



INTRODUCTION TO DIALOGUE & DELIBERATION FOR ACADEMIC LIBRARIES

Speakers: Courtney Breese, Managing Director, NCDD
Nancy Kranich, Lecturer, Rutgers University

**BECAUSE OUR DIVIDED NATION NEEDS
CONVERSATION MORE THAN EVER.**



ONLINE LEARNING

Introduction to
Dialogue & Deliberation
for Academic Libraries
September 13, 2017



Reflective Structured
Dialogue Method with
Essential Partners
October 11, 2017

National Issues Forums
Institute
November 15, 2017



SERIES 2: LEARNING SCHEDULE

IN-PERSON TRAINING



**Libraries Transforming
Communities:
National Issues Forums Workshop
for Academic Libraries**
February 9, 2018

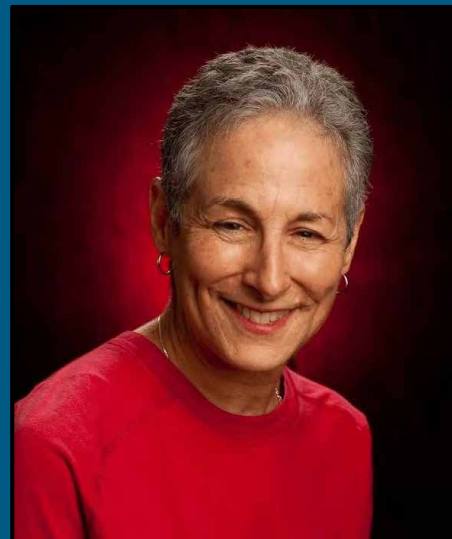
TODAY'S PRESENTERS



Courtney Breese

Managing Director

National Coalition for Dialogue & Deliberation



Nancy Kranich

Lecturer

Rutgers University

AGENDA

- ▶ **What we mean by engagement and how libraries are engaging**
- ▶ **Dialogue & deliberation and how libraries can use them**
- ▶ **Stories of D&D in Higher Education, and elements for success**
- ▶ **Introducing Essential Partners and National Issues Forums**
- ▶ **Resources and Q&A**

NATIONAL COALITION FOR DIALOGUE & DELIBERATION



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NCDD'S MEMBERSHIP NETWORK



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NCDD AND STUDENTS



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COURTNEY'S STORY



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ACADEMIC LIBRARIES NOW

What are some of your current approaches to addressing community needs?

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ACADEMIC LIBRARIES NOW



EXPLORING
social justice

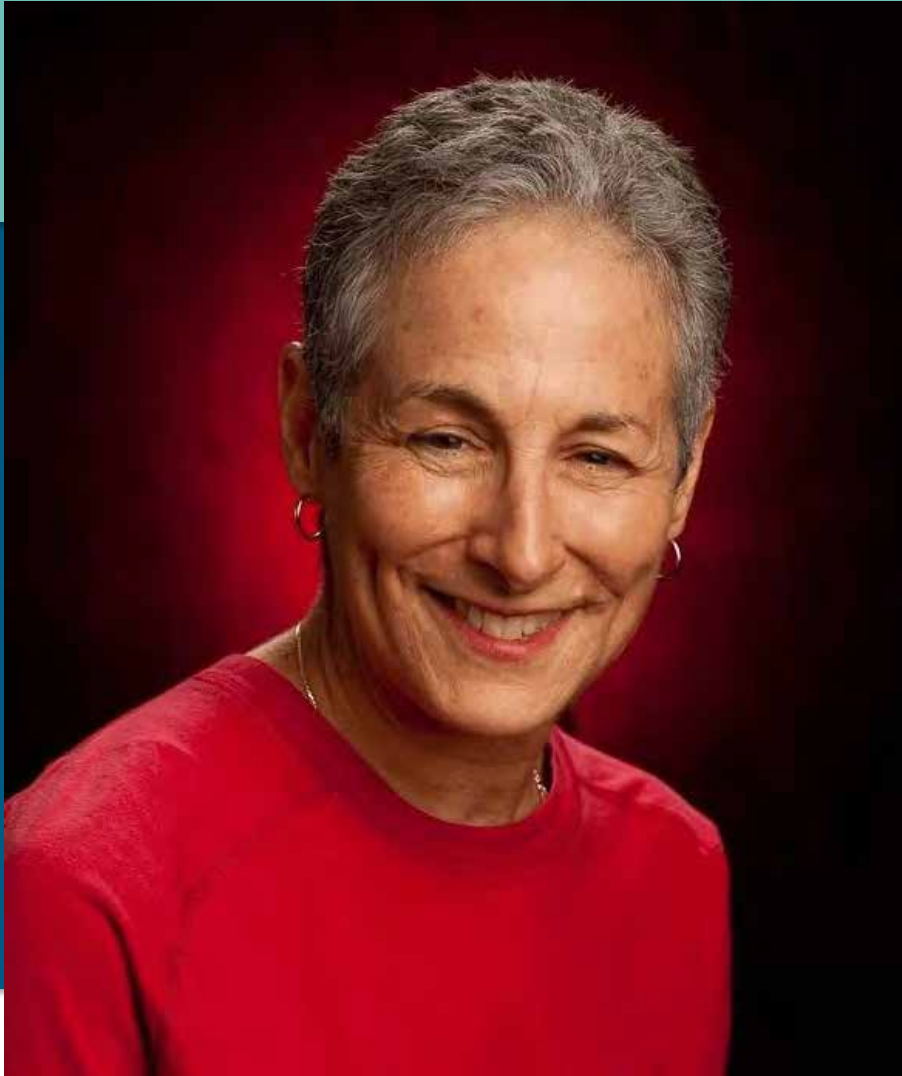
AMERICAN UNIVERSITY LIBRARY



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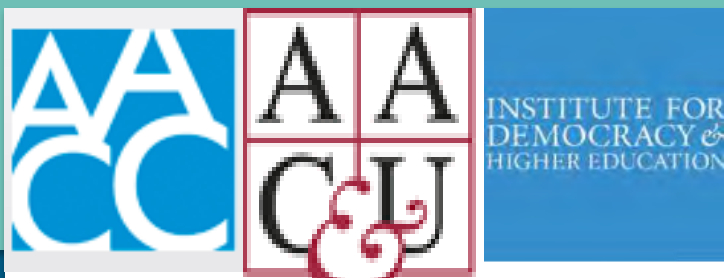


NANCY KRANICH
LECTURER
RUTGERS UNIVERSITY

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PRACTICING DEMOCRACY ON CAMPUS



“Practicing the arts of democracy can be infused across disciplines, and it can be built into nearly all structures on campus, such as student clubs and activities, athletic programs, cultural and intellectual events, residential life, and volunteer opportunities. There are no venues on campus that could not be practice grounds for democracy.”

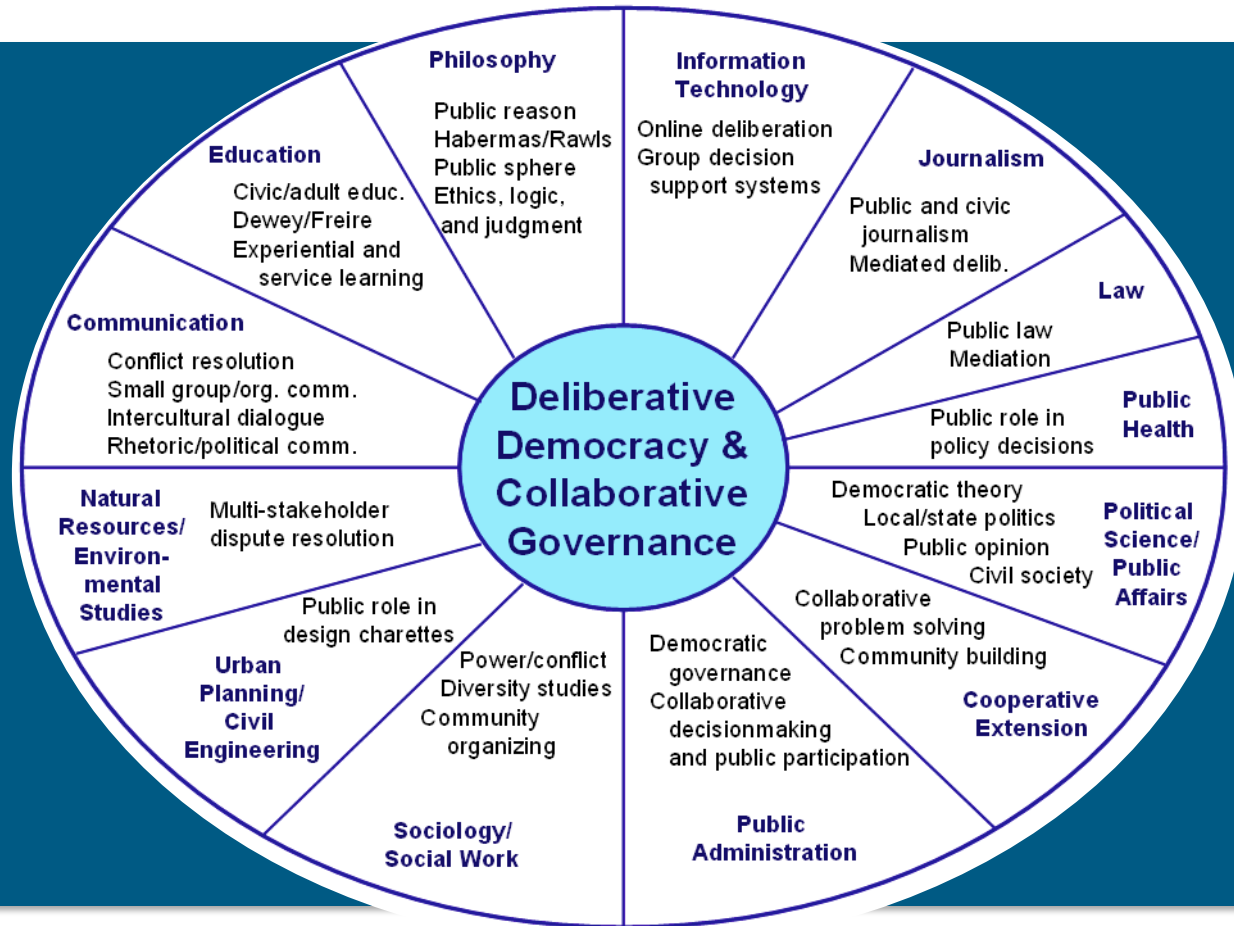
(Nancy Thomas, 2007, p. 7).

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DEMOCRACY'S HUBS





ROLES OF LIBRARIES

- ▶ Civic space
- ▶ Civic literacy
- ▶ Civic forum conveners
- ▶ Partners in service learning and engaged scholarship

“Citizenship Centers...more relevant than ever in history” - George L. Mehaffy



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CIVIC ENGAGEMENT IN ACTION

► Kansas State Libraries

- Movies on the Grass
- <http://www.k-state.edu/mog/>

► American Democracy Project

- <http://www.aascu.org/programs/ADP/InformationalHandout/>

K-STATE
LIBRARIES

Talking in the Library

K-Staters united against shushing since 2006

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www.nif.org



>> Immigration in America

How Do We Fix a System in Crisis?

IMMIGRATION HAS PLAYED a central role in American history. From the first settlers in Jamestown through the founding of the republic and right up to the present, the United States has been shaped and reshaped by successive waves of newcomers.

Over the past two decades, America has admitted an average of about two million new immigrants a year. Of these, approximately two-thirds come to reunite with family members already here. Others come seeking freedom from political or religious persecution. And still others are accepted on the basis of their employment skills. A small number are also admitted through a lottery.

But these numbers all tell half the story. Each year we admit several hundred thousand people on long-term (temporary) visas, mostly foreign students, guest workers, and cultural exchange visitors. Many of these individuals eventually change, legally, to permanent status. We also have about 12 million (plus) "visa" status holders—mainly tourists.

Furthermore, the very immigrant accepted into the country with a green card (a permit allowing him or her to live and work permanently in the United States), often must do so under conditions of stress—be it an expired temporary visa. While the field of legal immigration has changed recently, an estimated 3.1 million undocumented immigrants live in the United States without legal papers. Every decade has America had with a large population of immigrants living outside the law.

New Controversies

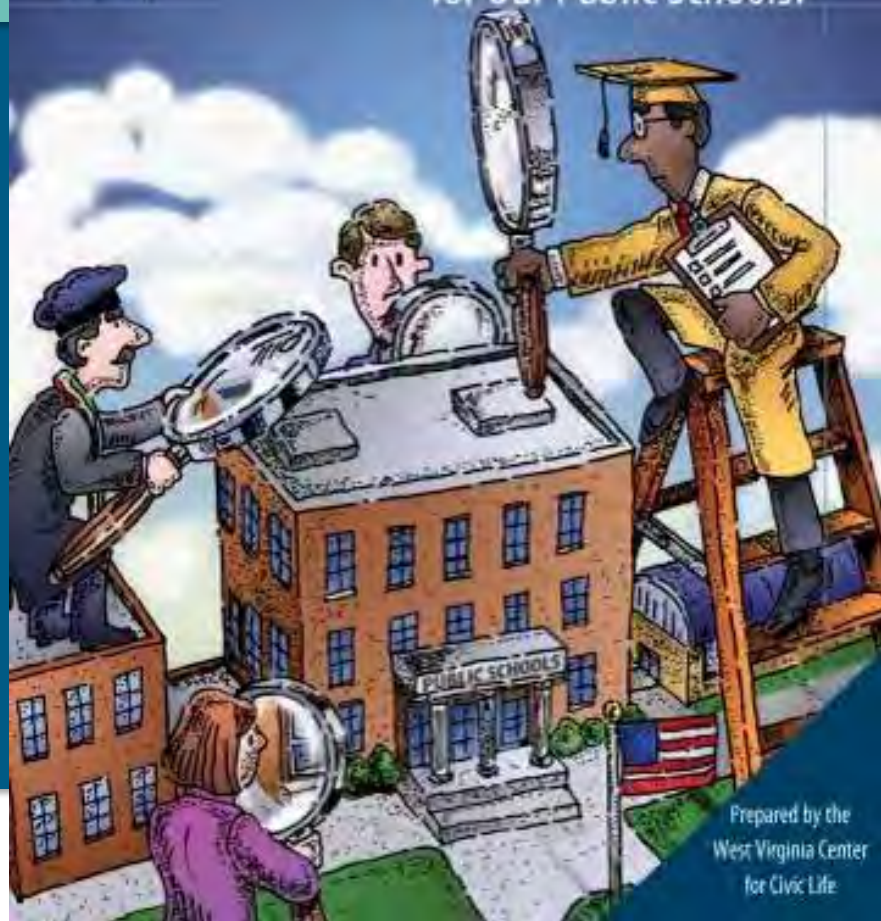
The votes and feelings of immigrants have always been debated, but as we work our way out of a tough economic recovery, some wonder whether newcomers, especially those arriving illegally, are compromising our quality of life, taking jobs away from those already here, and threatening our security and sovereignty as a nation. In early 2012, much attention was focused on the issue when recently

STILLWATER SPEAKS

- ▶ Oklahoma State University
 - Edmon Low Library
 - OSU Extension
- ▶ Stillwater Public Library
- ▶ Stillwater Public Schools



What Is the 21st Century Mission
for Our Public Schools?



ILLINOIS STATE UNIVERSITY *LIVING DEMOCRACY PROJECT*

- ▶ **Participated in campus American Democracy Project**
 - Voter Registration
 - Service Learning
 - Social Issues Fair
 - Candidate Debates
- ▶ **Trained staff to facilitate and record deliberative dialogues**
- ▶ **Led research effort for Illinois budget forum**
- ▶ **Convened forums**

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RU VOTING and OTHER CIVIC ACTIVITIES



- ▶ Voter Registration Tables
- ▶ Constitutional Café
- ▶ Involvement with the Darien Learning Community

Darien Learning Community: Citizenship and Civic Engagement

Join us for the presentation of the Fall 2012 Civic Learning Projects of Darien Learning Community Students

Celebrate the pilot experience of the Darien Learning Community for Citizenship and Civic Engagement - an opportunity for students to put their interest in politics into action. Hear from Darien Learning Community students about their

Monday, December 3
11:00 a.m. - Presentation
11:45 a.m. - Lunch!

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RUTGERS UNIVERSITY LIBRARIES PRIVACY FORUM



Who do I trust to protect my privacy?

What concerns people about privacy?

When asked about their privacy concerns, people responded that privacy is a right necessary to human dignity and individual integrity – a right they consider personal and individual. They often judge privacy within a family and especially between parent and child differently.

Many commented on the gossip culture that pervades media and affects our concept of privacy. Others expressed fear that partial and misinformation will result in them being misjudged. Several people revealed that they use new technologies to learn more about others to protect themselves. At the same time, they recognize that these same new technologies heighten their awareness of privacy implications.

Some say privacy is a lost cause because we no longer know how to protect it. Others question, "What are you trying to hide?" A number were willing to trade privacy for convenience and convenience for security. Still others believe that privacy is connected to financial security, health care, and employment prospects. Those who want government to protect their privacy often do not trust the government's intentions or its ability to foil hackers. Though they invoke public safety and national security in opposition to privacy, many recognize security as necessary to protect privacy.

Approach 1: the marketplace

The marketplace is the source of innovation in security and privacy protection technology and it also has a vested interest in privacy that secures the integrity of financial data.

Actions to Implement

- Purchase security measures
- Use spending to reward business that respects privacy
- Use public opinion, boycott against intrusive business
- Adopt and distribute strong company privacy policies and procedures

Supporters Would Say

- Innovates to protect privacy
- Keeps up with new threats
- Is motivated to please customers
- ID theft threatens profits

Opponents Would Say

- Targeted marketing is invasive
- Data mining is profitable
- Susceptible to government pressure
- Public has limited leverage

Tradeoffs

- Savings through targeted sales
- Escalating security expense

Approach 2: the government

The government has a responsibility to provide for public safety which includes identity protection and to secure the rights necessary to a free society.

Actions to Implement

- Set up an office like Canada
- Use courts to enforce checks/balances
- Enact comprehensive legislation that protects privacy
- Publicize existing privacy laws and regulations

Supporters Would Say

- HIPAA, library, financial, and other confidentiality laws protect privacy
- Privacy implied in First Amendment
- Protecting rights is a government role
- Clarifies public value for public servants

Opponents Would Say

- No universal definition of what's private
- Susceptible to demagoguery
- Cannot keep up with changing threats
- Always tempted by secrecy

Tradeoffs

- Public safety & national security
- Complex bureaucratic rules

Approach 3: my self

I, my self, recognize that privacy values are individual and varied and that no one cares more about my needs than me.

Actions to Implement

- Monitor personal credit, stay informed
- Join privacy organizations to demand transparent processes
- Pay cash, avoid EZ-Pass
- Opt out of participating in data collection when possible

Supporters Would Say

- "Who will watch the watchers?"
- Privacy desires vary among individuals
- Individual carelessness is main threat
- I'm the only one who can detect/correct errors or theft

Opponents Would Say

- Too hard, too much work
- Public is lazy, won't demand privacy
- Individuals powerless and ignorant
- Can never be sure you're safe

Tradeoffs

- Time, effort, and inconvenience
- No one to blame but self

WHAT IS THE FUTURE ROLE FOR LIBRARY LIAISONS?

RUTGERS
University Libraries

What is the Future Role for Library Liaisons at Rutgers?

The Rutgers University Libraries have engaged in a series of discussions over the past year focused on re-examining research libraries for the 21st century. The CLIR report, *Visible/Visible*, followed by the Scholarly Environment in the Digital Age symposium and the Neal's talk—"Printed/Incorporated and Digital Transition: Deconstructing the Model of the Academic Research Library" provided much to think about as we move into a new era of digital library services on campus.

Given all the challenges, visibility, communication and the impact of new technologies on campus, combined with another round of budget-related organizational changes, we have a fresh opportunity to rethink the ways that we

Approach 1—Amplify the educational role of librarians

Actions to Implement:

- Collaborate best practices for collaborating with the teaching faculty to incorporate information literacy into the curriculum
- Generate ideas about the systems and content used by the teaching faculty to promote critical thinking and help students learn
- Strengthen relationships with graduate programs
- Create initiatives for closer collaboration and involvement with faculty and librarians
- Encourage, and help through, new models of collaboration in the years to

Approach 2—Emphasize the scholarly communication role of librarians

Actions to Implement:

- Partner and dialog with content creators early (prior to copyright, open access, and privacy)
- Encourage scholarship pathways to (open) peer development of datasets and resources
- Develop sustainable approaches to scholarly communication
- Partner in building agile and responsive scholarly learning communities
- Create new structures and roles for librarians to offer their data enhanced value

Supporters Would Say:

- Needs change every semester

Approach 3—Strengthen the remote delivery of research/reference services

Actions to Implement:

- Embed library liaisons more deeply in the life of the academic team
- Partner with faculty and students in the creation and assessment of knowledge
- Adapted models could be utilized to provide reference services
- Engage users when doing their work
- Provide different models for those who work remotely

Supporters Would Say:

- They go there where they do their work

What is an issue or topic that needs to be discussed at your institution?



MODES OF DISCOURSE

Debate	Dialogue	Deliberation
Compete	Exchange	Weigh
Argue	Discuss	Choose
Promote opinion	Build relationships	Make choices
Seek majority	Understand	Seek overlap
Persuade	Seek understanding	Seek common ground
Dig in	Reach across	Framed to make choices
Tight structure	Loose structure	Flexible structure
Express	Listen	Learn
Usually fast	Usually slow	Usually slow
Clarifies	Clarifies	Clarifies
Win/lose	No decision	Common ground

Excerpt from: The Public's Voice: Building Community Engagement Through Deliberative Dialogues, Sandra Hodge, Ph.D. and Patty Dineen

WHY DIALOGUE & DELIBERATION?

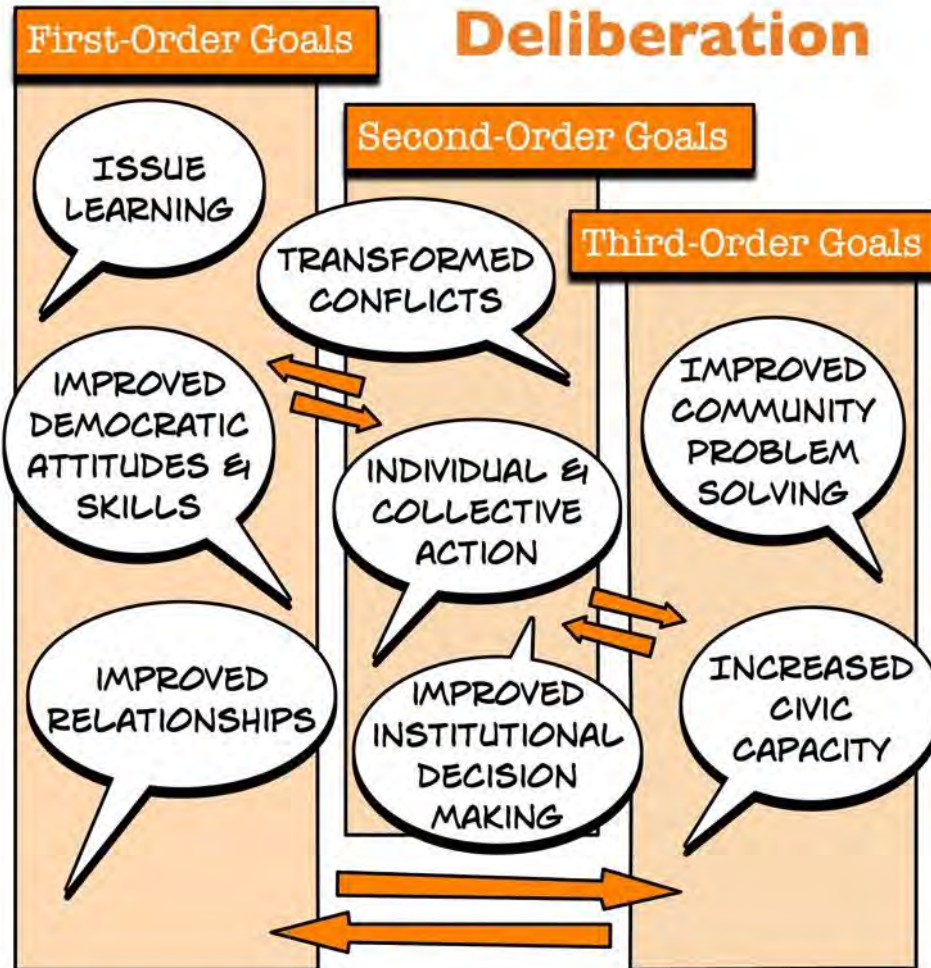
"I would recommend that a library use D&D. It seems really useful for two situations:

- 1) giving people the chance to talk about challenging national issues, like the war in Iraq; and
- 2) allowing people to discuss local issues or the local "face" of a national issue.

It's the kind of event that local residents expect from the library, in that it isn't advocacy but rather it's an opportunity to learn and think through an issue."

- Jen Wilding

Goals of Dialogue & Deliberation



Graphic created by Sandy Heierbacher, NCDD (August 2009). Its content is a slightly adapted version of the "Goals of Deliberation" figure in *Beginning with the End in Mind: A Call for Goal-Driven Deliberative Practice* (Summer 2009, Public Agenda's Center for Advances in Public Engagement), by Martin Carcasson of Colorado State University's Center for Public Deliberation, available at www.publicagenda.org/cape.

ELEMENTS FOR SUCCESS

1. A TIMELY TOPIC

1. GROUND RULES

2. A PROCESS & FACILITATOR



CHOOSING A TOPIC OR ISSUE

"If the library thinks the community should care about an issue but has not asked what the community thinks, it may be a waste of resources.

My partner and I put a lot of effort into developing a conversation framework and no one came. Since then, we polled the public on the topics they want to discuss and we've had much better results."

- Carolyn Caywood

GROUND RULES

- ▶ **The moderator(s) will guide the discussion, but remain neutral.**
- ▶ **Everyone is encouraged to participate.**
 - No one dominates.
- ▶ **The discussion stays focused on the issue at hand.**
- ▶ **All three approaches are fairly considered.**
 - Examine the pros, cons and possible trade-offs of each approach.
- ▶ **Maintain an atmosphere for discussion and analysis of the approaches.**
 - This is a deliberative discussion, NOT a debate.
- ▶ **Listening is as important as talking.**
- ▶ **Work toward making a decision.**
 - How would you act on this issue?
 - What approach is best for our community?

PICK A PROCESS

CHOOSE A MODEL





This is a snapshot of the Engagement Streams Framework developed by Sandy Heierbacher and members of the National Coalition for Dialogue & Deliberation (NCDD) in 2005. The framework helps people decide which methods of dialogue and deliberation best fit their goals and resources.

For the full framework, go to www.ncdd.org/streams.

ESSENTIAL PARTNERS



<https://www.whatisessential.org/>

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TRANSGENDER IDENTITY ON CAMPUS



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NATIONAL ISSUES FORUMS



**NATIONAL
ISSUES
FORUMS**

<https://www.nifi.org/>

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MOVIES ON THE GRASS



MOVIES ON THE GRASS

MOVIES WITH A CONSCIENCE

9/10 BEFORE THE FLOOD
(at KSU Hale Library)

Leonardo DiCaprio investigates Climate Change.

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LOOKING AHEAD

How might this play out at your institution?



RESOURCES

ALA Libraries Transforming Communities (LTC)
ala.org/LTC

ALA LTC LISTSERV:
communityengagement@lists.ala.org

NCDD's RESOURCE CENTER:
ncdd.org/rc

BEGINNER'S GUIDE:
ncdd.org/rc/beginners-guide

RESOURCES

**ALA CENTER FOR CIVIC LIFE:
discuss.ala.org/civicingagement/**

**ALA CENTER FOR CIVIC LIFE WEBINARS:
discuss.ala.org/civicingagement/training/**

**LIBRARIES FOSTER COMMUNITY ENGAGEMENT MIG:
<http://connect.ala.org/node/64933>**

Libraries Transforming Communities: Academic Libraries



BECAUSE OUR DIVIDED NATION NEEDS CONVERSATION MORE THAN EVER.

A free learning series from ALA and the National Coalition for Dialogue & Deliberation

Learning Sessions

Introductory Webinar: For all library types

"Libraries Transforming Communities: Models for Change Overview"

Thursday, Feb. 9, 2017, 1 - 2 p.m. CST

Type: Virtual

Library Types: All

[Watch the Recording](#)

[Download the slides for "Libraries Transforming Communities: Models for Change Overview"](#)

Series 2: For academic libraries — Fall 2017

- **WEBINAR 1 OF 3:** "Introduction to Dialogue & Deliberation for Academic Libraries"

Wednesday, Sept. 13, 2017, 1 - 2:30 p.m. CDT

Type: Virtual

Library Types: For academic libraries

[Register Now](#)

- **WEBINAR 2 OF 3:** "Reflective Structured Dialogue Method with Essential Partners"

Wednesday, Oct. 11, 2017, 1 - 2:30 p.m. CDT

Type: Virtual

Library Types: For academic libraries

[Register Now](#)

- **WEBINAR 3 OF 3:** "National Issues Forums"

Wednesday, Nov. 15, 2017, 1 - 2:30 p.m. CST

Type: Virtual

Library Types: For academic libraries

[Register Now](#)

- **IN-PERSON WORKSHOP with National Issues Forums**

Friday, Feb. 9, 2018, during the 2018 ALA Midwinter Meeting in Denver.

NOTE: Academic library professionals who view all three webinars, live or recorded, are invited to attend the free, one-day workshop. Details about the workshop will be shared during the webinars.

[View the full list of Libraries Transforming Communities: Models for Change trainings.](#)

REGISTRATION NOW OPEN

SERIES 2: Academic Libraries

Register now at: ala.org/LTC-models

ala.org/LTC-models

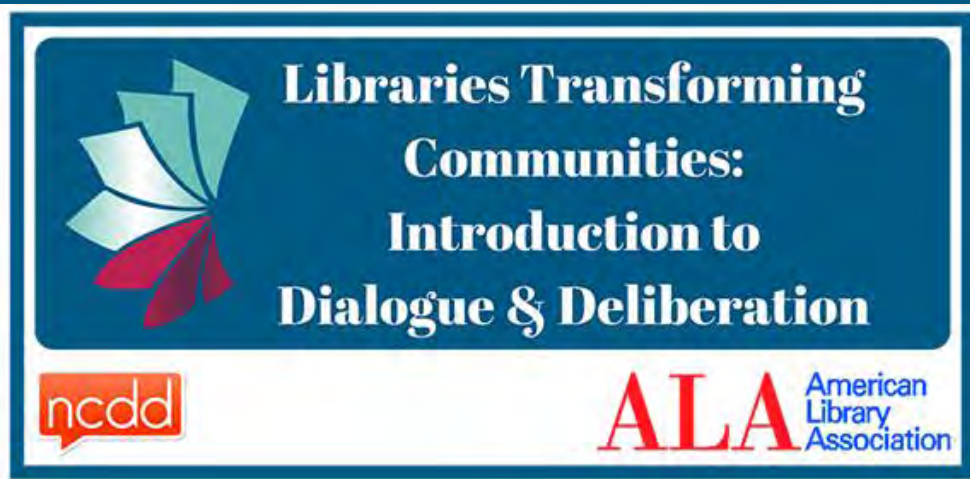
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INSTRUCTIONS

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2. Create an account or login
3. Click on “Claim Credit”
4. Enter “LTCAcademic1” to claim badge





QUESTIONS?

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CONVERSATION MORE THAN EVER.





THANK YOU!

**BECAUSE OUR DIVIDED NATION NEEDS
CONVERSATION MORE THAN EVER.**

