

Library Department

Equal Opportunity Plan

2023



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Section 1

Department Head's Acknowledgment & Commitment to the 2023 Departmental Equal Opportunity Plan

The Monterey County Board of Supervisors adopted an ordinance reaffirming their long-standing commitment to 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, Sexual Harassment, Reasonable Accommodation, 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 3/29/2023 | 7:40 AM PDT
67A9664F6DB2433...

Hillary Theyer

Library Director

Section 2

Organizational Profile Library

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

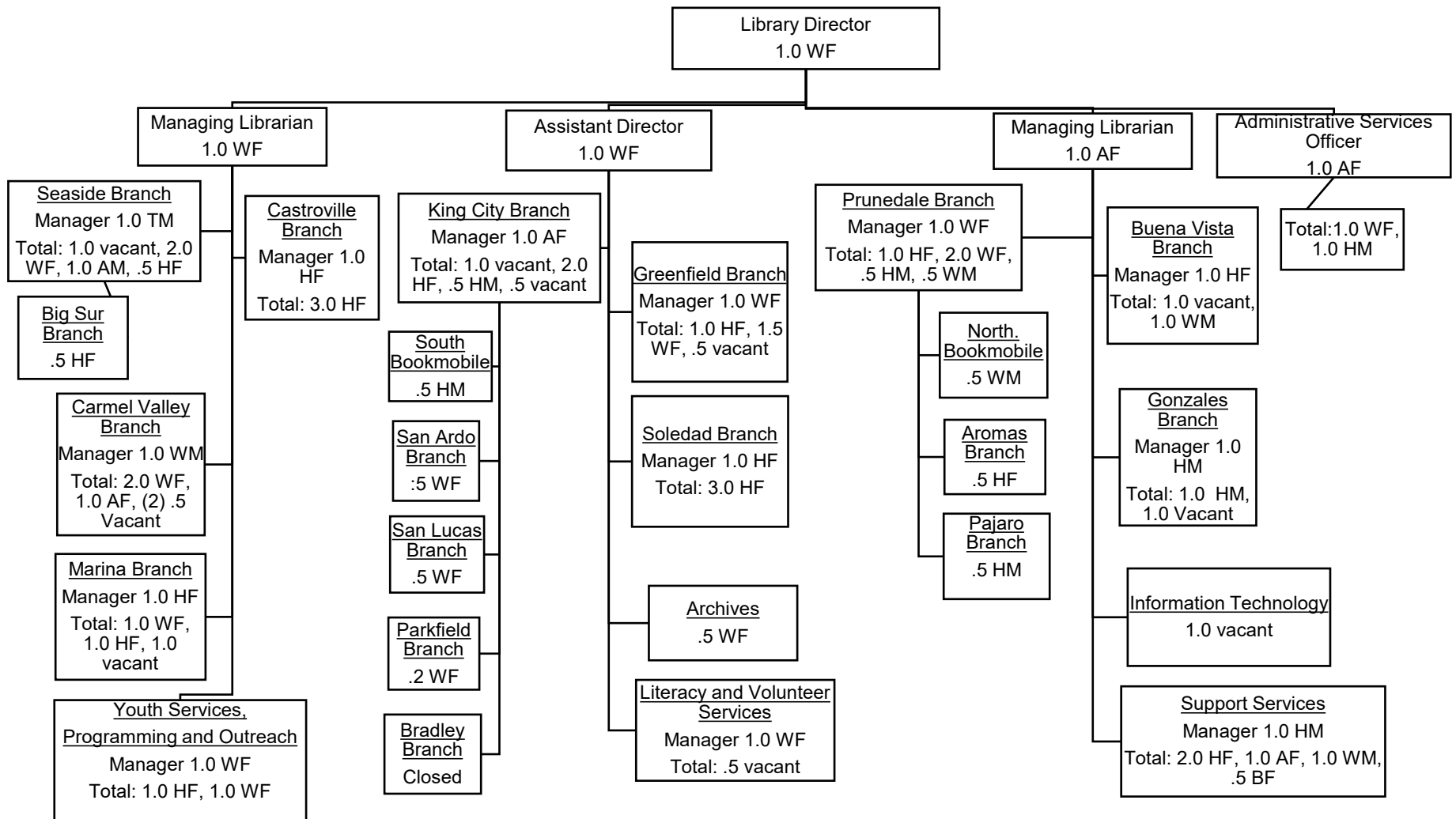
See Attachment A

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



Temporary Staff Totals (multiple locations, various FTE)
 HF 8, WF 8, AF 1
 WM 3, HM 2

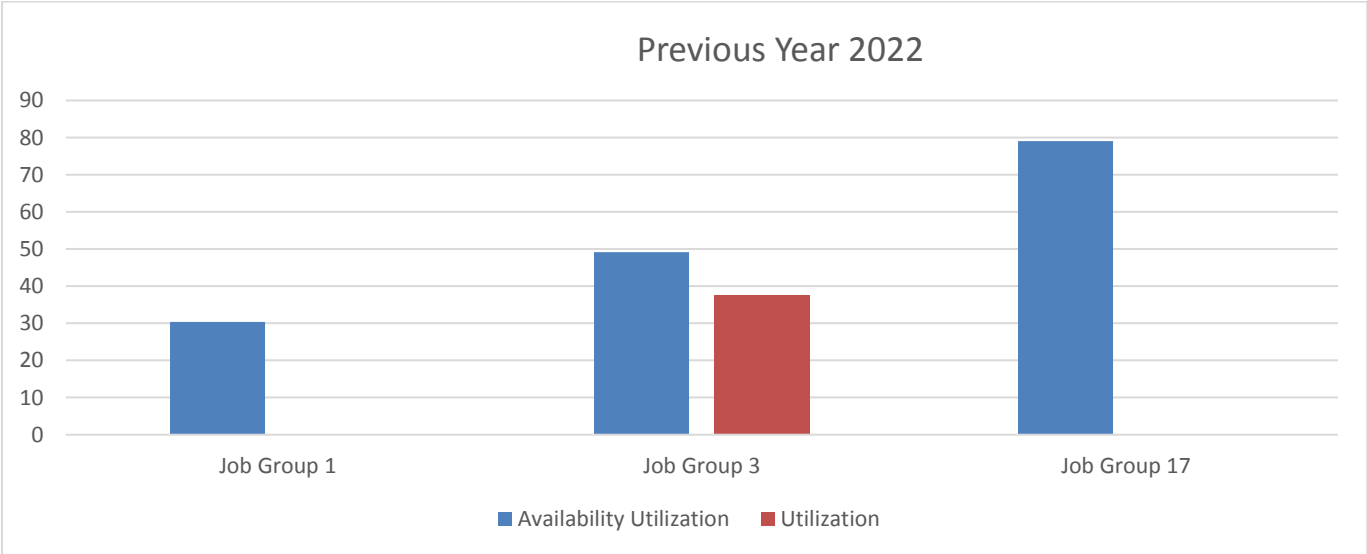
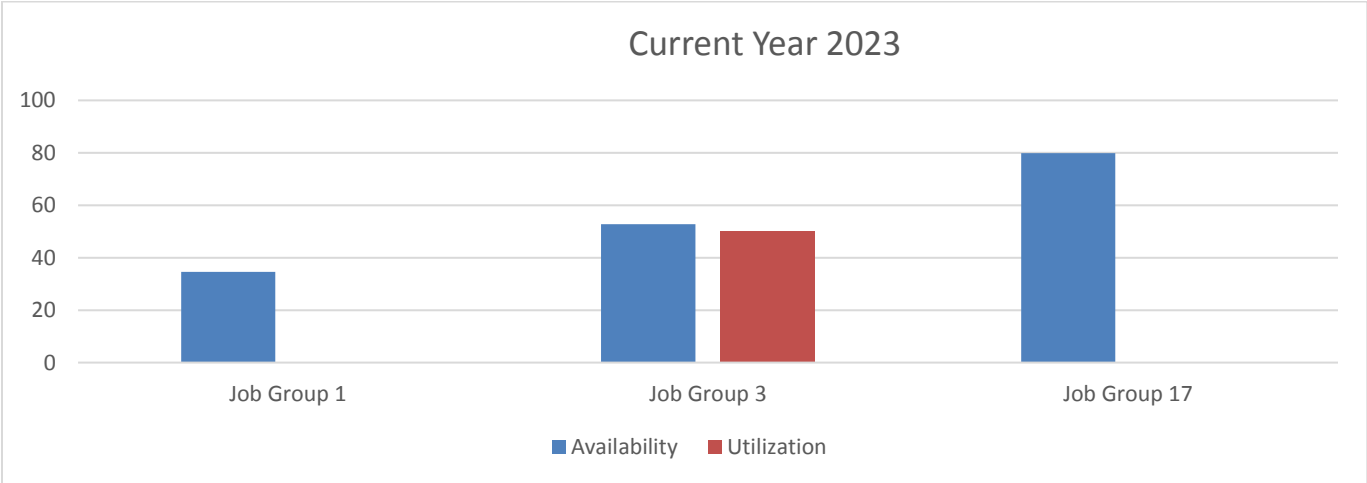
Section 3

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.

See Attachment B

Graphs for all job groups on utilization/availability:



Report ID : MC-HRM-EO-0003

Run Date : 12/31/2022

Run Time : 8:59 AM

County of Monterey Workforce Analysis Chart

Job Group Within Department

2022-2023 Job Group Metrics

Cover Page

Parameters and Prompts

Home Department:	6110
Occupational Group:	*
Title:	*

Report Description

The Monterey County Workforce Analysis Chart for Job Classifications within Job Groups Report is a listing and count of ethnicity, gender, classification and job group within Department(s).

6110 - Library

JOB GROUP 01: Management II - (34.6% Minority Availability) - (52.8% 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
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 - (52.8% Minority Availability) - (59.6% 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
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	3	7	10	2	4	6	1	0	2	0	0	3	0	4	0	0	4	0	6	0	0	10	0
LIBRARIAN III	P	1	2	3	0	1	1	0	0	0	0	0	1	0	0	1	0	1	0	0	1	0	3	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	14	18	2	7	9	1	0	2	0	0	7	0	4	3	0	8	0	6	3	0	17	1
		77.8%			50.0%													44.4%	0.0%	33.3%	16.7%	0.0%		

JOB GROUP 13: Paraprofessional - Technicians II - (65.2% Minority Availability) - (71.2% 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
LIBRARY ASSISTANT III	PP	1	7	8	1	5	6	0	0	1	0	0	2	0	5	0	0	2	0	6	0	0	8	0
TOTAL Paraprofessional - Technicians II		1	7	8	1	5	6	0	0	1	0	0	2	0	5	0	0	2	0	6	0	0	8	0
		87.5%			75.0%													25.0%	0.0%	75.0%	0.0%	0.0%		

6110 - Library

JOB GROUP 14: Paraprofessional - Technicians I - (54.9% Minority Availability) - (73.6% 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
LIBRARY ASSISTANT I	PP	0	3	3	0	2	2	0	0	0	0	0	1	1	1	0	0	1	1	1	0	0	1	2
LIBRARY ASSISTANT II	PP	5	22	27	3	12	15	2	0	2	1	0	10	0	10	2	0	12	0	12	3	0	24	3
TOTAL Paraprofessional - Technicians I		5	25	30	3	14	17	2	0	2	1	0	11	1	11	2	0	13	1	13	3	0	25	5
		83.3%			56.7%													43.3%	3.3%	43.3%	10.0%	0.0%		

JOB GROUP 17: Office Clerical II - (79.9% Minority Availability) - (84.6% 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 - (64.9% Minority Availability) - (69.9% 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
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 - 6110 Library	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
	11	48	59	7	26	33	3	0	6	1	0	22	1	20	5	0	25	1	26	6	0	53	6
	81.4%			55.9%													42.4%	1.7%	44.1%	10.2%	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
GRAND TOTAL	11	48	59	7	26	33	3	0	6	1	0	22	1	20	5	0	25	1	26	6	0	53	6
	81.4%			55.9%													42.4%	1.7%	44.1%	10.2%	0.0%		

Section 4

Personnel Activity (Current Year 2023)

Job Group: 3	New Hires		Promotions – Into Job Group		Promotions – Within Job Group		Voluntary Terminations & Retirements	
	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	1	0	0	0	0	0	0
American Indian/ Alaskan Native	0	0	0	0	0	0	0	0
Hispanic	0	1	0	1	1	0	0	0
TOTAL (count each person only once)	0	2	0	1	1	0	0	0
	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 (Current Year 2023)

Job Group: 13	New Hires		Promotions – Into Job Group		Promotions – Within Job Group		Voluntary Terminations & Retirements	
	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	1
TOTAL (count each person only once)	0	0	0	0	0	0	0	1
	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 (Current Year 2023)

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	0	0	0	0	0	0	0	3
African American	0	0	0	0	0	1	0	0
Asian/Pacific Islander	1	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	3	0	0
TOTAL (count each person only once)	1	0	0	0	0	4	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	1	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	0

Section 4

Personnel Activity (Previous Year 2022)

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 (Previous Year 2022)

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 (Current Year 2023)

(Please include information for each underutilized job group. Please include information about the department’s challenges in recruiting a diverse and qualified applicant pool.)

Librarian III 22/65A40/04IE

Job Group: 3	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	4	3	2	2	2	2	2	2	0	0
African American	0	0	0	0	0	0	0	0	0	0
Asian/Pacific Islander	1	2	1	2	1	2	1	2	0	1
American Indian/Alaskan Native	0	0	0	0	0	0	0	0	0	0
Hispanic	1	5	0	2	0	2	0	2	0	0
TOTAL (count each person once only)	6	10	3	6	3	6	3	6	0	1

Job Group: 3	Application Screeners (SMEs)		Interview/Oral Board Panelists		Targeted outreach locations that received the job announcement and discuss any challenges
	Males	Females	Males	Females	
White	1			3	<p>We advertised in the American Library Association, California Library Association. Sent out notification to: California Library Association email list, Pacific Library Partnership email list, Monterey Bay Area Cooperative email list. In addition, HR Instagram & Facebook, and TAD list.</p> <p>Challenges are geography (finding potential staff to work in South County in particular), timeline and process needed for local newspapers and shrinking local newspapers, timeline needed to get into a job fair hosted by the Workforce Development Board, and local competition from Monterey Public Library and Salinas Public Library in particular. We found the TAD list to be outdated and emails no longer valid.</p>
African American					
Asian/Pacific Islander		1			
American Indian/Alaskan Native					
Hispanic			1		
TOTAL (count each person once only)	1	1	1	3	

Section 5

Recruitment – Data (Previous Year 2022)

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

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		Targeted outreach locations that received the job announcement and discuss any challenges the Department encountered in recruiting a diverse and qualified applicant pool.)
	Males	Females	Males	Females	
White					
African American					
Asian/Pacific Islander					
American Indian/Alaskan Native					
Hispanic					
TOTAL (count each person once only)					

Section 6

Action-Oriented Programs

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

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?

Monterey County Free Libraries continues to build relationships with other County Departments, groups, and organizations. In this last year, the Library Director met with the Department Head of Elections and of Emergency Communications to discuss mutual needs for temporary appointees, and how we may be losing good County employees due to particular seasonal work. As a result, a few temporary appointees from Elections have applied for Library positions.

As the needs to support the work of Monterey County Free Libraries staff evolves, the Library Director also started conversations with the new Homeless Services Coordinator on easing referrals for social services, and mutually providing more training for library staff. Feeling supported and empowered in their work is crucial to engaging and retaining staff.

Hiring

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

Public services understanding and ethic – including working with the entire public, all ages and life circumstances. Skills to manage very busy times in the library, and particular aspects of the assignment, such as making immediate decisions alone and coordinating with close community stakeholders. Overall, an understanding of the general goals of a public library.

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

We seek panelists specifically for diversity, and strive for different experiences in public library service in addition to age, racial, ethnic, and gender diversity.

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

As panelists generally work within the world of public libraries, anti-bias training and anti-discrimination training is commonplace. They get orientation from Human Resources, who also vets the questions. Our panel leaders are generally library managers (from Managing Librarian through to Director) and are oriented by Human Resources for anything in an interview that is potentially problematic.

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?

Extensive professional development and training opportunities are offered to all staff, including temporary appointments. These include online training, in-person training, and attendance at professional conferences. Job openings are always offered for flex-promotion when the series allows, and a goal to offer promotional exams when the number of expected candidate pool and processes permit.

When there are “All Staff” meetings, generally monthly, they are held on Zoom with all staff invited to participate. This allows things like announcements of positions vacant, new training opportunities, and chances to join the many working teams for the Library Department. In addition, in preparation for an exam opportunity that many staff would be ready for, the Library Director held an open house for any staff who wanted an orientation to how to start an account on [governmentjobs.com](https://www.governmentjobs.com) and prepare to apply, with a goal to ensure the process and portal are not the reason internal candidates are not applying for new opportunities.

In addition, in 2022, we moved the in-house “professional collection” of books specifically aimed at the Library workforce, from being housed in the Administrative Offices to a public collection, on the shelves of the Marina Library, and available for request and checkout from anywhere in the County. This is to ensure professional training books such as getting grants, leadership, cataloging, collection development, supervisory

skills are readily accessible to all our staff, and to introduce students in library science in the County to Monterey County Free Libraries early as a resource, and then as a potential employer during or when they have completed their Library Technician AA, Library Support Staff Certificate, or Masters in Library and Information Science.

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?

All performance evaluations are reviewed by the Director and Senior Manager, and aimed at each employee succeeding within the goals of their position and the organization. A critical pillar of the Monterey County Strategic Plan is "Equity, Diversity, and Inclusion —Monterey County Free Libraries fosters equitable access, social justice, and a welcoming environment to all, honoring and celebrating the richness of cultures and identities within Monterey County, and beyond." The Strategic Plan is undergoing review and update in 2023, and assessing how our staff activities fill our strategic pillars is part of that evaluation. In addition, any grant funds from the California State Library, and the Library Services and Technology Act also come with required equity, diversity, and inclusion elements, measures, and commitment. These grant funds are substantial and drive many major public initiatives, and this means that development of and with the workforce in these areas is required, measured, and publicly shared.

Retention and Inclusion

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

None that are Department specific at this time. At any employee turnover, we encourage an exit interview with Human Resources, and collect feedback that will help the organization retain excellent employees.

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

No specific data collected just for our Department at this time.

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

Data collected by the County in engagement surveys does not appear to be out of alignment with the County as a whole or the public library workforce across California. The public library profession continues to be underrepresented in professionals of color, especially African American Librarians. Encouraging current staff to take advantage of professional development opportunities, and empowering them to do so with paid time and paid expenses, is crucial to growing our own in the County. Also crucial is the Department management working with employees in need of time off, schedule adjustments, disability accommodations, and access to other resources – not only to meet the minimums of the law, but to ensure that excellent employees do not lose positions when flexibility or access to an additional resource was possible.

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

In June 2022, after the results of the employee Wellness Survey were released, the Library Director met with members of the Health Department to go over the results. The Library scored lower than other Departments in employee awareness of the lactation policy. At that meeting, the Director discovered there was training on the employee Learning Management System (LMS) on the Policy, and recommended that as that training was mandatory, the Health Department work on having all employees be automatically enrolled (as they are with other mandatory training). This happened, the Director also included this reminder in an email to all Library Staff, and as of this report 87% of Department Employees completed the required training.

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

Meeting with the employee in their primary workplace to ensure there was proper accommodation in their primary workplace, and if not move on to other options for the employee to ensure we can meet the need.

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 the exit interviews, and gives response feedback to the Library Director. The County conducted interviews with people who had left

employment, and the feedback from former Library employees was shared with the Library Director .

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

Continued focus on collecting employee feedback on initiatives and actions. For example, after each disaster period where the Library serves as Temporary Evacuation Points, staffed with Library staff, the internal Resilience Team collects feedback from employees, puts it into a report, and that report is shared back with the entire staff. The Team and Senior Managers then work on the specific actions requested by the staff.

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

We continue to address overall inclusiveness with staff and the public, and anticipate many more internal promotions in the near future, along with more in-person development opportunities.

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 the required training from the Civil Rights Office. All employees must complete the Harassment and Discrimination Prevention Training and the Civil Rights Training every two years.

Harassment & Discrimination Prevention Training	Total Number of Employees	# of Employees who Completed Training	Percentage of Employees Completed Training
Supervisors/Managers	49	47	97%
Employees (non-supervisor/non-manager)	48	42	89%
Totals	97	89	

Civil Rights Training	Total Number of Employees	# of Employees who Completed Training	Percentage of Employees Completed Training
Supervisors/Managers	49	49	100%
Employees (non-supervisor/non-manager)	48	38	80%
Totals	97	87	

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.

Follow up requested was to focus on the number of African American employees in the Library Department. Discussion included more advertisement with focused groups in the profession, and more targeted advertising in the area.

In addition to the increased promotion of opportunities via the American Library Association, California Library Association, and Pacific Library Partnership, the Department has also increased internship opportunities, including with new schools offering library science degrees virtually, so the students are living and studying here in Monterey County.

Section 9

Title VI of the Civil Rights Act Implementation*

	Requirement	Implementation Notes (explain how your department fulfilled or plans to fulfill this requirement. Also include outcomes of the implementation if applicable)	Completed (Y/N)	Completion Date (include actual completion dates and expected completion dates for requirements not yet completed)
General	Title VI notice at public counters		Y	
	Internal process to forward discrimination complaints to Civil Rights Office		Y	
	Nonstandard contracts include a nondiscrimination clause		Y	
	Data is collected on the ethnicity and language of the people served	This is voluntary on the library card application only	N	
Language Access	Departmental language assessment completed		Y	
	Vital documents translated into Spanish		Y	
	Website – minimize PDFs. When using PDFs, include a Spanish version	In process, with each PDF being rebuilt/reassessed as they get updated	N	Expected by July 2023
	Procedures and budget for the use of interpretation and translation services		Y	

	Communication services for people who are deaf or hard of hearing	Contracts for ASL interpretation in process, one TTY line available	N	October 2023
	Public voicemails in English and Spanish		Y	
	Public counters: language charts available		Y	
	Public counters: all signage in English and Spanish		Y	
	Public counters: procedures to have bilingual staff available		Y	
Community Engagement	Projects, programs, policies, and services reflect County stakeholders and are sensitive to diverse demographic backgrounds		Y	
	Analyzed potential disproportionate adverse human health or environmental effects on communities of color, tribal communities, or others underrepresented in the public process	Analysis depends on program or service area – for example, diversity audit of collections done, grant programs require this, some still need analysis	partial	Ongoing review of all programs and service areas, will be a goal of the updated Strategic Plan in 2023
	Considerations taken to ensure equitable engagement		Y	
	Key community engagement contacts established		Y	

* The County's [Title VI of the Civil Rights Act Implementation Plan](#) includes a general overview of how the County of Monterey will comply with requirements pertaining to Title VI of the Civil Right Act of 1964. Learn about the County's Title VI Plan by following the link.