Developing Cultural Competency and Sensitivity

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Cultural Competence Defined

“A highly developed ability to understand and respect cultural differences and to address issues of disparity among diverse populations competently” (Overall, 2009, p. 176).
About the Course

• 4-week asynchronous online course
• Library Juice Academy
• Average of 10 students
Course Learning Outcomes

• Based on the ACRL Diversity Standards: Cultural Competency for Academic Libraries (2012)
  • Define cultural competence as it applies within the academic library in order to explain the its benefits for organizational performance and success (Standard 1)
  • Examine personal cultural values and beliefs in order to better appreciate the cultural values and beliefs of others (Standard 2)
  • Investigate strategies for applying cultural competence (Standard 4)
  • Identify opportunities for new or enhanced library programs, services and resources (Standard 5)
Modules

1. Introduction
2. Cultural Awareness of Self and Others
3. Cross-cultural knowledge and skills
4. Wrap-Up
Module Structure

• Recap Previous Module
• Discussion Prompt
• Readings
• Assignment
Lessons Learned

- Varied motivations, prior knowledge, willingness to engage
- Challenges of teaching in an asynchronous environment
Recommendations

- Series of courses versus one course
- Wider participation by librarians at all levels
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