

# Implicit Bias in the Library Workplace

Dr. Michele A. L. Villagran

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# Presenter



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# Culture

A shared pattern of beliefs, values, assumptions and behaviors that distinguish one group from another



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# Why Does It Matter?







**TED** Ideas worth spreading

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# What does my headscarf mean to you?



14:03

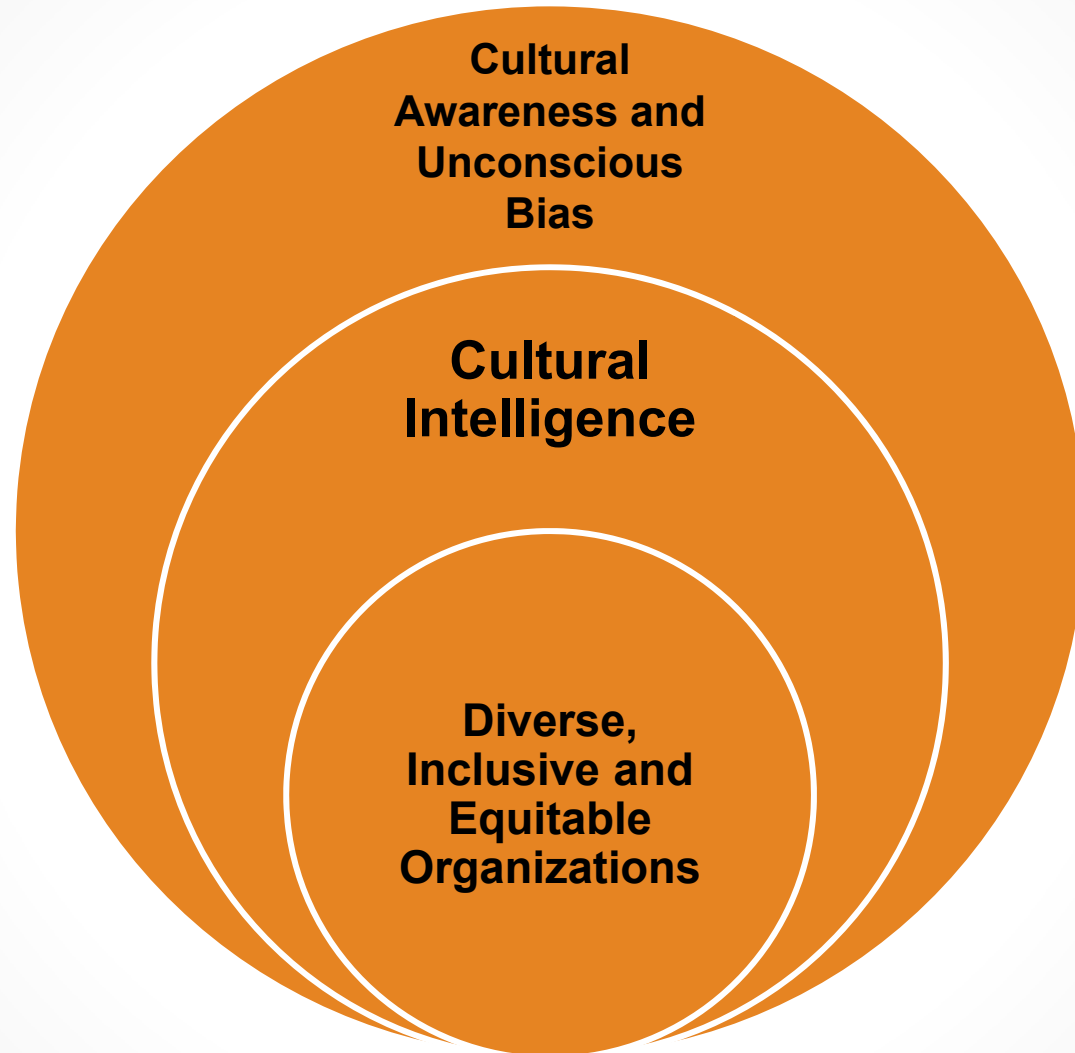


**Diverse,  
Inclusive and  
Equitable  
Organizations**

**Cultural  
Intelligence**

**Diverse,  
Inclusive and  
Equitable  
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## **Unconscious Bias**

Increased awareness helps prevent unfair judgments and actions



## **Cultural Intelligence**

Changes behaviors and improves intercultural effectiveness

"How can I address my biases if I don't know that I have them?"



# What would you do?



# The Real Question

~~Am I biased?~~

What are my biases?



**“If you have a brain, you have biases.”**

# Implicit/Unconscious Bias

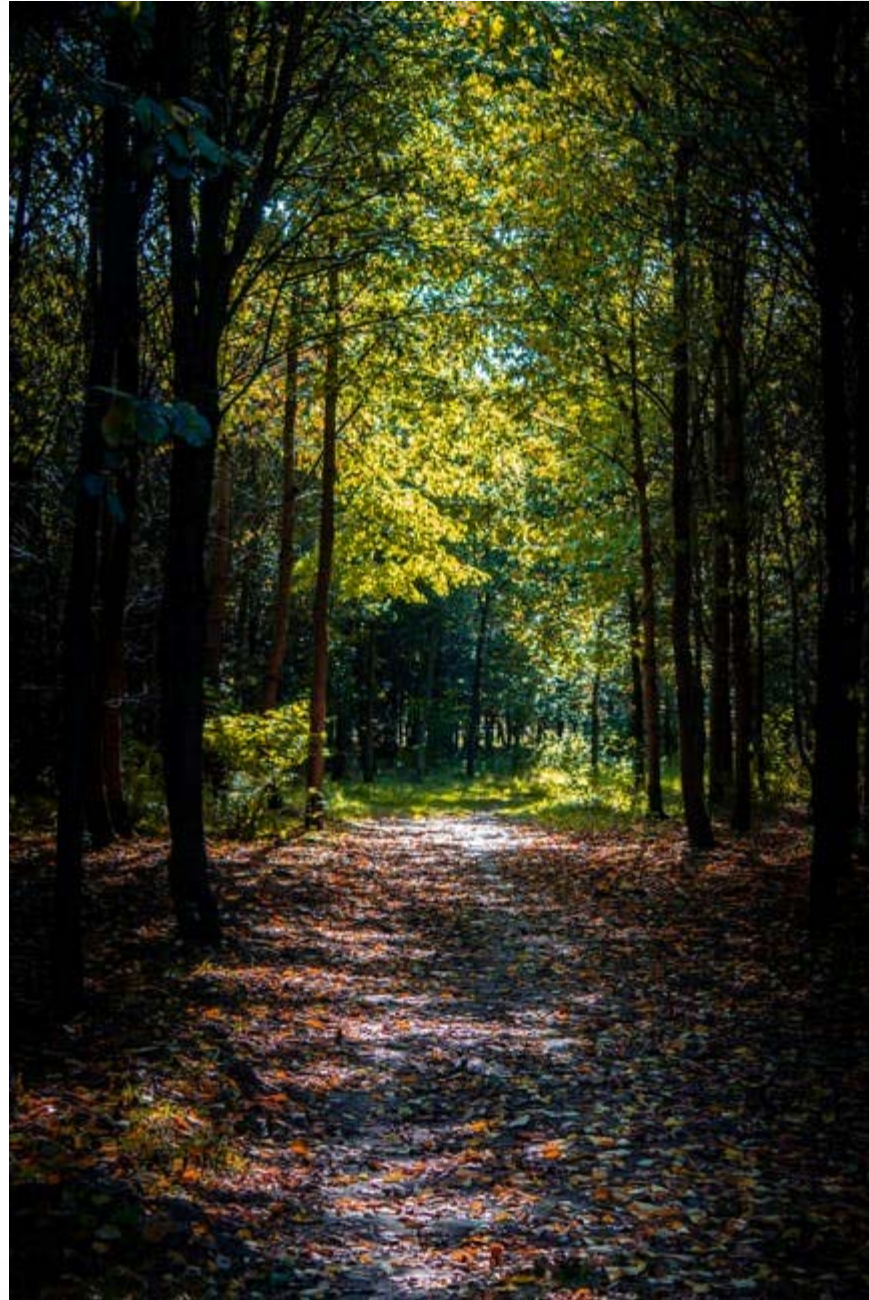
**Unintended, subtle and unconscious** thought that happens to most people much of the time

**Attitudes and stereotypes** we develop based on characteristics such as race, age, ethnicity, religion or appearance



Don't Judge  
Too  
Quickly

Don't Judge a  
Book  
by its Cover



# Common Forms of Bias

- Affinity bias
- Confirmation bias
- Halo effect
- Perception bias



# Example

An African-American student is seeking assistance with her assignment. The last time she visited the library she had interactions with white librarians that were unhelpful and made her feel dumb. She is hesitant to ask for help again. This time, she enters the library and only sees Caucasians at the desk. She wonders would they understand her topic on Black Americans and if they would really help her.

How would you work with her if she was the next in line?

# Example

A customer assumes you are in a subordinate role because of your age, yet you are the manager. It is a subtle bias that leaves you questioning others' intentions and your own perceptions.

What type of bias is the customer exhibiting?

# Example

You are preparing to select candidates to interview for a library staff position and prefer candidates with certain names. Foreign-sounding names and ‘black-sounding names’ were least likely to be chosen as you preferred ‘Anglo’ sounding names.

What is wrong with this situation?

# Example

Your new employee has an attitude which is exemplary. Her professionalism working in technical services has created a positive first impression of her work ethic. As her supervisor, you now have a positive overall impression of her based on this and view her as a rising star within the library.

What implicit bias is the supervisor exhibiting?



# What's Your Culture?

- How might your values impact your own biases in the workplace?
- What impact could this have on multicultural interactions?
- What are some best practices to reduce implicit biases in recruitment, hiring and retention?

# Recruitment



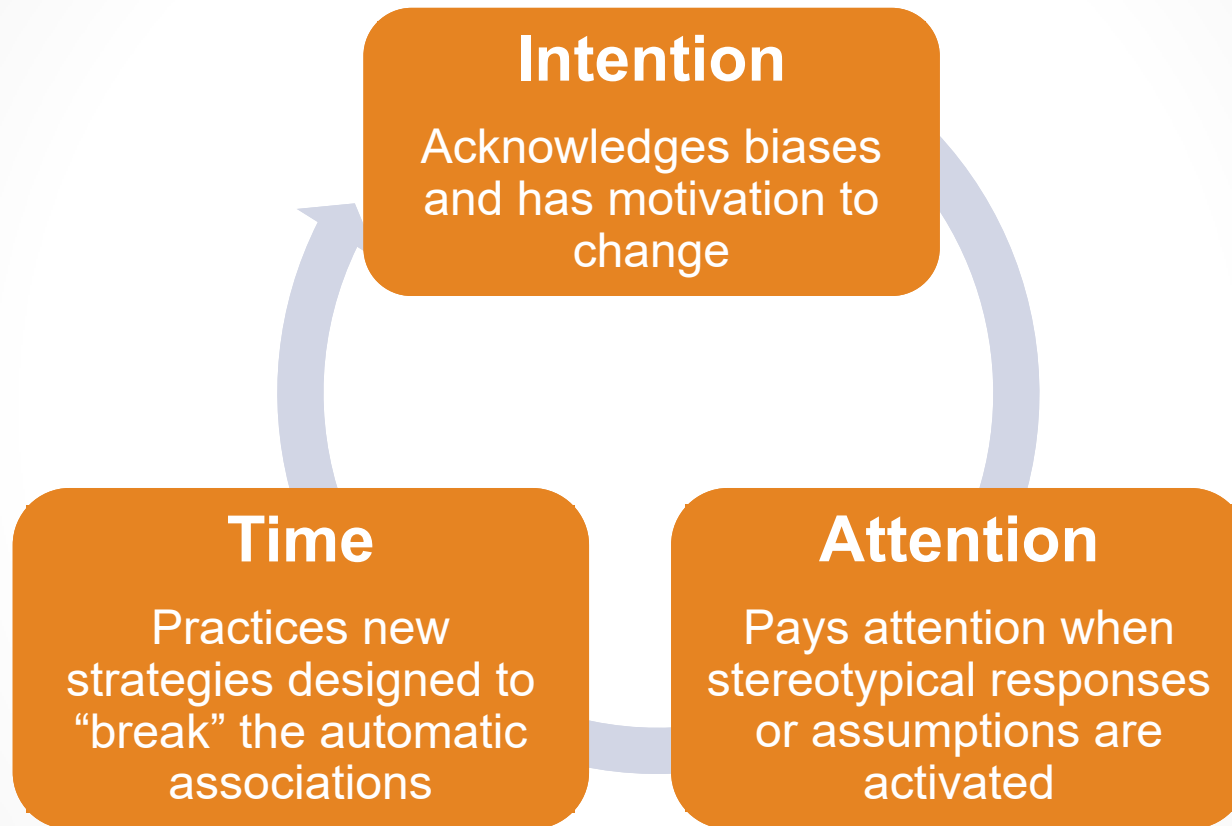
# Hiring



# Retention



# Break the Bias



# Consequences



**Multicultural  
Effectiveness**



**Talent Acquisition**



**Staff  
Development/Promotion**



**Creativity/Innovation**





# Upcoming Online Courses

- March 26, 2019: Implicit Bias and Microaggressions (2-week online course)
- April 2019: Cultural Intelligence (4-week online course)

<https://infopeople.org/content/20182019-planned-training-calendar>



Source: <https://www.flickr.com/photos/eneas/454903080> No changes made.



# Thank You!

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