**Cultural Humility in Library Work: Learner Guide**

<https://www.webjunction.org/events/webjunction/cultural-humility-in-library-work.html>

Cultural humility offers a renewing and transformative framework for navigating interpersonal interactions in libraries, whether between patrons and staff or staff members with one another. But what is cultural humility, and what does it look like in practice? Join the editors of [Hopeful visions, practical actions: Cultural humility in library work](https://search.worldcat.org/en/title/1355095771), (ALA Editions 2023) as they define and explore the concept of cultural humility, its strengths and limitations, and strategies for applying more inclusive practices to library customer service, policies, and collection development.

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| **What are your personal and team goals for viewing this webinar?** |
| **Personal Goals** |  |
| **Team Goals** |  |
| **Shifting perspective** |
| Think about something that someone you are close to does differently than you or, to put it another way, something they just do the wrong way (could be a close friend, spouse, in-laws, children).Consider the following questions: * What was your first reaction on finding out they did it this way and how has it impacted you?
* Did you have to adjust your behavior or ideas about this?
* How did that adjustment go?

What did this reflection teach you about cultural humility? |

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| **Context matters** |
| Reflect on an interaction you had – it could be a customer service-type interaction, but it doesn’t have to be - when there was more going on than the other person could see.* What was the interaction?
* In what way did the context impact the interaction or the outcome?
* How might it have gone differently if the other person had known the context?
* And, finally, how might they have been aware of the context?
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| **Context and power**  |
| How does the process of embodying a cultural humility approach differ depending on one’s identity, past experiences, and present context?How does the adoption of a cultural humility approach vary depending on how much power different people have within any given interaction? |
| **Integrating cultural humility in your practice** |
| Think about and identify three different aspects of your working life where you can incorporate an aspect of cultural humility practice.1.2.3. |
| **Action Plan: (include next steps, when, who, etc.)** |
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