

Emotional Intelligence in Inclusivity: A Case Study of Pt. Deen Dayal Upadhyay Library Kota

Anisha Yadav

Abstract

There is much concurrent and triangulated benefit to emotional intelligence and this study aims to explore on how emotionally intelligent support policies for inclusivity influence lived experience when accessible and implemented. This study elaborates upon the case of Pt. Deen Dayal Upadhyay library in Kota, Rajasthan, with its inclusivity policies in membership and accessibility to the LGBTQIA+ community. Interpretative Phenomenological Analysis is employed to understand and describe the lived experience of aforementioned policy.

Keywords: Inclusivity, LGBTQIA+ community, library policies, interpretative phenomenological analysis, phenomenological case study, pt. deen dayal upadhyay government library

INTRODUCTION

Diversity, Equity and Inclusion, commonly called DEI, in organizational behavior expands upon a plethora of multidimensional efforts for a socially just environment. EDI, according to APA, is a practicum based conceptual framework that strives to promote fair treatment, just policies and affirmation for participation for all people, regardless of their background, disability or identity. Emotional intelligence when combined with diversity, it expands on the nuance that every individual experiences. Furthermore, how efforts towards inclusivity is the spark which warms the machinery for an equitable emotionally intelligent and inclusive future for everyone regardless and Govt. Divisional Library of Kota is one such innovative example. In 2018, the Pt. Deen Dayal Upadhyay library, then Govt. Divisional library, of Kota embarked upon a novel journey of inclusivity tenaciously by providing free life-time membership to a transgendered person as a start for more inclusive and socially just learning system. This wasn't the first time that this, Dr. D.K. Shrivastava (IFLA Wall of Fame) lead library has opened its doors for affirming diversity with their initiatives in inclusion of braille, audio books and tele-medicine for differently abled people. Their P-2 F-2 (Phone-in-Programme for Farmers) model of extension services to farmers for expert advice on agricultural innovations is laudable on its own. The library consists of state of art machinery and services to facilitate effective and adaptable learning for people of different sects, socio-cultural background, abilities and orientations. There is much concurrent and triangulated benefit to emotional intelligence and this study aims to explore on how emotionally intelligent support policies for inclusivity influence lived experience when accessible and implemented.

Review of Literature

With emotional intelligence being studied in organizations, entrepreneurs and education, it's important to take note of it as a variable/dimension in an organization encompassing both education and innovation, a library. Inclusive affirmative policies are an example of application of emotional intelligence in a larger community based setting for amelioration of social intolerance.

Wright (2020) EI testing in library staff of South Carolina, the study analysed the prevalence and importance of emotional intelligence in library and information settings.

Shrivastava et.al. (2023) expanded upon the concept of inclusivity in application through their diversity programme at PDDU library, Kota.

Mahdi et.al. (2020) elaborated the role of national and government libraries in accomplishing the UN 2030 Sustainable Development Goals with social inclusion policies. The research also focused on the organizational efforts taken by the National Library of Indonesia for the purpose of inclusivity.

Lucas (2020) elaborated upon the need for emotional intelligence in leadership positions at an institution like library.

King and Porter (2013) studied the influence of acceptance and tolerance upon marginalized population. Policies without implementation have proven to be fruitless souvenirs.

Statement of problem

As several recurring themes in the limited existing research suggests that there is a need to study emotional intelligence within application based efforts of people bringing change to the lives of so many through inclusive practices, especially in a learning setting. The place which is so accessible and yet has proven to be something that can be an example on improving and innovating polity for psychosocial well-being for all. Kota divisional library is the second in the nation and first in the state of Rajasthan to be completely inclusive in bio-psycho-social terms.

Methodology

The present study is a qualitative phenomenological case study of PDDU library to gain insight on the lived experience of inclusivity on emotional intelligence and how they enrich basic rights of people with different abilities and orientations.

The study employed case study method along with explicitation of the effects of employment of inclusive policies and emotional intelligence. This study also included IPA of observations and interviews with the various components of the organization including librarians, social representatives, regular and irregular patrons alike, all involved in the process of making and maintaining the inclusivity policies in the library. 15 Patrons were approached and informally interviewed. Open and informed consent was taken and only official orientations of male/female/other gender were noted. The subjects' sexual orientation, heteronormative and otherwise, was kept confidential and discussed only if they felt comfortable.

Analysis

With constant social exclusion, there is a risk of chronic expectation of exclusion (Mendoza-Denton et.al.,2002) and Sahiba (name changed), the first trans person given a lifetime membership, recalled the same feeling of exclusion she felt simply because of her identity. "We suffered discrimination the most at educational institutions. To gain membership in a library and borrow books has been my long cherished dream," her experience resonates with many more people like her. And this initiative provided a new opportunity for them to be much more than the world perceives them to be, as noted by another interviewee present in the library. Innovations in thought and inclusion in practice rings with empathy and provides emotional regulation in ways a community grows. The themes of acceptance and accessibility was noted in multiple conversations and interviews with patrons of diverse orientations. The orientations covered both the document recognized ones of 'trans' or 'third gender' as well as non-documented ones of other lgbqa+ community.

Inclusivity refers to accessibility of resources and services to promote equitable opportunities. Minority Stress Theory asserts on the negative effect/stress exclusion causes to marginalized groups. There have been triangulated efforts to make the society more accommodating and inclusive but it is an uphill battle. Education industry and learning have been a part of disturbances and prejudice since time immemorial for exclusion, be it the caste system or modern prejudices against people termed 'different.' Dr D.K. Srivastava also recalls on the improvement in psychosocial environment of the library as the staff and regular patrons have made efforts to inform themselves on natural and social differences among people and how some things are above it all. Improved communication and tolerant speech is also among the notable positive changes as observed by various patrons of queer orientation. The usage of misinformed terminology and passive aggressive commentary has also decreased significantly with the opportunities for secure communication and knowledge being made available for everyone.

There have been multiple trials and tribulations regarding inclusivity including efforts for education, opportunities and practical trials. The options for multidimensional ameliorated growth as a society is enhanced through inclusive measures as is seen in the mentioned examples. The fore-growth patterns are an important source for hope. Hope for a better option oriented future for a population that has not been given much to hope for. Much has been lost in stereotyping and judgement.

Implications: the study paves way as an infographic for multiple new ventures for inclusivity and accessibility. With emerging trends and global need for services catering to differently abled and diverse people, research literature needs to step up especially in developing countries like India. Inclusivity has been an understudied field especially in India but with rising awareness and impactful conversations being normalized, research has become a constructivist paradigm for a just, equitable and emotionally intelligent world.

Limitations:

The present study is a phenomenology based case study of one library which makes generalization a little complex. Qualitative analysis while apt for in-depth studying of policies and implementation lacks the standardized structured narrative of quantitative analysis which is a need to make important generalizations. There is also the case of language barrier, generally, most patrons are multilingual and could understand and converse in english, hindi and some were more comfortable in the local dialect of hadoti. However, the analysis and notes were done in english to make the research more accessible to the general population in and outside of Kota. There were efforts to stay rooted to the meaning as much as possible, but translations do affect generalization in ethnically and linguistically diverse regions.

As the themes in the study elaborate upon the need for informed, empathy based social interventions for an inclusive accessible society, the social and geo-political limitations of stigma and lack of social policies come to the front. Developing nations like ours need all the support they can from every citizen under it's skies.

References

1. What is diversity, equity, and inclusion (De&i)? | McKinsey. (n.d.). Retrieved December 28, 2023, from <https://www.mckinsey.com/featured-insights/mckinsey-explainers/what-is-diversity-equity-and-inclusion>
2. Wright, J. (2020). Once more, with feeling: A case study in emotional intelligence testing of library staff. *South Carolina Libraries*, 4(2). <https://doi.org/10.51221/sc.scl.2020.4.2.4>

3. Henning Buehring, J., & Moore, P. (2018). Emotional and social intelligence as ‘magic key’ in innovation: A designer’s call toward inclusivity for all. *Journal of Innovation Management*, 6(2), 6–12. https://doi.org/10.24840/2183-0606_006.002_0002
4. Inclusive language guide. (n.d.). <https://www.apa.org>. Retrieved January 1, 2024, from <https://www.apa.org/about/apa/equity-diversity-inclusion/language-guidelines>
5. IFLA (2016). Access and Opportunity for all. How libraries contribute to the United Nations 2030 Agenda. *IFLA Journal*, 24
6. King, D. L., & Porter, M. (2013). Outside in. Develop your emotional intelligence. *American Libraries*, 44(1/2), 81.
7. Lucas, D. (2020). Emotional intelligence for librarians. *Library Leadership & Management*, 34(3).
8. Mahdi, R., Hasanah, M., & Asari, A. (2020). Social inclusion-based library transformation: a national library of indonesia’s role to support sustainable development goals (SDGs). *Library Philosophy and Practice (e-Journal)*, 6028.
9. Nwosu, K. C., Wahl, W. P., Anyanwu, A. N., Ezenwosu, N. E., & Okwuduba, E. N. (2023). Teachers’ emotional intelligence as a predictor of their attitude, concerns and sentiments about inclusive education: Teacher professional-related factors as control variables. *Journal of Research in Special Educational Needs*, 23(1), 38–51. <https://doi.org/10.1111/1471-3802.12578>
10. Quazi, A.H. (2018, July 28). Kota’s govt library opens it’s doors for the LGBT community. *Hindustan Times*. <https://www.hindustantimes.com/jaipur/kota-s-govt-library-opens-its-door-for-lgbt-community/story-32btJEC9KGKm3m7I2VYDpL.html>