

Culturally Responsive Public Services Transaction Reflection Guide



the EXCHANGE
an ALCTS/LITA/LLAMA Collaboration

Cultivating a reflective practice deepens your self-awareness, which is foundational for providing culturally responsive public services. This guide provides suggestions to jumpstart critical self-reflection about specific patron interactions.

Getting Started

- Prioritize reflection, even when there doesn't seem to be time.
- Use your work calendar to identify a regular time at the service desk when you will reflect on at least one transaction.
- At the designated time, be prepared to record notes about your initial thoughts after the transaction. For example, bring sticky notes or have a cloud-based document ready.
- Reflect about a transaction as soon as possible after it concludes, or reflect during the transaction.

4 Questions for Reflection

1. Did my identity contribute to the outcome of this interaction?
2. Was there an opportunity to build a relationship with the patron?
3. Where were there hurdles in communication or service provision? Could those have been the result of cultural differences between me and the patron?
4. Was I uncomfortable or tense during the patron interaction? Why?

Cultivate Reflective Practice

When you have time for deeper thinking, record your answers to the self-reflection questions suggested above. Designate a place – digital or print – for recording and reflecting. To be deeply reflective, it is important to be able to look back at your interactions over time and to observe any patterns or changes. Pay particular attention to your responses to patrons with different cultural backgrounds. You may find opportunities for changing your approach to public services as you examine patterns in service provision over time.

Suggested Resources

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