

Mākau Mo'omeheu:
Cultural Competency's role in
diversity, inclusion, and community
engagement

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... the profession is behind in its efforts to address the foundational issues of racism and disparities in LIS research in and library services for multicultural communities.

The incorporation of cultural competency standards throughout the field of [LIS] would improve its climate for diversity, address the lack of diversity, and enhance retention as well as improve its service outcomes.

Cultural Competency

The ability to function with awareness, knowledge, and interpersonal skill when engaging people of different backgrounds, assumptions, beliefs, values, and behaviors.

IT SHOULD

Combine cultural-mindedness with culturally centered communication skills for effective relationships with all people forming the basis for culturally competent organizations, communities and societies

Define *culture*

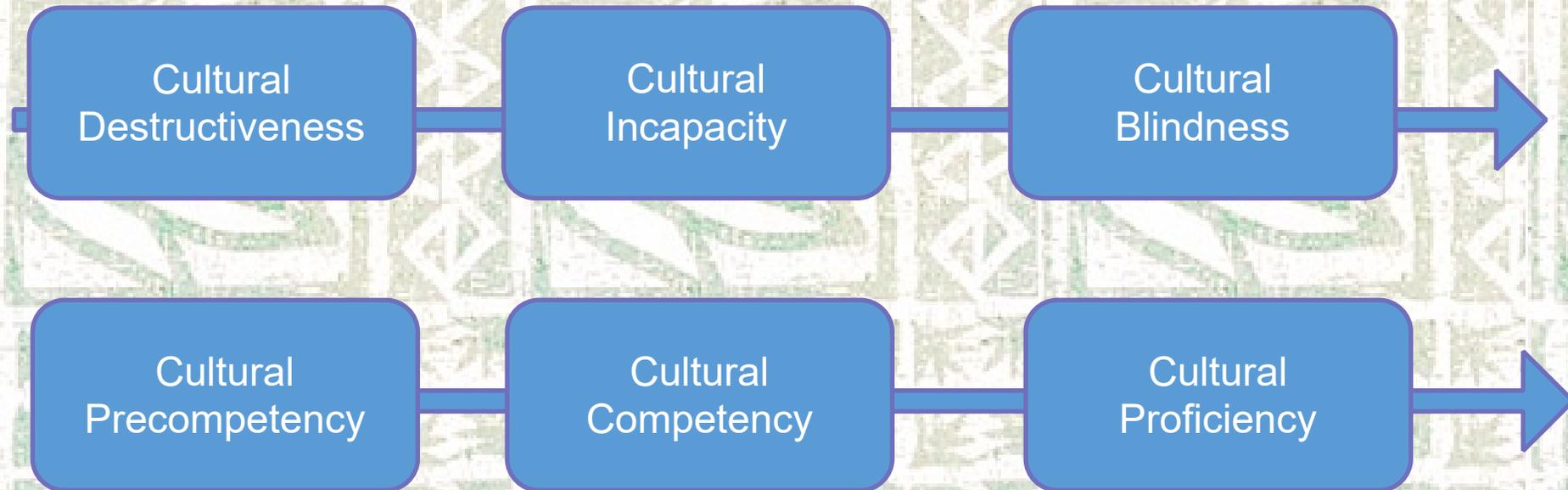
the local knowledge – knowledge
that is unique to a given culture or
society...

~World Health Organization

Shared actions of groups of people,
expressed daily, that are the results of
historically or socially transmitted
customs and traditions

~Motel-Overall, Nunez, Reyes-Escudero

Cross' Cultural Competence Continuum



CULTURAL COMPETENCE

MASTERY / EMBRACE

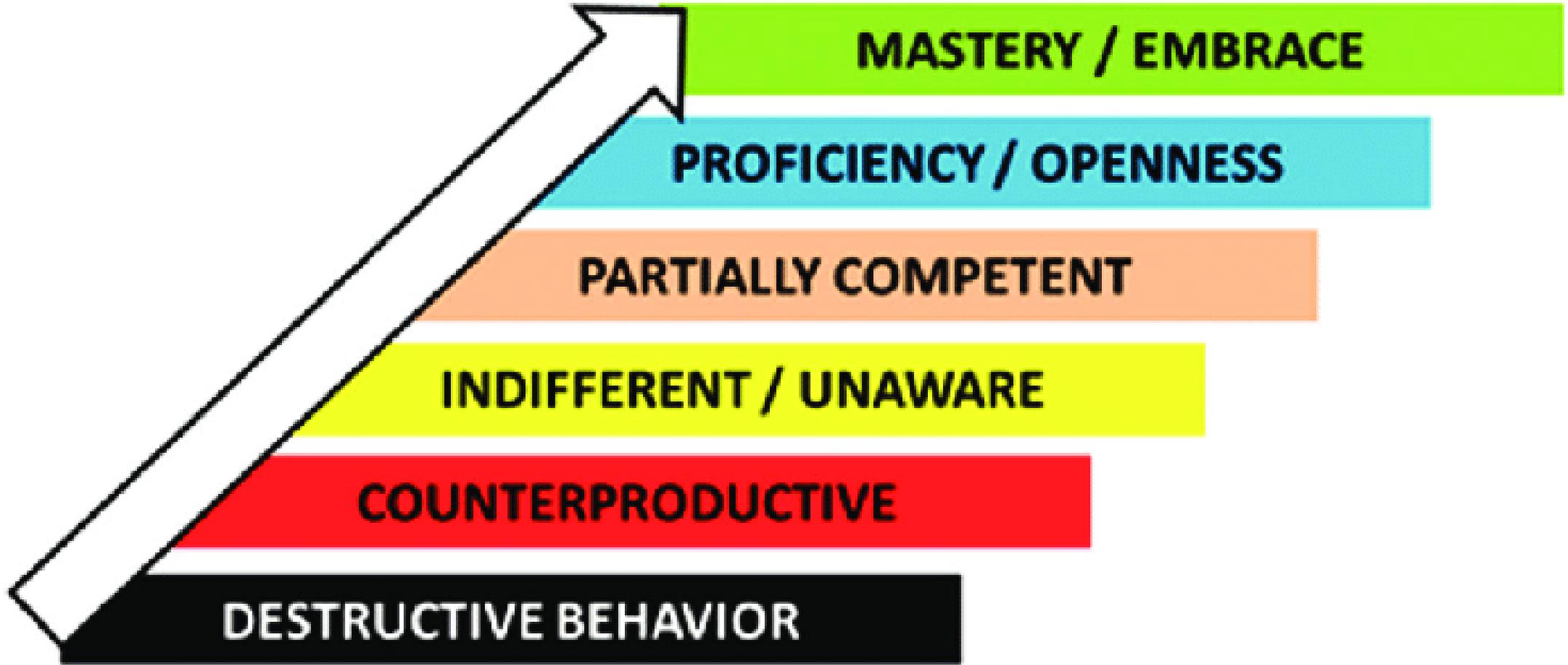
PROFICIENCY / OPENNESS

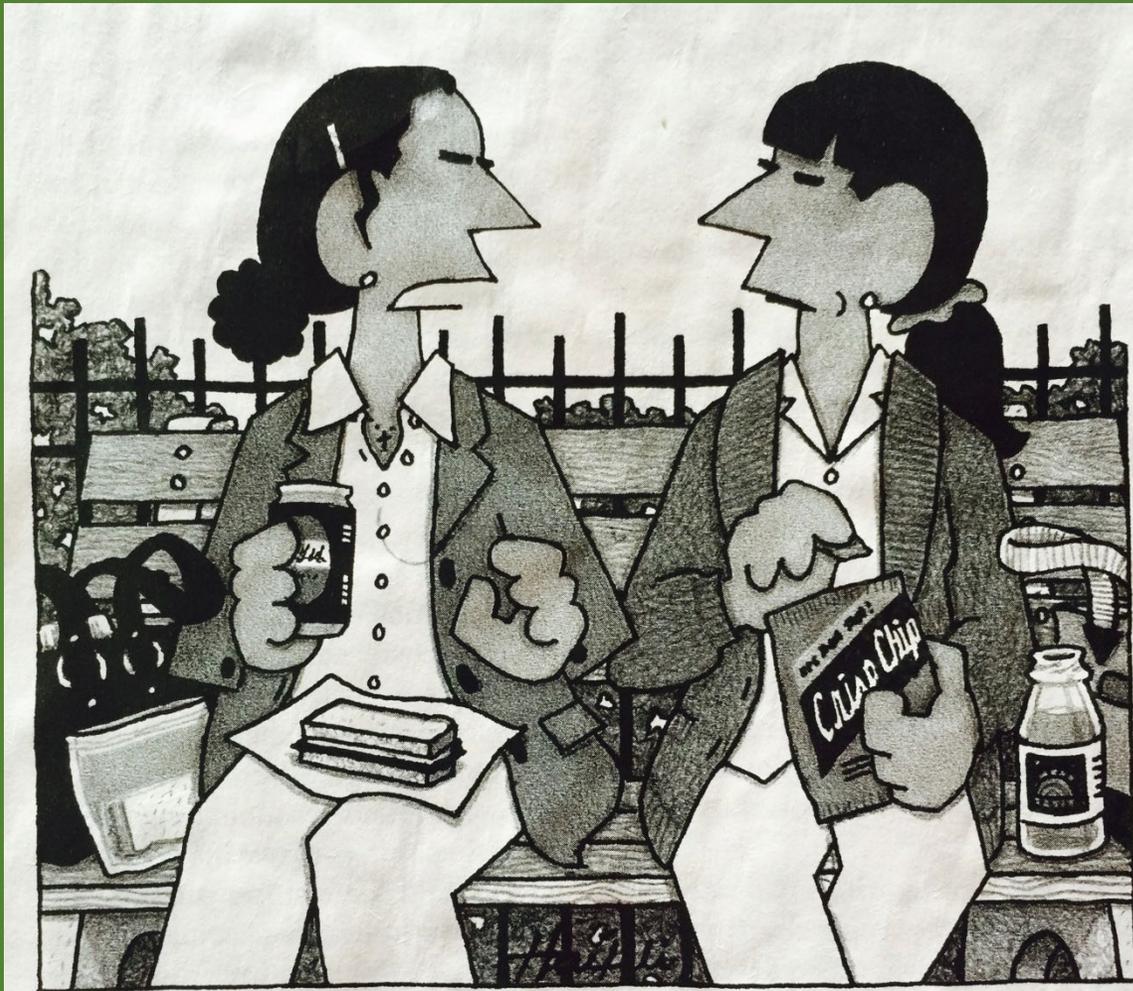
PARTIALLY COMPETENT

INDIFFERENT / UNAWARE

COUNTERPRODUCTIVE

DESTRUCTIVE BEHAVIOR





“They learn how to say ‘Gracias’ and we’re supposed to be thankful.”

Diversity of human experience

- Ethnic
- Racial
- Religious

- Sexual Orientation
- Education
- Living/working conditions

Social-Cultural Groups

- Tongan
- Jehovah Witness
- Physical Disabilities
- Homeless
- Muslim
- Caregivers
- HIV/AIDS
- Weight

Identify knowledge and skills necessary to
foster working relations

Dyad discussion

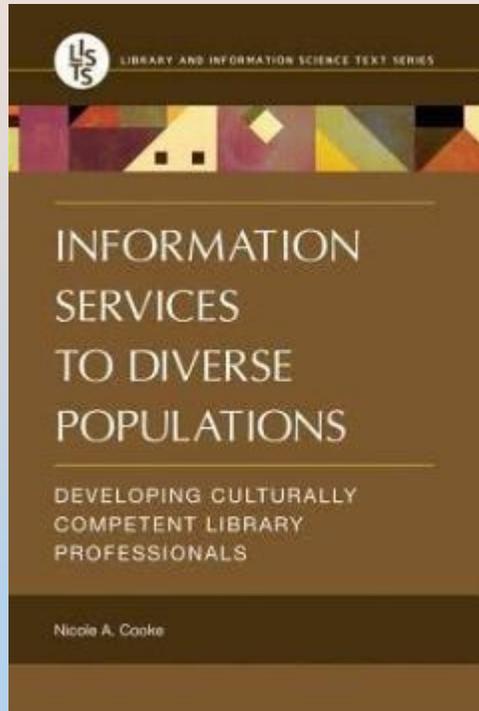
Have you been the recipient of cultural stereotyping? Be it age, ethnicity, religion

3 Aspects toward Effective Interaction with Difference

- Knowledge (cognitive) - Self-awareness
- Skills (behavioral) - Empathy
- Attitudes (affective) – Curiosity

If knowledge is power Understanding is revelation ~ Manu Meyer

Cultural Competency for Academic Libraries (2012)



- 11 Standards
- **Standard 2. Cross-cultural knowledge and skills**
 - Cultural competence is not static, and requires frequent relearning and unlearning about diversity.
- **Standard 4. Development of collections, programs, and services**
 - ... learn how to detect and prevent exclusion of diverse constituents...



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Cultural Competency Development Training

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HIGHLIGHTS OF C3 ACTIVITIES

ON

[SETTING UP THE PLANTS](#)

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[THROUGH THE WILDERNESS](#)

[HIKING](#)



The U.S.affiliated Pacific Islands, CTAHR

Food and Cultural Events

- Food plays a pivotal role in Pacific Island cultures
- It represents prosperity, generosity, and community support
- Hospitality is extended to visitors, who are usually asked to share a meal. Even if a visitor is not hungry, he or she will generally eat a small amount so the host is not disappointed
- Food is also given as a gift, and a refusal of food is considered as insult to the host or giver.

Values

- Family comes first – always
- Faith/religions are predominately Christian and an important part of the culture. The majority attend church and such activities are woven into the culture
- *Time* is a more fluid concept than our more rigid “Western” ideas – ‘On time’ might mean showing up within two hours of an appointment

“The Americans think, if everybody is like me, they’re less likely to attack me. The Chinese don’t think like that. They don’t try to the world be like them. Their strategy is to make economic linkages, so if you break these economic linkages it’s going to hurt you as much as it hurts them”

~Asian Diplomat

“Learning to speak Lingerie” *The New Yorker* Aug 10 and 17, 2015

Radical Empathy

The ability to understand and appreciate another person's feelings, experiences, etc.

There is a culture in archives that claims we are neutral and our collection philosophies are apolitical.

Archivists are not apolitical, passive keepers of dead records of the elite. Archivists actively shape history and memory by what we choose or do not choose to collect, and the meaning and context can shift with time and memory.

Walidah Imarisha



Importance of community archives and memory in telling more equitable and comprehensive stories, particularly related to historical marginalized and under-documented communities.

Description

- We are working [to either] evolve or disrupt current systems and norms by way of crowdsourced, iterative, multilingual, or culturally conscious descriptive practice ~ Kelly Bolding
- “...elevate humanity back into our archival records through description.” ~ Dominique Luster

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Project Chariot Files, 1958 - 1963

Project Chariot was a plan to use nuclear blasts to create a harbor at Cape Thompson, Alaska. Help us **transcribe** these large records.



Correspondence of Bess Wallace Truman

Transcribe letters, notes, and other items compiled by Bess W. Truman before and during the early years of her marriage to Harry S. Truman.



Records of Death and Interment at Camp Nelson, KY, 1864 - 1865

Help **transcribe** these Civil War records of death and interment. Each provides the decedent's name, rank, unit, cause and date of death, and burial location.

Are we not considering the truth within

- Oral traditions
- Stories
- Artifacts
- Historical landscapes

that are not part of the written record?

It starts with listening

- We should not impose our agendas on them – patronizing
- Community wisdom, expertise, memory

Recognize the community as expert and asset in regard to archival work

s,
the space
n and
al
to build
e
more

It is not our differences that divide us. It is our inability to recognize, accept, and celebrate those differences.

~ Audre Lorde