

DEAI Practices in Museums

The Study

The CCLI (Cultural Competence Learning Institute) National Landscape Study sought to map the current state of organizational-level diversity, equity, accessibility, and inclusion (DEAI) practices in U.S. museums.

Why We Did It

CCLI (Cultural Competence Learning Institute) sought to obtain a clearer picture of practices, gaps, and progress in advancing equity and inclusion. Our ultimate goal was to begin building shared expectations and metrics about what DEAI practice in museums can and should look like.

What We Learned

Museums report that DEAI is an organizational priority, but have not taken strategic, consistent action at an organizational level foundational enough to support and achieve enduring equity and inclusion.

What are the ways in which museums practice DEAI?

There are currently no set DEAI industry standards for museums, so this study identified potential practices and organized them to create potential benchmarks. These indicators of successful DEAI practices can be categorized under the four dimensions of Public-Facing, Internal, Foundational, and Cross-Functional practices.



People & Operations

When it comes to equity and inclusion practices, museums concentrate less on internal efforts than on public-facing work.

Where do museums stand when it comes to their internal diversity, equity, accessibility, and inclusion (DEAI) work?

The recent CCLI (Cultural Competence Learning Institute) report, *CCLI National Landscape Study: The State of DEAI Practices in Museums*, presents a pivotal benchmarking analysis using data collected from 580 U.S.-based museums of all sizes and disciplines.



50%

REPORT ALWAYS REVIEWING STAFF JOB REQUIREMENTS AND DESCRIPTIONS FOR ADVERSE IMPACT



37%

report always reviewing their staff performance evaluation and leadership pipeline processes for bias

ACTIONABLE INSIGHTS

Approaching DEAI across all facets of an organization is essential to creating lasting change. Sustainable DEAI efforts are as much about an organization's internal operations as they are about the experiences that museums create for the public. Below are best practices to support equitable human resources processes drawn from the landscape study. Use this information to benchmark your museum's work.

Adverse impact is the negative effect of an unfair and biased action on a protected class or minority group. In employment law, it refers to employment practices (e.g., recruiting, promotion, training, etc.) that appear neutral but have a discriminatory effect on a protected group.

- ➔ **Review the selection and hiring process to check for bias or adverse impact on staff.** Just over half (55%) of museums report always checking and even fewer do so for volunteers (44%) or Board members (43%).
- ➔ **Review compensation and pay equity to check for adverse impact.** Only half of museums report always doing this.
- ➔ **Review staff performance evaluation and leadership pipeline process for bias.** Just over a third (37%) report always doing this, and less than a quarter do so for volunteers (23%) and Board members (24%).
- ➔ **Offer targeted development opportunities for staff from non-dominant groups.** Only one in five (20%) report always doing this and just 7% do so for volunteers and Board members.



CCLI (Cultural Competence Learning Institute) guides museum staff as they catalyze diversity and inclusion efforts in their institutions. CCLI believes that leaders reside at every level of an organization and the program works with museums of all sizes and disciplines to center equity.