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## **DEI Surveys Qualitative Summary Report**

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## Qualitative Summary Report

The North Carolina Community College Library Association (NCCCLA) surveys included a total of 13 qualitative items. Complete responses are included in Excel format. Below is a list of items with brief summaries of responses for each item.

### PHASE 1 ITEMS

**Qual 1: If your community college's strategic plan includes a DEI component, does your library's mission, vision, values, and/or DEI statement (or other formal guidelines) align with this plan? Briefly describe how or how not.**

Many libraries do not have a DEI component separate from their college's strategic plan. In some cases, this is in accordance with a "one college" policy that does not encourage departments or units to have separate DEI statements. For the colleges that do have independent DEI statements, many colleges do use components of the college-wide DEI statement or strategic plan to align the library's statement with the college's.

**Qual 2: How do college-wide DEI programs and services engage with your library's services and programming? This could include DEI specific programs or support services (such as Veterans' Affairs Office, Disability Services Office, etc.) that support diverse student populations.**

Among the services mentioned, libraries frequently work closely with their Disability Services offices to ensure accessibility to library resources. Several libraries describe offering resources such as space and materials to DEI focused clubs, organizations, or programs on campus. Some libraries also host their own DEI focused events, but these are not always coordinated with other campus-wide efforts.

**Qual 3: Are your library's DEI initiatives supported by your college's senior leadership? If so, how is that support demonstrated?**

Most libraries indicate that their leadership is actively supportive of DEI efforts, although this support is often described as general support rather than involvement or support for specific initiatives or programming. Some libraries describe more specific involvement of senior leadership, such as funding for collection expansion, participation in events, and involvement of the library in campus-wide committees. A small number of libraries said their senior leadership is not involved or supportive of DEI initiatives at their library.

### PHASE 2 ITEMS

**Qual 1: What program or policy steps have you taken to improve DEI practices at your library? Share specific examples if possible.**

Collection development was a major theme in response to this item, with a focus on diversifying library collections. Some libraries also mention training for employees to provide support to diverse student populations as well as efforts to hire diverse employees.

**Qual 2: What resources (training, software, workshops, materials, technology, etc.) have been most helpful in improving DEI practices at your library?**

Respondents listed many resources they have accessed to improve DEI practices at their libraries, including webinars, workshops, and internal professional development. Webinars and resources provided NC Live were the most cited resource. Resources from ALA, SLNC, and ACRL were also mentioned along with in person professional development and conferences.

**Qual 3: What are your “go-to” resources for DEI issues or topics? If these resources are available online, please provide links if possible. If these resources are digital, you will have an opportunity to upload and share them at the end of this survey.**

MAGNA Publications

NC LIVE

SLNC

The Chronicle of Higher Education

State Library of North Carolina

ALA

<https://www.ala.org/advocacy/diversity>

<https://www.ala.org/advocacy/literacy/inclusive-booklists>

<https://www.aserl.org/event/how-trauma-and-stress-impacts-the-well-being-of-bipoc-library-workers/>

**Qual 4: What are some challenges you have faced in trying to improve DEI practices at your library?**

Funding is a challenge faced by many libraries in trying to DEI practices at their library. In addition to funding, a lack of staff to implement DEI focused programming is a common barrier. Some libraries did not report significant challenges and report a high level of support for their efforts.

**Qual 5: In what areas related to DEI do you feel you would benefit from additional training, guidance, or resources?**

Responses to this item covered a very broad range of topics. Support for training that goes beyond sensitivity or awareness training to improve implementation of effective programming was one prominent theme. Several respondents also requested training about how to discuss DEI topics.

### **PHASE 3 ITEMS**

**Qual 1: If your library has conducted a DEI collection assessment or audit, what resources did you use to guide your assessment? Did you follow a specific model, use an existing guide, or did you develop your own methodology for the assessment?**

Most libraries that have conducted a collection audit developed their own protocols for the assessment. Two did use the NCCCLA DEI Committee's toolkit and one based their audit on ALA recommendations.

**Qual 2: If your library has conducted a DEI collection assessment or audit, what were the results? How did you use the results to make changes to your collection?**

Among libraries that had conducted a DEI collection assessment, most identified areas that their collection could benefit from additional diversity. These libraries responded by adding books from authors representing diverse populations or books that address specific topics found lacking in the audit.

**Qual 3: How does your library assess your students' sense of belonging in your library? How have these assessments led to changes in your library policies or practices?**

Survey feedback from students is by far the most common method of assessing student experiences at libraries, although some respondents did not specify that these surveys addressed sense of belonging. Another method of assessment is tracking of student visits and monitoring what resources students access in the library.

**Qual 4: How does your library assess your employees' sense of belonging in your library? How have these assessments led to changes in your library policies or practices?**

Surveys are also used to assess employee experiences, with some libraries conducting their own surveys and some relying on campus-wide surveys for feedback. Some respondents indicated that the small size of their library means that there is no formal effort to assess employee's sense of belonging. Several respondents indicated that the relationships between employees allowed for open communication and dialogue without a formal assessment process.

## GENERAL ITEM

### How can the NCCCLA DEI Committee help you and your library?

*Note: This item was asked on Phase 1, Phase 2, and Phase 3 surveys. Responses to this item are combined in the “General Response” Excel document on the **Gen Qual** tab.*

Across all three surveys, respondents expressed a desire for a collection of recommended resources for libraries seeking to improve DEI practices at their library. Many respondents also suggested hosting workshops or providing training at the NCCCLA annual conference. Several respondents suggested that a DEI Statement from the NCCCLA would be beneficial as a model for libraries seeking to develop their own DEI statement.