INTRODUCTION TO DIALOGUE & DELIBERATION FOR ACADEMIC LIBRARIES

Speakers: Courtney Breese, Managing Director, NCDD
Nancy Kranich, Lecturer, Rutgers University
SERIES 2: LEARNING SCHEDULE

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

IN-PERSON TRAINING

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

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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
NCDD’S MEMBERSHIP NETWORK

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NCDD AND STUDENTS
COURTNEY’S STORY
What are some of your current approaches to addressing community needs?
ACADEMIC LIBRARIES NOW

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NANCY KRANICH
LECTURER
RUTGERS UNIVERSITY
“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).
DEMOCRACY’S HUBS

Deliberative Democracy & Collaborative Governance

- Philosophy
  - Public reason
  - Habermas/Rawls
  - Public sphere
  - Ethics, logic, and judgment

- Information Technology
  - Online deliberation
  - Group decision support systems

- Journalism
  - Public and civic journalism
  - Mediated deliberation

- Law
  - Public law
  - Mediation
  - Public role in policy decisions

- Public Health
  - Democratic theory
  - Local/state politics
  - Public opinion
  - Civil society

- Political Science/Public Affairs
  - Collaborative problem solving
  - Community building

- Cooperative Extension
  - Democratic governance
  - Collaborative decisionmaking and public participation

- Public Administration
  - Power/conflict
  - Diversity studies
  - Community organizing

- Sociology/Social Work
  - Multi-stakeholder dispute resolution
  - Public role in design charrettes

- Urban Planning/Civil Engineering
  - Natural Resources/Environmental Studies
  - Civic/adult educ.
  - Dewey/Freire
  - Experiential and service learning

- Communication
  - Conflict resolution
  - Small group/org. comm.
  - Intercultural dialogue
  - Rhetoric/political comm.

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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
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/
STILLWATER SPEAKS

- Oklahoma State University
  - Edmon Low Library
  - OSU Extension

- Stillwater Public Library

- Stillwater Public Schools
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
RU VOTING and OTHER CIVIC ACTIVITIES

- Voter Registration Tables
- Constitutional Café
- Involvement with the Darien Learning Community
### 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—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 fend 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**
- Innovative 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 expenses

#### 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 law protects 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 bureaucracy

**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/stop 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?
What is an issue or topic that needs to be discussed at your institution?
# MODES OF DISCOURSE


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

First-Order Goals

- Issue Learning
- Improved Democratic Attitudes & Skills
- Improved Relationships

Second-Order Goals

- Transformed Conflicts
- Individual & Collective Action
- Improved Institutional Decision Making
- Increased Civic Capacity

Third-Order Goals

- Improved Community Problem Solving

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
2. GROUND RULES
3. A PROCESS & FACILITATOR

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“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

"it's an explosion of innovation!"
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
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.
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/civicengagement/

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

LIBRARIES FOSTER COMMUNITY ENGAGEMENT MIG:
http://connect.ala.org/node/64933
REGISTRATION NOW OPEN

SERIES 2: Academic Libraries

Register now at: ala.org/LTC-models

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.
CLAIM YOUR BADGE

INSTRUCTIONS

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

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QUESTIONS?
THANK YOU!