

# Staff Development - Serving Diverse Users: Cultural Competencies for Health Science Librarians

## Become One with Your Community

### What is Cultural Competency?

Cultural competency is defined as a set of values, behaviors, attitudes, and practices that enable people to work effectively across racial/ethnic and cultural lines.

### The Culturally Competent Librarian

#### Attitude

- ✓ Is one who is becoming culturally aware and sensitive to his or her own heritage, along with the cultural heritage of others.
- ✓ Are comfortable with differences that exist between themselves and their patrons.

#### Knowledge

- ✓ Seeks to possess specific knowledge and information about the particular group with which he or she is working.
- ✓ Is aware of institutional barriers that prevent minorities from gaining information.
- ✓ Has knowledge and understanding of characteristics of information seeking and information use.
- ✓ Seeks to understand the sociopolitical system with respect to its treatment of minorities.

#### Skills

- ✓ Develops and implements institutional strategies in partnership with communities, including setting goals, assessing need, developing a diverse work force, and evaluating services.
- ✓ Generates, sends, and receives a wide variety of verbal and nonverbal responses.
- ✓ Can incorporate his or her values and knowledge into aspects of policy-making, administration, practice, and service delivery.
- ✓ Is able to play a variety of partner roles: consultant, outreach, ombudsman, and facilitator

## Culturally Speaking

Librarians can play an important role in the provision of health information



Nancy Ottman Press  
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Listen Carefully to  
Community Needs



Tom Foye  
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Develop  
Cultural  
Competence



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Work with  
Community  
Partners

## Cultural Immersions @ Your Library

Practical Solutions for Serving the Health Information Needs of Diverse Users.

