

Core Documents and Policies

Organizational policies and core documents encourage an inclusive environment for staff, volunteers, and visitors.

Staff Questions: *Do the organization's policies support my ability to do my work?*
Do the organization's policies address and support people from marginalized communities?

Emerging

"No, but we want to do better."

- Our mission and vision statements are **publicly available**.
- We comply with state and federal laws related to nondiscrimination.
- We have **written** antidiscrimination, antiharassment, ethics, whistleblower, and conflict of interest policies.
- All written policies are actively enforced.
- We are working toward creating a DEIA policy.
- We have considered core values, but they may not be written.
- We are aware that collections are shaped by conscious and unconscious biases.
- Personnel and ethics policies apply to governing authority, staff, and volunteers.

Basic

"Mostly, we meet the legal requirements and reach out to some communities."

- Our mission and vision statements are reviewed and updated **every 3–5 years**.
- The mission and vision statements identify the organization's intended audiences.
- We have **written** core values that are distributed to staff each year.
- Our DEIA policy includes goals.
- All policies are **available to all staff** upon hiring and when revised.
- We have **anonymous** reporting mechanisms in place.
- Whistleblower reports and potential ethics or conflict of interest violations are investigated promptly.
- Our policies are available in a **variety of formats**, including digitally.
- We have a **written** service animal policy.

Good

“Yes, we’re listening for ways to better engage new communities.”

- Our policies are written in **plain language**.
- Staff and community members are involved in the creation of the organization’s policies.
- Our DEIA policy is **publicly available**.
- Our service animal policy is **publicly available**.
- Policies are reviewed **every 3–5 years**.
- Our ethics, whistleblower, and conflict of interest policies are shared with staff **each year**.
- Our mission and vision statements **are shared in accessible formats**.
- Our mission reflects the needs of the organization’s community and **identified potential** audiences.
- Policies for paid staff and volunteers are **enforced equitably**.

Better

“Yes, we’re aiming for inclusivity and collaborate with and for our communities.”

- **All** policies are reviewed **annually**.
- Whistleblower reports and potential ethics or conflict of interest violations are handled by an **independent, external investigator**.
- Members of the audiences referenced in the mission and vision statements are **consulted during any review and/or revision** of these statements.
- Our mission and vision statements are reviewed for bias every 3–5 years.
- Our collections policy is publicly available.
- Our mission appeals to and reflects the needs of multiple audiences.