

Some of FLITE's employees have worked for the library for more than 30 years and have had very little (if any) training on diversity issues during that time. Those who have been trained may have attended their training many years ago. This is why the FLITE Diversity Committee decided to apply for the Diversity and Inclusion Office mini-grant; to provide updated diversity training to library staff and faculty.

In the past FLITE has had trouble providing training to all staff because the Circulation Desk must always be staffed when the library is open. To accommodate everyone's schedules, this training was held at two different times.

We utilized Ferris's local resource Dr. David Pilgrim's offering of the *Ouch! That Stereotype Hurts* program (<http://www.ouchthatstereotypehurts.com/>). This choice was considerably more cost effective than bringing in an outside trainer. Dr. Pilgrim led the library staff in two separate sessions of this training program in Summer FY10.

The interim dean of the library agreed to make attendance at one of the two offered trainings mandatory for all 25 full-time FLITE staff and administrative personnel as well as those student employees who worked for us over the summer. By contract, our 13 faculty members are not required to attend departmental meetings. It was our hope that our faculty members would recognize this training as a professional development opportunity as well as a method of improving their own awareness and would choose to attend regardless of any requirements. In total, 31 employees out of 60 attended the trainings.

To assess the effectiveness of this training a brief questionnaire was distributed to attendees and a non-mandatory follow-up discussion was held about a month after the initial training dates, open to anyone who participated in the original trainings. Participants were asked to think about how the experience made them feel, how they saw issues covered in the training present themselves in daily life, how they dealt with issues, and how they would like to deal with such issues in the future. Because this follow-up session was not mandatory the meeting was held over a catered lunch as an incentive for attendance. We asked Dr. Andy Karafa from Social Sciences to moderate the meeting on behalf of the library.

Our question "On a scale of 1-10 did the Ouch! That Stereotype Hurts! program provide you with a selection of methods to identify and take care of diversity issues?" elicited responses of effectiveness in a range from 7-9 with an average of 8.25. Comments ranged from, "Being aware of my own biased thoughts," to "It is useful to have a toolkit of possibilities to respond to difficult questions. Still disappointing that those who need it most aren't there and when they are here they can't discuss collegially."

It is our belief that this updated diversity training will help all FLITE staff members to increase their sensitivity to patrons' needs, acceptance of unusual materials in the library collection, kindness to each other, and ability to work as a library unit to fulfill Ferris's diversity goals.