# Library Department

# (Monterey County Free Libraries)

**Equal Opportunity Plan**

**2022**

# Table of Contents

# Section 1

## Department Head's Acknowledgment & Commitment to the 2021 Departmental Equal Opportunity Plan

The Monterey County Board of Supervisors adopted an ordinance reaffirming their long-standing commitment to the principles of providing equal opportunities for all and preventing and eliminating unlawful discrimination. The Board of Supervisors values providing an open and empathetic communication channel for County officials and employees, applicants for employment, and business relationships with the County. Through the adoption of the Nondiscrimination, Prevention of Sexual Harassment, Reasonable Accommodation for Persons with Disabilities, and the Language Access and Effective Communication Policies, the Board of Supervisors reaffirms its expectation that each County official and employee is responsible for maintaining a workplace that is free from unlawful discrimination, harassment, and retaliation.

As Department Head, my signature below verifies the accuracy of this report and affirms my commitment to equal opportunity and civil rights, as outlined in County policies and ordinances.

DocuSigned by:

*Hillary Theyer*          (Signature)

67A9664F6DB2433

Hillary Theyer

Library Director

# Section 2

# Organizational Profile
# Monterey County Free Libraries

## Please show the reporting structure in your organizational chart. Break the chart into separate pages by division, if necessary.

Please see Attachment.

Self-reported
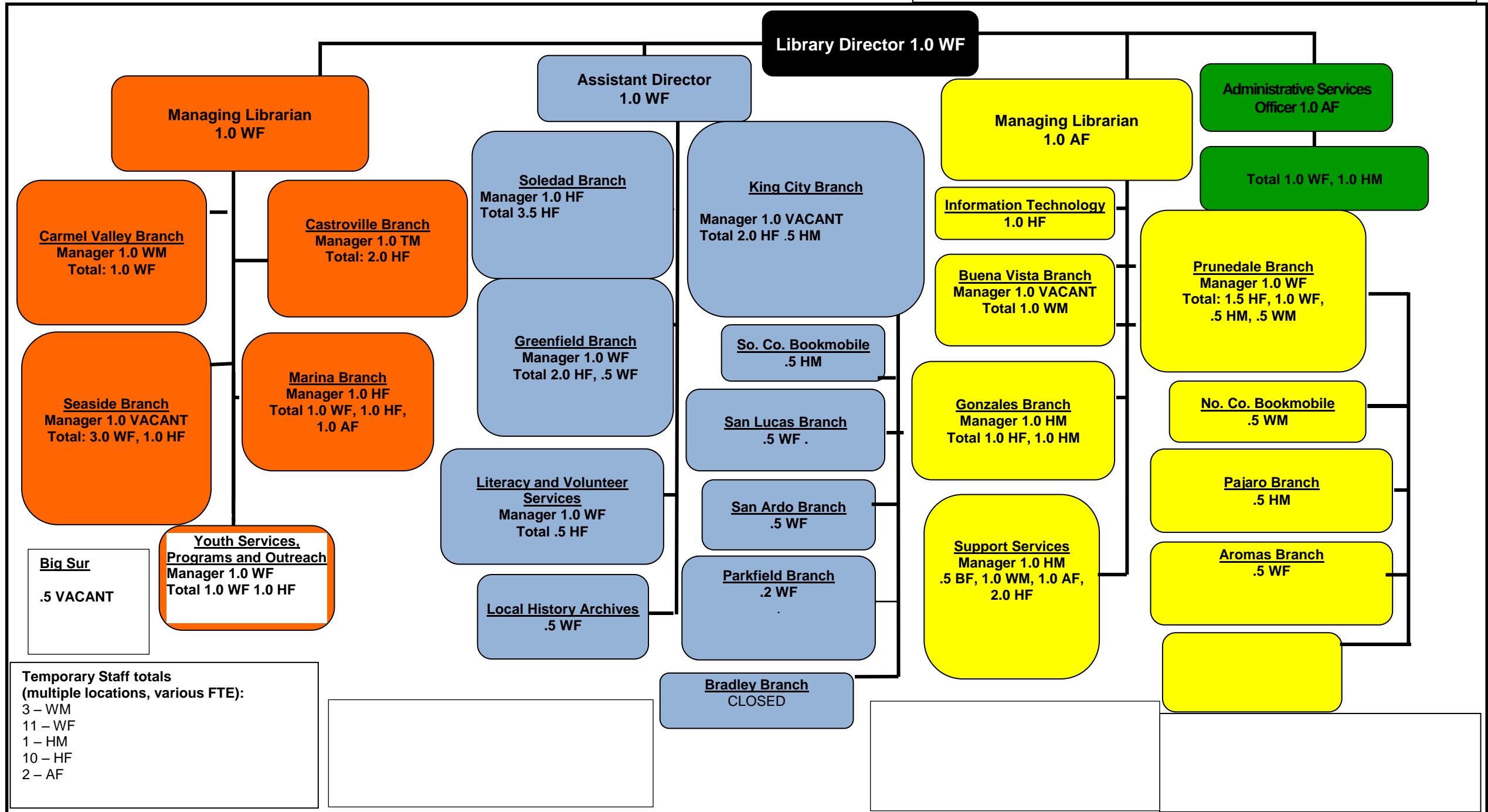gender and
ethnicity:

M – Male      F – Female

AA - African American; H – Hispanic; API – Asian/Pacific Islander; W - White other than Hispanic; AI – American Indian/Alaskan Native

**Library Director 1.0 WF**

**Assistant Director 1.0 WF**

**Managing Librarian 1.0 WF**

**Managing Librarian 1.0 AF**

**Administrative Services Officer 1.0 AF**

Total 1.0 WF, 1.0 HM

**Carmel Valley Branch**
Manager 1.0 WM
Total: 1.0 WF

**Castroville Branch**
Manager 1.0 TM
Total: 2.0 HF

**Soledad Branch**
Manager 1.0 HF
Total 3.5 HF

**King City Branch**
Manager 1.0 VACANT
Total 2.0 HF .5 HM

**Information Technology**
1.0 HF

**Prunedale Branch**
Manager 1.0 WF
Total: 1.5 HF, 1.0 WF, .5 HM, .5 WM

**Seaside Branch**
Manager 1.0 VACANT
Total: 3.0 WF, 1.0 HF

**Marina Branch**
Manager 1.0 HF
Total 1.0 WF, 1.0 HF, 1.0 AF

**Greenfield Branch**
Manager 1.0 WF
Total 2.0 HF, .5 WF

**So. Co. Bookmobile**
.5 HM

**Buena Vista Branch**
Manager 1.0 VACANT
Total 1.0 WM

**Gonzales Branch**
Manager 1.0 HM
Total 1.0 HF, 1.0 HM

**No. Co. Bookmobile**
.5 WM

**San Lucas Branch**
.5 WF .

**San Ardo Branch**
.5 WF

**Pajaro Branch**
.5 HM

**Youth Services, Programs and Outreach**
Manager 1.0 WF
Total 1.0 WF 1.0 HF

**Literacy and Volunteer Services**
Manager 1.0 WF
Total .5 HF

**Big Sur**
.5 VACANT

**Parkfield Branch**
.2 WF
.

**Support Services**
Manager 1.0 HM
.5 BF, 1.0 WM, 1.0 AF, 2.0 HF

**Aromas Branch**
.5 WF

**Local History Archives**
.5 WF

**Bradley Branch**
CLOSED

**Temporary Staff totals (multiple locations, various FTE):**
3 – WM
11 – WF
1 – HM
10 – HF
2 – AF

# Section 3

## Department's Workforce Analysis Chart
### (MC-HRM-EO-0003)

This is the cover sheet for this section. Place a copy of your Department's workforce analysis chart here.

# County of Monterey Workforce Analysis Chart
## Job Group Within Department

## 6110 - Library

### JOB GROUP 01:  Management II  -  (30.4% Minority Availability)  -  (51.1% Female Availability)

| Title | EEO Cat Code | Total Employees M | F | T | Minorities M | F | T | Male W | AA | HIS | API | AI | Female W | AA | HIS | API | AI | Totals W | AA | HIS | API | AI | Hours F/T | P/T |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| ASSISTANT LIBRARY DIRECTOR | OA | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 0 |
| **TOTAL Management II** | | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 0 |
| | | | 100.0% | | | 0.0% | | | | | | | | | | | | 100.0% | 0.0% | 0.0% | 0.0% | 0.0% | | |

### JOB GROUP 03:  Professionals - Administration  -  (49.2% Minority Availability)  -  (62% Female Availability)

| Title | EEO Cat Code | Total Employees M | F | T | Minorities M | F | T | Male W | AA | HIS | API | AI | Female W | AA | HIS | API | AI | Totals W | AA | HIS | API | AI | Hours F/T | P/T |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| ADMINISTRATIVE SERVICES OFFICER | P | 0 | 1 | 1 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 1 | 0 |
| LIBRARIAN I | P | 0 | 2 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 1 | 1 |
| LIBRARIAN II | P | 4 | 5 | 9 | 2 | 2 | 4 | 1 | 0 | 2 | 0 | 0 | 3 | 0 | 2 | 0 | 0 | 4 | 0 | 4 | 0 | 0 | 9 | 0 |
| LIBRARIAN III | P | 0 | 2 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 2 | 0 |
| MANAGING LIBRARIAN | P | 0 | 2 | 2 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 1 | 0 | 0 | 1 | 0 | 2 | 0 |
| **TOTAL Professionals - Administration** | | 4 | 12 | 16 | 2 | 4 | 6 | 1 | 0 | 2 | 0 | 0 | 8 | 0 | 2 | 2 | 0 | 9 | 0 | 4 | 2 | 0 | 15 | 1 |
| | | | 75.0% | | | 37.5% | | | | | | | | | | | | 56.3% | 0.0% | 25.0% | 12.5% | 0.0% | | |

### JOB GROUP 13:  Paraprofessional - Technicians II  -  (60.6% Minority Availability)  -  (70.8% Female Availability)

| Title | EEO Cat Code | Total Employees M | F | T | Minorities M | F | T | Male W | AA | HIS | API | AI | Female W | AA | HIS | API | AI | Totals W | AA | HIS | API | AI | Hours F/T | P/T |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| LIBRARY ASSISTANT III | PP | 1 | 9 | 10 | 1 | 7 | 8 | 0 | 0 | 1 | 0 | 0 | 2 | 0 | 7 | 0 | 0 | 2 | 0 | 8 | 0 | 0 | 10 | 0 |
| **TOTAL Paraprofessional - Technicians II** | | 1 | 9 | 10 | 1 | 7 | 8 | 0 | 0 | 1 | 0 | 0 | 2 | 0 | 7 | 0 | 0 | 2 | 0 | 8 | 0 | 0 | 10 | 0 |
| | | | 90.0% | | | 80.0% | | | | | | | | | | | | 20.0% | 0.0% | 80.0% | 0.0% | 0.0% | | |

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Job Group Within Department
Run Time : 11:46 PM

## 6110 - Library

### JOB GROUP 14:  Paraprofessional - Technicians I  -  (51.5% Minority Availability)  -  (70.9% Female Availability)

| Title | EEO Cat Code | Total Employees | | | Minorities | | | Male | | | | | Female | | | | | Totals | | | | | Hours | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | M | F | T | M | F | T | W | AA | HIS | API | AI | W | AA | HIS | API | AI | W | AA | HIS | API | AI | F/T | P/T |
| DEPARTMENTAL INFORMATION SYSTEMS COORDINATOR | PP | 0 | 1 | 1 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 0 |
| LIBRARY ASSISTANT I | PP | 0 | 6 | 6 | 0 | 4 | 4 | 0 | 0 | 0 | 0 | 0 | 2 | 1 | 3 | 0 | 0 | 2 | 1 | 3 | 0 | 0 | 1 | 5 |
| LIBRARY ASSISTANT II | PP | 4 | 21 | 25 | 2 | 10 | 12 | 2 | 0 | 2 | 0 | 0 | 11 | 0 | 8 | 2 | 0 | 13 | 0 | 10 | 2 | 0 | 21 | 4 |
| **TOTAL Paraprofessional - Technicians I** | | 4 | 28 | 32 | 2 | 15 | 17 | 2 | 0 | 2 | 0 | 0 | 13 | 1 | 12 | 2 | 0 | 15 | 1 | 14 | 2 | 0 | 23 | 9 |
| | | | 87.5% | | | 53.1% | | | | | | | | | | | | 46.9% | 3.1% | 43.8% | 6.3% | 0.0% | | |

### JOB GROUP 17:  Office Clerical II  -  (79.1% Minority Availability)  -  (85.9% Female Availability)

| Title | EEO Cat Code | Total Employees | | | Minorities | | | Male | | | | | Female | | | | | Totals | | | | | Hours | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | M | F | T | M | F | T | W | AA | HIS | API | AI | W | AA | HIS | API | AI | W | AA | HIS | API | AI | F/T | P/T |
| SENIOR ACCOUNT CLERK | OC | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 0 |
| **TOTAL Office Clerical II** | | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 0 |
| | | | 100.0% | | | 0.0% | | | | | | | | | | | | 100.0% | 0.0% | 0.0% | 0.0% | 0.0% | | |

### JOB GROUP 18:  Office Clerical I  -  (57.8% Minority Availability)  -  (79% Female Availability)

| Title | EEO Cat Code | Total Employees | | | Minorities | | | Male | | | | | Female | | | | | Totals | | | | | Hours | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | M | F | T | M | F | T | W | AA | HIS | API | AI | W | AA | HIS | API | AI | W | AA | HIS | API | AI | F/T | P/T |
| ACCOUNT CLERK | OC | 1 | 0 | 1 | 1 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 0 |
| **TOTAL Office Clerical I** | | 1 | 0 | 1 | 1 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 0 |
| | | | 0.0% | | | 100.0% | | | | | | | | | | | | 0.0% | 0.0% | 100.0% | 0.0% | 0.0% | | |

| | Total Employees | | | Minorities | | | Male | | | | | Female | | | | | Totals | | | | | Hours | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | M | F | T | M | F | T | W | AA | HIS | API | AI | W | AA | HIS | API | AI | W | AA | HIS | API | AI | F/T | P/T |
| **TOTAL - 6110** | 10 | 51 | 61 | 6 | 26 | 32 | 3 | 0 | 6 | 0 | 0 | 25 | 1 | 21 | 4 | 0 | 28 | 1 | 27 | 4 | 0 | 51 | 10 |
| **Library** | | 83.6% | | | 52.5% | | | | | | | | | | | | 45.9% | 1.6% | 44.3% | 6.6% | 0.0% | | |

# Section 4

# Personnel Activity

| Job Group: 03 | New Hires | | Promotions – Into Job Group | | Promotions – Within Job Group | | Voluntary Terminations & Retirements | |
|---|---|---|---|---|---|---|---|---|
| | Males | Females | Males | Females | Males | Females | Male | Females |
| White | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 3 |
| African American | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Asian/Pacific Islander | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| American Indian/ Alaskan Native | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Hispanic | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| TOTAL (count each person only once) | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 3 |
| | Involuntary Terminations (Non-Probationary) | | Releases During Probationary Period | | Corrective Actions | | Layoffs | |
| | Males | Females | Males | Females | Males | Females | Male | Females |
| White | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| African American | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Asian/Pacific Islander | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| American Indian/ Alaskan Native | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Hispanic | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| TOTAL (count each person only once) | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

# Section 4

# Personnel Activity

| Job Group: 14 | New Hires | | Promotions – Into Job Group | | Promotions – Within Job Group | | Voluntary Terminations & Retirements | |
|---|---|---|---|---|---|---|---|---|
| | Males | Females | Males | Females | Males | Females | Male | Females |
| White | 1 | 4 | 0 | 0 | 0 | 1 | 0 | 1 |
| African American | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Asian/Pacific Islander | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| American Indian/ Alaskan Native | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Hispanic | 1 | 4 | 0 | 0 | 0 | 1 | 0 | 1 |
| TOTAL (count each person only once) | 2 | 8 | 0 | 0 | 0 | 2 | 0 | 2 |
| | Involuntary Terminations (Non-Probationary) | | Releases During Probationary Period | | Corrective Actions | | Layoffs | |
| | Males | Females | Males | Females | Males | Females | Male | Females |
| White | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| African American | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Asian/Pacific Islander | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| American Indian/ Alaskan Native | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Hispanic | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 |
| TOTAL (count each person only once) | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 |

# Section 5

# Recruitment - Data

**(Please include information for each underutilized job group. Please include information about the Department's challenges in recruiting a diverse and qualified applicant pool.)** <span style="color:red">**Only 2 recruitments Librarian III closed on 12/31/21 & Librarian II closed on 1/21/21 NO DATA TO REPORT FOR 2021.**</span>

| Job Group: | Applicants | | Applicants Who Met Minimum Qualifications (Initial Screening) | | Applicants Placed on Eligible List | | Applicants Interviewed | | Applicant Hired for the Position | |
|---|---|---|---|---|---|---|---|---|---|---|
| | Males | Females | Males | Females | Males | Females | Males | Females | Males | Females |
| White | | | | | | | | | | |
| African American | | | | | | | | | | |
| Asian/Pacific Islander | | | | | | | | | | |
| American Indian/ Alaskan Native | | | | | | | | | | |
| Hispanic | | | | | | | | | | |
| TOTAL (count each person once only) | | | | | | | | | | |

| Job Group: | Application Screeners (SMEs) | | Interview/Oral Board Panelists | | |
|---|---|---|---|---|---|
| | Males | Females | Males | Females | **Targeted outreach locations that received the job announcement and discuss any challenges the Department encountered in recruiting a diverse and qualified applicant pool.)** |
| White | | | | | |
| African American | | | | | |
| Asian/Pacific Islander | | | | | |
| American Indian/ Alaskan Native | | | | | |
| Hispanic | | | | | |
| TOTAL (count each person once only) | | | | | |

# Section 6

**(Under the County's Equal Opportunity Plan
Chapter 5: Designation of Responsibility)**

# Action-Oriented Programs

## Recruitment

What collaborative relationships has your Department established with community groups and stakeholders? How have these relationships supported the Department's recruitment efforts? How many selective certification waivers did your department request last year? How many were granted and why?

In 2021, we continued working with the Workforce Development Board on a grant to enhance both our services and connections to support the workforce. We jointly hosted three programs to encourage use of resources and enable more to succeed in the often complex application process for a Civil Service position with Monterey County. For example, we hosted a hands-on workshop on Governmentjobs.com to enable more to understand how to apply for local government jobs online, use the portal, and prepare their materials. We jointly hosted a workforce resources fair online.

The California State Library supported many online resources related to workforce development, and these are rich opportunities for the entire community. This includes support of JobNow, LinkedIn Learning, Coursera, and Learning Express. As part of the Workforce Partnership Initiative grant, the Library staff created learning videos for many of the resources.

https://www.co.monterey.ca.us/government/departments-i-z/library/learn-explore/employment

As the pandemic eased, we again hosted multiple service learning students from local colleges and universities, and are working on a service learning opportunity to have student social workers in two of our branches, providing connections to resources for those experiencing homelessness or with other social services needs.

## Hiring

What selection criteria does the department use in the fit interview?

We seek a realistic understanding of the public library environment, what it means to serve the entire public, and the flexibility to manage services in line with the public library mission.

How does your Department ensure diversity on panels of screeners and interviewer panelists?

We work with Human Resources to seek a diverse panel of both Subject Matter Experts and interview panelists, leveraging the relationship of Monterey County Free Libraries with other jurisdictions around the state of California, and sharing our work on the panels of other jurisdictions as well.

What training or information is given to screeners and interview panelists to help minimize bias in decision-making?

For County employees, and generally for current employees of any other public library system in California, there is applicable Civil Services or EDI training. For all, the interview questions are developed in conjunction with Human Resources, with goals of asking each question laid out specifically to the panelists.

## Promotions

What processes, procedures, or systems have been implemented in your Department to support protected groups moving into senior job classifications beyond regular career progression (e.g., training, leadership development, mentoring, etc.)? How effective have these initiatives been in supporting promotional opportunities for women and people of color?

The Library Department has added many educational opportunities open to all staff including online training and ongoing "supervisors conversations" about leadership issues. For example, webinars from the American Library Association convention and the California Racial Equity and Inclusion project. The Workforce Partnership Initiative grant also included County employees in any learning resource or opportunity, along with the online resources supported by the California State Library (LinkedIn Learning, Coursera, Learning Express, JobNow).

How does your Department utilize performance evaluations to assess employees' commitment to building a diverse and inclusive workforce? How is this commitment considered when considering employees for promotional opportunities?

Performance Evaluations include specific areas, and for each Senior Manager, support and advancement of the Montery County Free Libraires' Strategic Plan. Diversity, Equity, and Inclusion is built into the Strategic Plan, including a specific Guiding Principle. ([https://www.co.monterey.ca.us/government/departments-i-z/library/about-us-our-library/strategic-plan](https://www.co.monterey.ca.us/government/departments-i-z/library/about-us-our-library/strategic-plan))

> *Equity, Diversity, and Inclusion – Monterey County Free Libraries fosters equitable access, social justice, and welcoming environment to all, honoring and celebrating the richness of cultures and identities within Montery County, and beyond.*

## Retention and Inclusion

What data collection procedures/tools have you implemented to track the turnover rate for protected groups?

The Department has no specific procedures or tools to track turnover rate for protected groups, other than monthly tracking of vacancies and turnover.

What does the data show regarding turnover rates of protected groups compared to your Department's general population?

Turnover rates are higher for older adults, who are choosing to retire, and for those in part-time positions, who are seeking full-time benefitted employment.

Based on the data collected, what are the negative and positive trends you have found, and how will you act on them?

The Department has requested reallocation of three positions for FY 22-23, creating more permanent-benefitted employment opportunities throughout Monterey County Free Libraries. The Department is also actively filling many positions that represent promotional opportunities. This includes two Librarians III, one Librarian II, one Library Assistant III (all full-time, permanent, with PERS and benefits), and several Library Assistants II and I (full and part-time, permanent, with PERS and benefits). The Department is also actively analyzing use of County temporary employees, and if these opportunities can be made more attractive to a wide variety of applicants seeking flexible and part-time employment with the County of Monterey.

What steps has the Department taken to ensure lactation accommodations for all its employees?

We have had no requests in the last year.  Each location has different options, and we would work closely with the employee to provide a safe, private, and suitable space.

What is the Department's practice when an employee requests an accommodation?

For an employee requesting any worksite accommodation, we work with Human Resources to gather appropriate information, and on options within the workplace.

Does the Department conduct exit interviews? If so, what do you do with the answers to promote diversity and inclusion? If not, what alternative methods do you use to collect information regarding reasons for separation?

Human Resources conducts exit interviews, and shares appropriate information with the Department Head to inform all aspects of hiring, employment, and work for Monterey County Free Libraries.

What has been the greatest success/es regarding inclusiveness in your Department?

The Monterey County Free Libraries applied for an Innovation Grant from the Pacific Library Partnership, and received intense training and workshops on Diversity, Equity, and Inclusion. A team then started their project of using the new Census to gather in-depth data in DEI areas for all the communities served by Monterey County Free Libraries, including small communities where rich data may not be easy to gather.  The team will then offer professional training for the rest of the Library staff to complement the Civil Rights training and other DEI learning opportunities.

A second major success was the Board of Supervisors agreeing with the recommendation to remove overdue fines from Monterey County Free Libraries. Overdue fines can be a substantial barrier to equitable provision of public library services, and the removal of this barrier is a major step forward on equity.

With the move of all Monterey County Free Libraries' facilities to the County of Monterey phone system, and implementation of voice mail requirements of branches and public desks, the Library created outgoing messages in English and Spanish, then ensured all outgoing messages were recorded bilingually.  This ensured uniform access to information about branch locations across the County.  More staff were encouraged to take the test for bilingual stipend pay, and stipends were added to more Library staff member's paychecks.

What opportunities for improvement have you found, and how will you address them?

Following the Board's action on overdue fines, the Library staff will continue to systematically review policies with a DEI lens including Collection Development, Meeting Rooms, and Reference.  For example, our Managing Librarian in charge of Collection Development has already conducted a diversity audit of our e-books, and the Policy Team has discussed the fees and procedures for reserving Community Meeting Rooms.

# Section 7

# Accomplishments and Resource Needs

Please highlight your Department's successes in achieving a diverse workforce in this section. Describe your Department's assessment of resource needs from the Civil Rights Office. Please share any suggestions and recommendations for improvement you can offer regarding current policies and procedures. Feel free to use examples or specify by job group.

Please include your Department's current compliance rates with required training offered by the Civil Rights Office. All employees must complete the Harassment and Discrimination Prevention Training and the Civil Rights Training every two years.

| | Harassment and Discrimination Prevention Training | Civil Rights Training |
|---|---|---|
| Total number of Managers | | |
| Managers completed | | |
| Percent of Managers completed | 84% | 74% |
| | | |
| Total number of Employees (non-supervisors/managers) | | |
| Employees (non-supervisors/managers) completed | | |
| Percent of Employees (non-supervisors/managers) completed | 77% | 62% |

The Library Department needs to develop some new procedures for tracking training and compliance, especially as more mandatory County training is issued. Added in 2021 were four more safety trainings, in addition to COVID specific training, and additional Information Technology training. With staff stretched thin covering branch libraries back to regular hours, and multiple temporary staff working various locations, tracking training has become a challenge, even with the Learning Management System.

In 2022, the Library Department closed for three days to do all staff training on the new Integrated Library System, and allow all staff devoted time in the

library to complete mandatory County training.  In addition, the Civil Rights Office conducted a special session of Civil Rights Training for both Supervisors and Managers, and non-Supervisors, during this time.

The Library Department is reorganizing supervision of temporary employees, looking to centralize all under one supervisor of record, who can track time for compliance with mandates, and training.

# Section 8
# Follow up requested by the Commission

Please discuss any follow-up requested by the Commission during past years' presentations on the Departmental Equal Opportunity Plan in this section. Follow-up may occur via action, memorandum, or additional presentation to the Commission.

The Commission requested strategic attention to recruitments, aiming at increasing the number of African American employees working within the Monterey County Free Libraries staff.

The recruitment for Library Assistant II in 2021 included broad advertising and extended application period.  The recruitment for Librarian III included broad advertising, and an extended application period.

# Section 9

# Title VI of the Civil Rights Act Implementation
**(Under the County's** Title VI of the Civil Rights Act Implementation Plan**)**

|  | **Requirement** | **Implementation Notes** | **Completed** |
|---|---|---|---|
| **General** | Title VI notice at public counters | | X |
| | Internal process to forward discrimination complaints to Civil Rights Office | Process refined in 2021, included in staff incident training in 2022 | 2022 |
| | Nonstandard contracts include a nondiscrimination clause | | X |
| | Data is collected on the ethnicity and language of people served | Data collected on a voluntary basis with library card application. Current project using new Census data will include collecting Census data in this area for each community served. | X |
| **Language Access** | Departmental language assessment completed | | X |
| | Vital documents translated into Spanish | | X |
| | Website – minimize PDFs. When using PDFs, include a Spanish version | | X |
| | Procedures and budget for the use of interpretation and translation services | | X |
| | Public voicemails in English and Spanish | | X |
| | Public counters: language charts available | | X |
| | Public counters: all signage in English and Spanish | | X |
| | Public counters: procedures to have bilingual staff available | | X |

| | | | |
|---|---|---|---|
| **Community Engagement** | Projects, programs, policies, and services reflect County stakeholders and are sensitive to diverse demographic backgrounds | | X |
| | Analyzed potential disproportionate adverse human health or environmental effect on communities of color, tribal communities, or others underrepresented in the public process | | X |
| | Considerations taken to ensure equitable engagement | | X |
| | Key community engagement contacts established | | X |