positive, and peaceful environment for all regardless of racial background.

APPENDIX

Historical Hiring Data

Since 1989, only two BIPOC staff have been hired to work in library administration. One person was hired to be the business manager/director in February 2018 and left late the next year. The next BIPOC administrator was hired in 2022.

The table below shows the reported ethnicity of librarians hired by DePaul University Library, broken out by year from 1976 to 2022. Note that according to the reported data, no BIPOC librarians were hired in the years 1976-1992, 1994, 1998-99, 2001-2002, 2009-2010, 2012, 2015-2015, 2018-2021. Between 1989-2022, the library hired 114 librarians, and 21 of them were BIPOC individuals. No data could be obtained for the applicant pools in those years.

Note also that the data cannot consistently distinguish between hires and position changes. For example, the table shows two BIPOC librarians hired in 2006. However, only one was hired to a librarian position; the other was hired as professional staff but moved to a librarian position years later. Because that person was still working in the library at the time the data was collected, the system counts them as though they were hired to a librarian position originally. That said, there have been very few people in this library who moved from professional staff to librarian positions. Until recently, unofficial library policy prohibited this sort of movement, with very few exceptions. The library also declined to hire entry level librarians until recently, requiring a minimum of two years post-degree experience for all librarian positions.

The data from Information Services was unable to distinguish three specific positions from other librarian positions: the heads/coordinators of Digital Services; Reference, Information and Academic Engagement; Access Services. For the following table, those positions are considered rank-and-file librarian positions, rather than administration or management positions.

LIBRARIANS HIRED BY YEAR – ETHNICITY TIMELINE (Note: for unknown reasons, data for 1981						
YEAR OF HIRE	Asian	Black or African American	Hispanic or Latino	Not disclosed	White	Grand Total by YEAR
1976					1	1
1989					2	2
1990					2	2
1992					1	1
1993		1			2	3
1994					1	1
1996		1			1	2
1997		1			2	3
1998					3	3
1999					3	3
2000		1			4	5
2001					6	6
2002					1	1
2003	1			1	6	8
2005			1	2	8	11
2006		2		1	4	7
2008				2	4	6
2009					5	5
2010					3	3
2011	1				4	5
2012					1	1
2013				1	4	5
2014					2	2
2015					2	2
2016	1				4	5
2017	1				3	4
2018					2	2
2019					4	4
2020					1	1
2021					1	1
2022		2			7	9
Grand Total	4	9	1	7	94	115

PROFESSIONAL STAFF HIRED BY YEAR – ETHNICITY TIMELINE
(Note: for unclear reasons, data for this category prior to 1981 was not available)

YEAR OF HIRE	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino	Not disclosed	White	Grand Total
1981			1			1	2
1985			1			1	2
1989		1				2	3
1990						3	3
1991						1	1
1992				1		2	3
1993						5	5
1994			1			4	5
1995						5	5
1996		1				5	6
1997			1			5	6
1998		1				9	10
1999			1	2		5	8
2000			2			9	11
2001		1	2	1		7	11
2002				1	1		2
2003		1		1		4	6
2004	1	1		2		12	16
2005				2	1	3	6
2006		1			1	6	8
2007					1	8	9
2008			1	1	2	6	10
2009			1			4	5
2010			2			5	7
2011			1		2	5	8
2012						3	3
2013				1	1	4	6
2014		1	1		1	2	5
2015		2				1	3
2016		1				4	5
2017		1		1		4	6
2018						2	2
2019		1				1	2
2020	1		1			2	4
2021			2			7	9
2022		1	2			6	9
Grand Total	2	14	20	13	10	153	212

According to the data:

- Either no librarians at all were hired between 1976 and 1989, or the data is missing from the system. Therefore, only data from 1989 forward can be analyzed
- Four Asian-identified librarians have been hired by the library since 1989. According to the termination data (not included here due to the length of the table), all have left, and all appear to have left the library within a year of their hire date.
- One (1) Hispanic/Latino librarian has been hired by the library since 1989. That person also appears to have departed the year they were hired.
- There seems to have been a major personnel expansion in 2004 and 2005, with 16 professional staff hired in 2004, and 11 librarians hired in 2005.

Statistically, DePaul University Library is aligned with the national averages on ethnicity. That said, this is a profession that has stated that it needs to do better.