

Instructions: Think about your role in your organization and your daily tasks. Rate each sentence as A, B, or C for each numbered item listed:

A = Things I do frequently

B = Things I do occasionally

C = Things I do rarely or never

N/A = Depending on your role and organization, there may be some items that are not applicable to you.

_____ 1. I display pictures, posters, and other materials that reflect the cultures and ethnic backgrounds of the patrons/visitors/community members served by my organization.

_____ 2. I ensure that magazines, brochures, and other printed materials reflect the different cultures of the patrons/visitors/community members served by my organization.

_____ 3. When offering food during an event, I ensure that meals provided include foods that are unique to the cultural and ethnic backgrounds of the patrons/visitors/community members served by my organization.

_____ 4. For patrons/visitors/community members that speak languages or dialects other than English, I attempt to learn and use key words in their language so that I am better able to communicate with them.

_____ 5. I use visual aids, gestures, and physical prompts in my interactions with patrons/visitors/community members who have limited English proficiency.

_____ 6. I connect with bilingual staff members or trained/certified interpreters for interactions with patrons/visitors/community members who have limited English proficiency.

7. When interacting with patrons/visitors/community members who have limited English proficiency I always keep in mind that:

_____ Limitation in English proficiency is in no way a reflection of their level of intellectual functioning.

_____ Their limited ability to speak the language of the dominant culture has no bearing on their ability to communicate effectively in their language of origin.

_____ They may or may not be literate in their language of origin or English.

_____ 8. When possible, I ensure that all notices and communiqués to patrons/visitors/community members are written in their language of origin.

_____ 9. I understand that it may be necessary to use alternatives to written communications for some patrons/visitors/community members, as word of mouth may be a preferred method of receiving information.

_____ 10. I avoid imposing values that may conflict or be inconsistent with those of cultures or ethnic groups other than my own.

_____ 11. In group situations, I discourage others from using racial and ethnic slurs by helping them understand that certain words can hurt others.

_____ 12. I intervene in an appropriate manner when I observe other staff members or patrons/visitors/community members of my organization engaging in behaviors that show cultural insensitivity, bias, or prejudice.

_____ 13. I understand and accept that family is defined differently by different cultures (e.g., extended family members, fictive kin, godparents).

_____ 14. I recognize and accept that individuals from culturally diverse backgrounds may desire varying degrees of acculturation into the dominant culture.

_____ 15. I accept and respect that gender roles in families may vary significantly among different cultures.

_____ 16. I understand that age and lifecycle factors must be considered in interactions with individuals and families of patrons/visitors/community members (e.g., high value placed on the decisions of elders or the role of the eldest male in families).

_____ 17. I recognize that the meaning or value of medical treatment and health education may vary greatly among cultures.

_____ 18. I recognize and understand that beliefs and concepts of emotional well-being vary significantly from culture to culture.

_____ 19. I understand that beliefs about mental illness and emotional disability are culturally based. I accept that responses to these conditions and related treatment/interventions are heavily influenced by culture.

_____ 20. I accept that religion and other beliefs may influence how families respond to illnesses, disease, disability, and death.

_____ 21. I accept and respect that customs and beliefs about food, its value, preparation, and use are different from culture to culture.

_____ 22. I advocate for the review of my organization's mission statement, goals, policies, and procedures to ensure that they incorporate principles and practices that promote cultural diversity and cultural competence.

There is no answer key with correct responses.

However, if you frequently responded “C,” you may not necessarily demonstrate values and engage in practices that promote a culturally diverse and culturally competent service delivery system for the patrons/visitors/community members your organization serves.

This Professional Practice Self Assessment Checklist was adapted for libraries from the Self-Assessment Checklist for Personnel Providing Services and Supports In Early Intervention and Early Childhood Settings. Developed by Tawara D. Goode of the Georgetown University Center for Child and Human Development, the original assessment may be found on the website of National Center for Cultural Competence (<http://nccc.georgetown.edu/documents/ChecklistEIEC.pdf>).