LA County Library

- 85 community branches
- 5 outreach vehicles
- iCount introduced to LA County Library in 2016

Culture of Being Heard

- Community visioning sessions

- Collecting feedback for programs such as:
    - Tutoring
    - Spanish language literacy
    - My Brother's Keeper (MBK) initiative

- Cultural competency guidelines

- Anonymous platform for feedback

- One-to-one with Skye

- Staff listening and visioning sessions

- *iCount* reignited

Form the Team

iCount Committee

Develop Goals

- Implement Skye's Vision

- Shared understanding of Equity, Diversity, and Inclusion (EDI) issues and challenges

- Community responsive

- Break down barriers

- Operationalized and easy to use process

- Develop training

- Feedback from Skye

"iCount ensures the Library makes a conscious effort in designing services and programs that address the needs of the diverse community it serves, which include customers of different age, gender, sexual orientation, ethnicity, socio-economic status, physical ability, nationality, legal status, and more."

iCount Reignited

*"**iCount** ensures the Library makes a conscious effort in designing services and programs that support anti-racism, diversity, and inclusion to meet the needs of the diverse community it serves."*
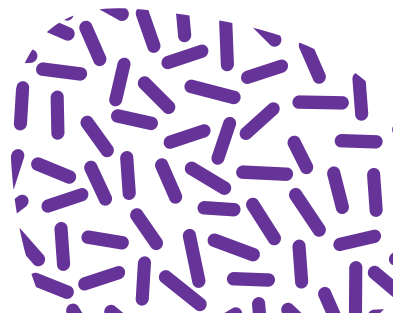
Training

- Foundation of the iCount Initiative

- Staff engagement

- Train-the-Trainer model

- Initiating conversations about equity and bias with staff

- Annual supervisor trainings

- Guidelines for staff

Training

- Subject matter experts

- Skye's opening statement

Four elements of training:

1. EDI topics (e.g., Implicit Bias and Cultural Competency)

2. Challenges of specific populations

3. Introduction to toolkit

4. Peer presentations

Toolkit Specifics

- Operationalizing iCount and EDI work

- Toolkit and community responsive programming

- Developing Library Equity Action Plan (LEAP)

  o All staff involved

  o Address equity issues specific to communities

  o No one size fits all

Library Equity Action Plan (LEAP) Training Modules

- **Training 1** – Laying the Ground Rules for Discussion
  - Creating safe space for discussion
  - Sharing information learned during iCount training
- **Training 2**
  - Encouraging staff to share perceptions and experiences on barriers for customers
- **Training 3**
  - Creating LEAP
  - Trainings 1 to 3 utilized to make final decision about LEAP
  - What equity issue will be addressed?
  - What is the implementation timeline?

LEAPS

Library Equity Action Plan (LEAP)

- 310 LEAPS created after 3 years

- Insight report on community needs

- Survey on staff experience

- Cultural competency response video

Examples of LEAPS

- Library cards for people experiencing homelessness

- English as a Second Language programs

- LEAPS created by Library Headquarter staff

  1. Human Resources Division – "Your HR" campaign

  2. Marketing – Hyper Local Ethnic Media

My Brother's Keeper (MBK)

- Youth and Adult Services

- Job opportunities created for young men and women with lived experiences

- Community liaison and program hosting

- 30-hour-a-week paid position

What Does
My Brother's Keeper
Mean To Me?

Next Steps

- Form a new iCount work group

- iCount Committee Led by Library ARDI Equity Action Team (EAT)

- Support ARDI and North Star Goals

- Pandemic recovery focus

- EDI-focused programming
  - o Trailblazers in conversations
  - o Heart and Hand Bookclub

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Takeaways

Staff: *Your most valuable*

resource

- Use your internal influencers—we all have them!

- Valuable experiences in developing equity and inclusion model

- Varying perspectives to inform approach

- Opportunity for staff development

Staff support

- Recognize process can be very triggering for staff

- Create safe places for staff to share

- Respect confidentiality of staff

- Encourage staff engagement and connection

- Stay compassionate in the process

Time expectations

- Have realistic time expectations

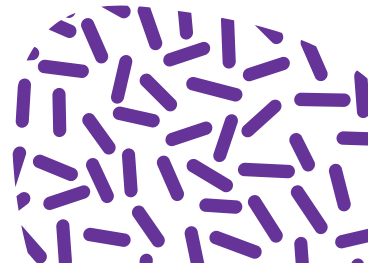- Free up staff time

- Create a team approach

Include Human Resources
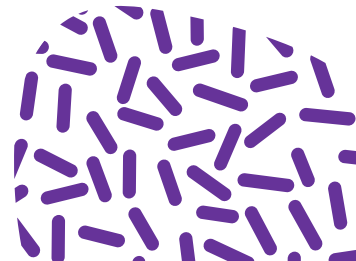
in the process

Seek partnerships

- Reach out for partnerships

  o WDACS

  o Los Angeles LGBTQ Center

  o Office of Immigrant Affairs

- The Library has resources for you!

Training and data

- Provide training to all staff

- Ensure impactful Equity Action Plans

- Data can be a powerful action influencer and driver

- Be mindful of your sources

Create a tangible process

- Create mission or vision statement and goals

- Provide consistent information and communication

- Avoid vague directives

- Survey staff for feedback

- Create programmatic framework with *milestones, deliverables, and outcomes*

- Avoid falling into the *"let's build the plane as we fly it"* approach

Be patient and

persistent

"Equity isn't a destination but an unwavering commitment to a journey."

- Jamila Dugan

Questions?

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Thank You

LA COUNTY LIBRARY