Libraries and the military/veteran population: Transformative service through cultural competencies

Sarah LeMire, Ingrid Ruffin, and Dawn LaValle
Introductions

- Sarah LeMire
  - First Year Experience and Outreach Librarian, Texas A&M University
  - Army veteran

- Ingrid Ruffin
  - Student Success Librarian for First Year Programs, University of Tennessee at Knoxville
  - Air Force Veteran

- Dawn LaValle
  - Connecticut State Library Director of the Division of Library Development
  - Marine Corps veteran
Agenda

1) Introductions
2) Cultural Competencies
3) Common Misconceptions
4) Panel Discussion
5) Questions?
At which type of library do you work? Hold up the appropriate letter that corresponds with your library type.

A. Academic Library
B. Public Library
C. School Library
D. Military Library
E. Special Library

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Culture Defined

“The Army’s Training and Doctrine Command (TRADOC) Culture Center defines culture as a ‘dynamic social system,’ containing the values, beliefs, behaviors, and norms of a ‘specific group, organization, society or other collectivity’ learned, shared, internalized, and changeable by all members of the society” (Watson, 2010).
Cultural Competencies

“Cultural competence is defined as a set of congruent behaviors, attitudes, and policies that come together in a system, agency, or among professionals and that enables them to work effectively in cross-cultural situations” (Cross, Bazron, Dennis, & Isaacs, 1989).
Military Culture

(Make the Connection, 2011)

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Who are the Veterans?

(A) Minami, n.d.
(B) VA, 2013
(C) Glass, n.d.
(D) (Pacheco, 2017)

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Common Misconceptions
Combat Service

(Bohmer, 2012)
“Hero” vs. “Damaged”

(Stence, 2010)

(Lynchard, 2013)
PTS(D)
Educational level

(Jackson, 2016)
Political Affiliations

(Delany, 2016)
Occupational Diversity

(Hill, 2009)

(Ramos, 2014)

(Thomas, 2015)

(Andrade, 2012)

(Rau, 2016)
Motivations for Service

(Mincy, 2015)
Panel Discussion

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Q&A
What is your library doing to serve veteran and military-affiliated patrons? Share with us via Poll Everywhere.

- Respond via PollEv.com/tamulib
- OR
- Text TAMULIB to 37607 once to join

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Make the Connection. (2011). The biggest thing was losing the brotherhood [Video file]. Retrieved from https://maketheconnection.net/stories/150

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