

EQUALITY COMMISSION FOR NORTHERN IRELAND

Public Authority Annual Progress Report 2006 - 2007

This report template includes a number of self assessment questions regarding implementation of the Section 75 statutory duties from **1 April 2006 to 31 March 2007**.

Please enter information at the relevant part of each section and ensure that it is submitted electronically (by completing this template) and in writing, with a signed cover letter from the Chief Executive or, in his/her absence, the Deputy Chief Executive to the Commission by **31 August 2007**.

Name of public authority (Enter details below)

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Executive Summary

What were the key policy/service developments made by the authority during this reporting period to better promote equality of opportunity and good relations?

EXECUTIVE SUMMARY

The basis for the key policy and service developments made by the British Library to promote equality of opportunity and good relations can be found in the summary business plan for diversity 2006 -2007 as submitted with the progress report for 2005 - 2006 and attached with this report.

In relation to continued enhancement and development of the BL Diversity strategy for service users and the workforce, a planned strategy for delivering, implementing and embedding the following crucial areas of our Diversity Action Plan has been ensured.

- An intense Age Project ensured compliance with Age Legislation by October 2006. The thorough process covered for example; policy review, retirement process, publicity and awareness training, internal comms, posters and letters etc. The Library is ensuring ongoing implementation of best practice, awareness and understanding and is working with the Employers Forum on Age on further projects to progress Age Equality and on the approach to a Single Equality Scheme.
- From late 2006, HR lead an intense Disability Equality Scheme project across the services and the workforce bringing wide engagement, involvement and participation internally and externally in developing and delivering the Library's Scheme and 3 year action plan. Delivery of the plan commenced in early 2007 with a new Executive Director to Champion the cause who chairs a revised high profile Disability Action Group with firm terms of reference, project briefs and accountabilities. The Champion, Group and HR are keeping Disability high on the agenda and outcomes are very encouraging in terms of commitment, speed and results.
- The Library is active in the Employers Forum on Disability and entered the Disability Standard which nationally benchmarks Disability Equality performance. This will be used to inform and implement future actions if they have not already been identified in the 3 year plan. The Library support the Forum and hosted their Procurement, Goods and Services seminar in 2006 and annual conference in disability and recruitment in June 2007. The Library also participated in their "shadowing project" for better understanding of employees with disabilities and also has work placements for disabled people.
- Early 2007, the Library commenced work on their Gender Equality Scheme (implemented in reporting year 0708). As for Disability, this was an intense project with the same strategy and valuable outcomes. The process includes a more in depth Equal Pay Audit than previously undertaken. Also the support and

participation of Transgendered people in the consultation process has been encouraging and progressive. This strategic project process will also be used for the Race Equality Scheme Project which is being undertaken in 0708.

- As part of promoting Faith as a key theme, and after concerted preparation and consultation with stakeholders, employees, faith leaders and faith experts, the Library launched their “Sacred Exhibition” in April 2007. Focusing on Judaism, Islam and Christian faiths it gives access to the most treasured ancient texts and artefacts. It has also opened up sensitive consideration of what divides and unites us and served to draw four key Faith Leaders into open debate for the first time. The planning and staging of the Exhibition has attracted multitudes of new service users from minority backgrounds to and use and participate in the Library. The exhibition runs from April 27 to September 2007 with a large programme of supporting events including a regional road show.
- A Front Line Services Diversity Group was established in early 2006 to address increased expectations for diverse service users, and to look at policies, training, and awareness needs etc. An initial project on Religion and Belief Guidelines positioned the Library’s obligations for legal deposit, collection security and “Conditions of Use”, and then looked at proportional, appropriate and sensitive accommodation of service user needs. Endorsed by Faith Leaders, the resulting Guidelines ensured clarity for front line teams, and readiness for the Sacred Exhibition and new Religion and Belief regulations for discrimination in goods and services effective from April 30, 2007. 300 front line staff received training.
- The Library have continued to collaborate with Microsoft and Google Scholar in a long term strategic partnership that will ensure the Library’s position as a top national and international content provider to learners and researchers. This not only improves the accessibility of the collections but will also guarantee access to diverse digital resources for future generations. The growth in usage of BL web resources averages 25% per year.
- Working with Public Libraries - Hidden Treasures Brought to Life: The British Library launched a spectacular national competition for UK Public Libraries to put local treasures online, in collaboration with the Society of Chief Librarians, Scottish library chiefs and Microsoft. The 4 winning libraries – one each in England, Scotland, Wales and Northern Ireland – will have their nominated treasures digitised, converted into Turning the Pages 2.0 ‘virtual texts’ and hosted online by the British Library for three years. Each Turning the Pages production and hosting package is worth £10,000 generously sponsored by Microsoft. - Turning the Pages 2.0 is a remarkable 3-D system that allows people to explore digitised versions of the world's greatest books and manuscripts online. See examples of existing [Turning the Pages texts](#).
- The Library website has been reviewed and updated and now has increased diversity coverage e.g. a landing-page made for Slavery, the slave trade and its

abolition; creation of faith resource in Online Gallery to accompany Sacred exhibition in 07/08; and a new diversity section.

- Part of Library's digital library includes the selective archiving of UK websites that have been selected by the UK Web Archiving Consortium. A project for archiving of diversity websites commenced in 2006.
- The Business and Intellectual Property Centre opened in March 2006 and over the last year has gone from strength to strength in exceeding the London Development Agency's targets for attracting attendance from minority groups whilst raising the profile of successful entrepreneurs from minority groups and holding entrepreneurial events and workshops for the disabled and BME groups.
- The Library has established a collection and content strategy to reflect a multi-diverse Britain, and meet the needs of a wide range of researchers. "Relevance to UK" is one of the key strategic drivers for the content / consultation strategy . To compliment this there is also an "Audience Development Plan" using evaluation of feedback (event forms, MORI survey, exhibition, exit surveys) to establish baseline data and consultation.
- Fund Raising for Diversity is ongoing and funding bids often include a marketing plan focusing on diverse audiences e.g. Raffles family archive now acquired with an outreach project with Malay community in Liverpool expected to commence in June 2007.
- The Library's marketing strategy has worked to reach new and more diverse audiences and engage existing ones with active promotion of ideas, concepts and events e.g. Rise and Rise of Black Entrepreneurs event and Asian Advantage in the Business and Intellectual Property Centre; the Sacred exhibition marketing reaches beyond normal media to publications aimed at young, ethnically diverse and religious audiences achieving new BME contacts and broader media coverage.
- A regional programme of events has targeted at the community in the regions, including London e.g. with "borough days" focusing on local history of individual boroughs as part of the London in Maps programme and worked with local libraries to market to local communities and an inclusive Sacred regional and learning programme.

MAIN INITIATIVES FOR 0708 - What are the main initiatives planned in the coming year to ensure the authority improves outcomes in terms of equality of opportunity and good relations for individuals from the nine categories covered by Section 75?

- Key initiatives for the year ahead begin with an intense project for the Race Equality Scheme. Running consecutively with this project is the Single Equality Scheme

consultation and work is underway in support of diversity and different lead organisations to discuss and influence progress in this area.

- The reporting year 0708 will see the first annual reports against the action plans for the Disability and Gender Equality Schemes in January and in April 2008. The action plans also include the main initiatives.
- Extra funding has been identified for 0708 to help embed the new equality schemes, implement action plans. It will also fund review and implementation of training, awareness and impact assessment initiatives.
- Training - the quantity and pace of new legislation has had a high impact on the Library and there is still a wealth of training to do. The extra funding for 0708 will support the review, expansion and implementation of;
 - E on line Diversity training (disability, age, gender, religion and belief and race)
 - Specialist training on EQIA, Screening and Consultation – impact assessment
 - Groups/others involved in the development and/or delivery of training.
 - Training Evaluation and review methods
 - Review training needs as a result of staff changes e.g. recruitment, promotion.
- Corporate Policy for Impact Assessment. There is a Library wide Corporate Social Responsibility project underway for 0708 which involves review of diversity, impact assessment, reporting and analysis policies.
- Information Systems Support – Library wide initiatives are in place to improve information gathering and analysis, inclusive of looking at the functionality of the electronic systems the Library has for workforce statistics (e.g. general HR data base, new recruitment on line system and website) and for service statistics.
- The Sacred exhibition runs from April 27 to September 2007 with a large programme of supporting events including a regional road show. There has been an inclusive Sacred regional and learning programme and a multifaith regional learning programme developed with the Learning Team and a freelancer has been appointed to undertake consultation exercise in the regions in September 2007.
- The Library, with the invitation of the coordinating Chaplain at Wandsworth Prison, has discussed the possibility of a version of the Sacred exhibition at the prison as part of diversity awareness. The prisoners will be trained as guides to the exhibition which may take the form of workshops run by prisoners as peer tutors. The tutor prisoners may be able to get an NVQ on advice and guidance or the new peer tutor's course, and we will also give them with a certificate. The exhibition will run for a week in late 2007 reaching at least 400 prisoners and may be rolled out to other prisons (providing a resource pack which could be used by education officers at

other prisons to train tutor prisoners). The Chaplain General will be invited to attend and the Prison has applied for a grant towards the cost.

- The strategic partnership with Microsoft and Google Scholar will continue and with the Library's on going projects for enhancing remote and digital access and the readers experience will continue to improve improves the accessibility of the collections but will also guarantee access to diverse digital resources for future generations. Growth in usage of BL web resources is expected to grow.

For work in progress for 0607, please see the Disability / Gender Equality Action Plans, and the ongoing service and workforce diversity plans as attached with this report.

SECTION 1: Strategic Implementation of the Section 75 Duties - - Outline evidence of progress made in developing and meeting equality and good relations objectives, performance indicators and targets in corporate and annual operating plans during 06/07.

1. The British Library Commitment

Last year the Library reported a review of their Equality and Diversity Scheme with the aim to;

- fully address new requirements in 2006 / 2007, (e.g. Age Legislation October 2006, Disability Equality Scheme Duty December 2006, and Gender in April 2007)
- have a more cohesive approach to diversity that encompasses adopting best practice as well as the new legislative and statutory duties;
- prepare for a Single Equality Scheme Strategy drawing together areas of diversity ready for requirements under the proposed Single Equality Act and Commission for Equality and Human rights (CEHR) due October 2007.

This progress report covers the period from 1 April 2006 to 31 March 2007. It covers not only the general approach to Diversity but very specific and detailed work that has been accomplished on Age Legislation, Disability Equality Scheme DES, Disability Standard (National Benchmarking) and progress has been made in advance preparation for meeting increased requirements for the Gender Equality Scheme Duty due in April 2007.

For more detailed information on the commitments and planned actions listed below please see the 2005/2006 report.

1.1 Strategic Leadership - Responsibility for Service Diversity;

- **Continued Engagement of the Executive Team and Board** – To demonstrate support and commitment at strategic management level, there are 3 Executive Directors who are champions for Diversity, (for the workforce, the service and

disability respectively). The Executive Team and Board are engaged in the Diversity programme and action plans with quarterly and special reports and actively contribute to Government strategic initiatives.

BL Board – Governance – earlier this year, role and executive search service specifications for 5 vacancies stated that applications are particularly welcome from women, people from ethnic minority backgrounds and people with disabilities – Amongst those appointed were women and people from ethnic minorities.

- **Lead person;** A single point of responsibility for diversity, ensures integration of all activities across the Library, a catalyst for action, co-ordinated progress reporting and help to prepare for a Single Equality Scheme in the future.
- **Lead Groups** - Progress is discussed with the Trades Unions representatives at quarterly and special meetings of the Equality and Diversity Working Party (Joint Management and Trade Unions). A formal progress report is ensures that Section 75 is a standard agenda for the Board and / or Senior Management Team on at least a quarterly basis.
- **Dedicated Employees –**
 - Full time;**
HR Diversity and Policy Manager– from July 2007
HR Diversity Business Partner – full time
 - Part time;**
Senior Reporting Officer Social Inclusion - (reports on service social inclusion)
Employee Relations Manager HR / Employee Relations Officer HR - part time

NB: The costs of diversity work within the Library i.e. the salaries of permanent staff are met from existing budget. Additional funding from the corporate budget has been allocated for fees of consultants engaged to undertake audits, equality training and associated expenditure.

1.2 Partnership and consultation

The Library continues to work in partnership across the library, museum, archival, local and regional communities and group activities with focused measures to increase audience profiles of minority groups and identify accessibility needs. There are long term partnerships such as reported previously and new partnerships which have in the majority been developed from Faith, Disability, Gender, Transgender and Age consultation and new initiatives around access to Library services in the 21st Century, especially remote and digital access.

Intentions and Outcomes - Internal and external partnerships ensure duties are progressed since management of these key relationships helps to take the diversity, inclusion and accessibility programme forward and to develop the Library's outreach

and access work. Intentions and outcomes for these partnerships have been for instance;

- Inclusion - Consultation, participation, involvement and information gathering - all service improvements and expert guidance demonstrate that there is a need to consult with a wide range of potentially excluded users to ensure services meet their needs, e.g. through building relationships with appropriate partners
- Take forward recommendations from expert and specialist groups - e.g. MNDC, MLA, DCMS, Diversity Champions Network (DCN),
- Develop better connection to minority audiences for our major exhibitions
- Build on community activities: co-ordinate relations with local communities

External work involves more than 100 Library staff take an active part in; various networks or groups across the sector and communities which meet regularly to share good practice and plan joint events or policy together; representation on national groups or with public authorities and organisations who focus on diversity issues. Some of these are ongoing from the last report and include;

- Employers Forum's on Age / Disability
- M25 Working Group - (For explanation and members see 0506 Progress Report)
- Share The Vision - (For explanation and members see 0506 Progress Report)
- Right to Read (R2R) group.
- The Network - (For explanation and members see 0506 Progress Report)
- Project work with the RNIB and NLB continues e.g. incorporating adjustments for visually impaired in digitising 1m sound recordings.
- Supported the RNID "Breaking the Sound Barrier" campaign, promoting hearing tests for employees/service users of the Library.
- Close work with local community organisations e.g. Camden Business Education Partnership and Leeds Mentoring in a range of employee volunteering projects.
- Hosting local community events e.g. "A Glimpse of Bangladesh" festival at St Pancras organised jointly with Camden Council and local Bengali communities.
- Work with community faith leaders and key local community groups- e.g. active support from local faith leaders/ key local community groups in preparing for the Sacred Exhibition.
- Programmes of regional activities have helped define how the Library's services and collections can be presented in a way that appeals to, and is of value to, a wide cross-section of the community including taking the Sacred Exhibition on the road. The Library developed a programme of events targeted at the community in the regions, including London. Such as "borough days" focusing on local history of individual boroughs as part of the London in Maps programme and working with local libraries to market this to local communities; developing an inclusive Sacred regional and learning programme and a multifaith regional learning programme with the Learning Team.

- Looking at areas where recommendations could be taken forward from expert and specialist groups - e.g. of the Mayors Commission for African and Asian Heritage, Diversity Champions Network (DCN), Employers Forums for Age and Disability etc

Internal Work - Internally there are working group activities with focused measures to increase audience profiles of minority groups and identify accessibility needs. Examples of work include for instance;

- A Working Party covers diversity and coverage of the National Archive
- Adhoc focus groups for readers, disability, gender and Age
- Disability and Age Action Groups

Partnership work has further developed and progressed with the voluntary and/or community sector as a consequence of Section 75 work.

1.3 Developing “Faith” as a major theme and consideration

This, as planned, has been a major theme and is described in the Executive Summary. The Library has worked with community faith leaders / key local community groups, to develop a programme of events building up to the successful launch of the “**Sacred Exhibition**” in April 2007. This brings together the rare treasures and texts from Islamic, Jewish and Christian Faiths and has nationally opened up the questions of what unites and divides us. At the same time the Library’s Front Line Services Diversity Group lead by HR, developed Religion and Belief Guidelines for Service Users.

1.4 Education

Work has continued on establishing increased education resources and training across the library, workplace and employees and for schools and lifelong learners that have targeted and addressed the needs of persons in the nine equality categories, for instance;

- Continued work and development with inner schools
- Shaping services, programmes and activities to be accessible and inclusive and to be stimulating and supportive of learning
- Continued work and development with workplace learning

Work with inner schools is continual e.g. learning programmes are continually reviewed and developed to ensure take-up by schools and groups from disadvantaged areas. The Library has gained an excellent reputation for creative learning workshops which have supported disadvantaged talented students in London, and the Employee Volunteering Programme supporting local schools has up to 25 staff taking part.

The Library has developed a learning policy with DCMS targets for onsite, web users and regional programmes. The regional “Inside Story” project reached 1000+ students from diverse backgrounds in Leeds, Rotherham and York. This researched stories in their cultural contexts drawing on original illustrated books, the Ramayana, the Shahnama and the Golden Haggadah. The children have helped create an exhibition to tour the three Yorkshire cities, hosting a range of events and workshops. A web resource for teachers will follow.

Learning Onsite: 2 weeklong summer schools were held for young people from Camden as part of Camden Summer Festival of Learning.

The Library continues to shape services, programmes and activities to be accessible and inclusive and to be stimulating and supportive of learning by using the “Inspiring Learning for All” framework to assess the quality of our interpretation, the extent to which it is accessible and its impact on users and communities

The online learning resources on www.bl.uk and on www.bl.uk/learning are being continually reviewed and updated and these are freely available for use by all schools in the home countries of the UK, including Northern Ireland. A re launch of www.bl.uk/learning is aimed for in 2006 with a fresh design and content which includes diversity aspects of learning.

Access to cultural archives for discussion and enquiry-based learning is an important route to developing egalitarian attitudes in students. The resources have been devised following principles which are rooted in a philosophy that is respectful to the individual learner and which promotes respect for different views. This includes developing skills to make interpretations of texts and artifacts from past and other cultures and understanding the complexity of cultural identity, seeing that cultures are formed through exchange.”

Learning includes understanding cultures... Interpreting artifacts helps generate enquiries about stories, values, languages and technologies beyond your own experience. This can aid understanding of the complexity of cultural identity, to see that cultures are formed through exchange.

1.5 Communication

Continual improvement and development of verbal and non verbal communications, communication channels and information including E and web based communications e.g.;

- Representation on Share the Vision
- Contributing as a partner to the Moving Here website (free online access to resources which record and illustrate the migration of the Caribbean, Irish, Jewish and South Asian Communities to England over the past two centuries

- Greater use of ethnic print, online services and media to raise awareness of library services
- Aid diverse groups to engage/make meaning from collection displays and websites

NB: For the plans for continual improvement and development of verbal and non verbal communications, communication channels and information including E and web based communications see 1.1.3 above – for the achievements see the communication section in Section 4.

1.6 Promotion

Work continues to promote and market the Library as a service provider and employer to reach new and more diverse audiences and engage existing ones with active promotion of ideas, concepts and events through publicity, media and communities with participation and support from minority groups e.g.

- Developed marketing strategies to make programmes relevant to a wider audience and working with partners to ensure we reach regional audiences
- Developed “Faith” as a major theme in events leading up to and during the Sacred Exhibition and in the Exhibition it’s self.
- Front Line Service Diversity Group – In depth communication, consultation and promotion - Due to fast paced change, greater expectations, legal requirements, the Library is reviewing front line service policies. The Group consists of service leads from security, welcome team, reader entry, customer services and information. The first project was for Religion and Belief policy particularly around conditions of use, dress codes and security. This involved in depth consultation with faith leaders and experts and 300 front line service staff being trained on the policy and religion and belief awareness which will now be cascaded to other staff.
- Business and Intellectual Property Centre (BIPC) Launched in early 2006, the BIP has developed marketing strategies ensuring that programmes are relevant to a wider audience and are working with partners to ensure regional audiences are reached. E.g. holding events aimed at inspiring SME’s and entrepreneurs and at raising the profile of the BIPC and its resources. These include
 - “The Rise and Rise of the Black British Entrepreneurs - *Inspiring future black business success*” May 2006. 255 attended and learnt about the challenges facing black businesses.
 - “The Asian Advantage – Discover the Formula for Success”. Leading Asian role models talked about their business secrets, the influence of their Asian culture on their business thinking, and how they defied obstacles to success.
 - “Oriental Express” - the growth in Chinese entrepreneurial activity

- “Mothers of Invention” leading female entrepreneurs shared success secrets.
- The Library has continued to support, develop, implement and review strategic marketing and **internal and external communications** - see the communication section in Section 4.
- The Library has continued to **raise its profile** both as an employer and a service provider amongst new non traditional groups e.g. local communities, people with disabilities and with applicants from ethnic minorities e.g. during the organisational and promotional work for the Gender and Disability Equality Schemes and for the Sacred Exhibition.
- Particular interest was shown in Caribbean History in 0506 so a repeat session of “Trace your African Caribbean Ancestry” was held in June 06 with the BBC.
- Other events were Summer Sounds in August 06, an event with Camden as part of Black History Month in October 06 and an event on the Abolition of Slavery in 2007.
- The Library has supported the promotion of new legislation such as age and disability and supported other major themes e.g. in developing “**Faith**” in forthcoming exhibitions and events.

1.7 Workforce Developments

The Library has continued to build on the positive change from within by working with strategies that underpin the development and implementation of an increasingly diverse workforce and inclusive working practices. This has included continuing to address employee training, awareness, competencies, work targets and involvement in corporate socialisation e.g.

- Strategies to underpin development/ implementation of a diverse workforce
- Staff Monitoring, Evaluation, Communication and Awareness.
- Corporate training and awareness schemes
- Workforce Diversity Targets
- Individual targets and specific targets

Staff Monitoring, Evaluation, Communication and Awareness.

We have developed an active/interactive programme of staff involvement and communication and looked at consulting a wide mix of staff to capture their views.

The British Library benchmarks progress internally via a **Colleague Opinion Survey**. The Survey in 2004-05 identified areas for strategic action internally e.g. benchmark ratings on:

- Perception of the Library's commitment to equality and diversity re; demonstration of commitment and of valuing diversity of workforce
- Diversity of workforce – (a reducing workforce and a high level of long serving employees, made it impractical to set targets to increase diverse representation. Work experience programmes aimed at ethnic minorities have been required)
- Staff communication / awareness – (this identified a need to develop an active/interactive programme of staff involvement and communication. This led to a new “Team Brief” and a reviewed staff magazine “Shelflife” intended as information / news sources for staff whilst inviting comment and opinion (See Section 4 - Communication).

The Colleague Opinion Survey in January 2007 showed a marked improvement in the areas described above and as a result of new communications policy but also identified new areas for action for 2007/08 which will be addressed in the new Race Equality Scheme process.

Employees have also been consulted and involved in general and workforce surveys and focus groups on an individual and work related basis as part of the process of developing the Library's Disability and Gender Equality Schemes. The results of these are openly and transparently reported within the schemes and outcomes are in the action plans.

Corporate training and awareness schemes

The Library has continued to address workforce cultural needs and employee training and awareness requirements from recruitment and induction to professional training, competencies, work targets and involvement in corporate socialisation. This ensures the promotion of diversity awareness, development and cultural changes (see Section 3: Training)

Workforce Diversity Targets

The Library is still aiming improve targets and to attract, recruit and retain the best from the widest recruitment pool and to continue to implement a number of key targeting initiatives to increase applications from groups currently under-represented in the workforce.

There is now a recruitment website and online application system and work is being done to further increasing functionality and access. Recruitment and Selection Training has been reviewed and an intense training programme implemented so

that from April 2007 anyone needing to be involved in recruitment has to have completed the training. The Two Tick Symbol requirements are being sustained.

The Library is working to maintain work experience placements, volunteering and mentoring that introduce more people from minority groups to the work environment, and to encourage and champion work placements for under-represented groups e.g.; placements have been arranged for 0708 through Prospect for 3 placements for people who have Asperger's. The Library is also hosting and supporting the Employers Forum for Disability Annual Conference on recruitment and retention for disabled people.

Individual and Specific Targets; The competency based framework for performance management is in its third year and has a generic core competency demonstrate a commitment to developing a flexible and diverse workforce.

The Performance Management System has been reviewed and so has the mandatory consistency checking for fairness and consistency in results. Work is being done on building more specific targets for diversity into the performance objectives of employees. It has been built into the employees from Scholarships and Collections so that there is understanding and a commitment to the continued development of the collection to reflect a multi-cultural Britain and meet the needs of a wide range of research needs. This is being monitored and sustained.

1.8 The Collection, Research and Audience

The Library continues to work to ensure that the collection builds on and reflects cultural diversity e.g.

- Diversifying the National Collection / Archive
- Diversifying Research
- Individual Targets for diversity
- Curatorial Diversity
- Adding value for a culturally diverse audience.

The Collection

The Library continues to build the National Collection to reflect the cultural diversity of the UK e.g. improving legal deposit coverage of non-English materials to improve the diversity of the National Archive.

This includes the introduction of **web archiving of collections** and also **diversifying research** in order to develop the wide range of research required to sustain this reflection, for instance;

- Research Asian British resources in India Office Records to add to Caribbean survey – developed this to secure a funding bid.
- Research topics for University of Sheffield PhD students in 07/08 include “wider participation” theme e.g. input into postcolonialism.
- Proposal for funding to develop printed/web guide to Black British resources in the BL collection.
- Development of printed/web guide to Black British resources.
- Continue to explore development of multi-lingual search facility.
- Continue to monitor TEL, Google etc. approaches.
- Curatorial resource diverted into anti-Slave Trade anniversary programmes Nov 06-March 07.
- Concordat PhD programme has moved away from being topic-driven, but one African studies PhD allocated.

The Library has also built **individual targets** for diversity into the performance objectives of employees from Scholarships and Collections. The continued development of the collection to reflect a multi-cultural Britain and meet the needs of a wide range of research needs is understood and has been built into employee performance objectives but this now needs to be monitored and sustained.

Curatorial Diversity.

Ongoing from the last report, the Library has looked at ways of achieving a more diverse succession in the curatorial workforce. Realistically, this will be a long term project since these roles are extremely specialist, high in knowledge requirements and often exceptional, with a limited market and dedicated, long serving employees. Succession planning is necessarily mainly long term.

Work continues with the New York Public Library on the Andrew W Mellon 21st Century Curator Project (AWM is providing funding). The Library’s 21st Century Curator Project predicts a loss of up to a third of the curatorial cadre, many in singleton posts, in the next five years and covers how these might be replaced, whether collection based research be sustained, how the new skills needed for the hybrid research environment might be grafted on to existing staff etc. This is not a unique problem, and it is felt that libraries, museums and archives, internationally, could share solutions to common problems inclusive of enhancing or addressing;

- accessibility, usability and context of collections
- being able to provide interpretation of collection items via an understanding of the societies and cultures that have produced, and used them"
- being able to perform representational function for the collections nationally and internationally (cultural diplomacy)
- further staff development building on existing skills and succession planning in terms of cultural diversity and interpretation for wider audience’s e.g.
- continuing to develop national and international partners for shared knowledge and participation

- strategic planning for more diverse succession in workforce employees.
- Looking at attracting, recruiting and retaining the best from the widest recruitment pool and continuing to implement a number of targeting initiatives to increase applications from groups currently under-represented in the workforce

The Library has in place corporate training schemes that promote diversity awareness and work experience schemes that introduce more people from minority groups to our work environment. The Library is looking at traineeship and curatorial work placements targeted at BME communities with the hope to launch a scheme by Q4. There are however funding issues and sources are being explored by senior management. Meanwhile we have a Caribbean Librarian posted for 3 months.

Making a difference will take time especially in our curatorial workforce as we have very specialist and long serving employees and thus long term succession planning.

Adding value - developing ways in which we interpret and exploit the collection so that it can support the needs of a culturally diverse audience.

1.9 Accessibility

Shaping our programmes and services so that we are more inclusive and attract take up from a broader demographic profile and supporting Black and Minority ethnic groups, women and those with disabilities in their business and entrepreneurial activities. (See Social Inclusion Plan 0607 and 0708 attached)

1.10 Equality Scheme Strategy

The Library has developed a strategy for developing, delivering, publishing and implementing Equality Schemes with 3 year action plans. The Disability Equality Scheme was completed in December 2006, the Gender Equality Scheme in April 2007. (The Race and Single Equality Scheme are work in progress scheduled for 0708)

1.11 Monitoring / Recording and Evaluating

Maintenance and development of existing workforce and service records with further records of relevant statistics projects, metrics or case studies. Informing the Library and assist in meeting the duty, but also designed to aid the reporting of progress to the government and other public bodies. Further developments and enhancements of records came through the developing the Equality Schemes and Age Policy.

NB: For further information on the targets and actions plans for 2006/07, see the attachments with this report.

SECTION 2: Screening - Provide an update of new/proposed/revised policies screened during the year.

Please note the comments with regard to current and future work and work in progress within this report.

Title of policy subject to screening	Was the <u>F</u> ull Screening Report or the <u>R</u> esult of initial screening issued for consultation? <i>Please enter <u>F</u> or <u>R</u></i>	Was initial screening decision changed following consultation? <u>Yes/No</u>	Is policy being subject to EQIA? <u>Yes/No</u> ? If yes indicate year for assessment.

SECTION 3: Equality Impact Assessment (EQIA) - Provide an update of policies subject to EQIA during 2006/07, stage 7 EQIA monitoring activities and an indicative EQIA timetable for 2007-08.

EQIA Timetable – April 2006 - March 2007

Title of Policy	EQIA Stage	Outline adjustments to policy intended to benefit
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EQIA	@ end Mar 07 (Steps 1-6)	individuals, and the relevant equality & good relations categories due to be affected.
Recruitment and Selection (added - new technology)	Internal BL	Audited and updated for Age Legislation / best practice purposes in 0506. Audit, review, consultation and feedback were all part of the process- Now have new on line recruitment service / website and functionality of this and information given is under review from January 06
Performance Management (added as reviewed)	Internal BL	Audited and updated for Age Legislation/ best practice – since then there has been a review or upgrade of competencies and the mandatory consistency checking process.
Learning & Development – (added as reviewed)	Internal BL	Audited and updated for Age Legislation/ best practice – since then there has been a review and upgrade of policy with regard to career opportunities and application for development – This is under consultation currently
Retirement	Internal BL	Audited and updated for Age Legislation/best practice – Affected by Government pension policy - CSP scheme under review and delays have affected progress - under review and consultation currently
Managing absence	Internal BL	Audited and updated for Age Legislation and best practice – reaching the final stages of consultation along with management guidelines
Pension Policy	Internal BL	Audited and updated for Age Legislation/best practice – Affected by Government as CSP scheme under review and delays have affected progress - under review and consultation currently
Service related benefits and annual leave	Internal BL	Audited and updated for Age Legislation and best practice – reaching the final stages of consultation along with management guidelines

Ongoing EQIA Monitoring Activities April 2006- March 2007

Title of EQIA subject to Stage 7 monitoring	Indicate if differential impacts previously identified have reduced or increased	Indicate if adverse impacts previously identified have reduced or increased
Disability Equality Scheme and Action Plan	New area developed which has shown areas of impact – areas needing action	The first action plan report is due in January 2008
Gender Equality Scheme	New area developed which	The first action plan report is

and Action Plan	has shown areas of impact – areas needing action	due in April 2008

2007-08 EQIA Time-table

Title of EQIAs due to be commenced during April 2007 – March 2008	Existing or New policy?	Please indicate expected timescale of Decision Making stage i.e. Stage 6
Corporate Social Responsibility – General policy in which diversity will feature	Revised Policy with broader perspective	By March 2008 – to be able to consult on a final draft
Corporate Social Responsibility – corporate policy for Impact assessment / Impact Assessment Training / analysis and reports	Added to CSR policy with broader perspective and accountability	By March 2008 to have implemented training and toolkit – to be able to consult on the final draft of the umbrella document
Disciplinary, Grievance, Capability, Covert monitoring, Probation,	Policies are under review	Policies to drafted for final draft for consultation by March 2008
Bullying & Harassment	Policies are under review	Policies to drafted for final draft for consultation by March 2008
Diversity Policy and Strategy	Policies are under review	Policies to drafted for final draft for consultation by March 2008
Race Equality Scheme	Part of new single umbrella scheme below - separate focus in process	May be published singularly or as part of Single Equality Scheme which will initially cover Disability, Gender and Race
Single Equality Scheme	New Umbrella Scheme -	Aiming to publish by March 2008 and will initially cover Disability Gender and Race dependent on results of SES consultation
Religion and Belief, Age, Sexual Orientation	Potentially new addition to umbrella scheme	Assisting with consultations – Dependent on results of SES consultation. The consultations will occur in 0708 but results are not likely until 0809.
Other policies are under also review	Revised	The position on these other policies will be covered in the

		0708 progress report. There is a challenging schedule for additional work dependant on resources and man power.
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Where the EQIA timetable for 2006/07 (as detailed in the previous annual S75 progress report to the Commission) has not been met, please provide details of the factors responsible for delay and details of the timetable for re-scheduling the EQIA/s in question.

This has been detailed within the text.

SECTION 4: Training

Outline training provision during the year associated with the Section 75 Duties/Equality Scheme requirements including types of training provision, numbers attending, and conclusions from any training evaluations.

4.1 Diversity awareness training has been delivered in a variety of different ways:

- New entrant induction training includes of awareness of policies relating to diversity.
- Diversity training has been included in all management training programmes including recruitment and selection courses
- There is E learning disability awareness on the intranet and programme of staff talks on disability issues in progress e.g. dyslexia
- An internal communications programme has been developed which assists in awareness and new legislation or policies launch

4.2 Recruitment and Selection Training courses –Include training on Diversity and recruiters. An intense training programme has ensured that recruiters have received training before they can be involved in the process and currently most interview panels are made up of recently trained managers.

4.3 Performance Management Training and Consistency Checking All staff were trained in the performance management system which emphasises the need for fairness and respect for all colleagues. Further awareness training has been completed following a review and attendance at consistency checking workshops is mandatory. There are regular meetings for enhancing knowledge, skills and equality.

4.4 Specific training on Section 75 related issues have included:

- Disability awareness briefings for front line staff
- Awareness training sessions for teams hosting work placements for people with disabilities
- Use of online disability awareness training package “Disability Confident” via the intranet.
- Between March and June 2006 employees of the Library trialed and attended interactive workshops run by actors with disabilities in order to increase learning and awareness of Disability issues particularly around access and assistance.
- Topical Management HR exchanges and management cascades are held e.g. for Gender / Disability Equality and Gender / Disability Equality Scheme
- There is Intranet access to information on all aspects of diversity including implications of new regulations. Emphasis in 2006/2007 was on new requirements and developments around race, age, disability and gender, and religion and belief.
- Employment legislation briefings and updates for HR staff are regularly held including equality legislation
- There has been participation in a number of conferences, seminars and workshops organised by networks e.g. Employers Forums for Age and Disability.
- 300 front line service staff and HR staff were trained in the new religion and belief guidelines in April 2007.

4.5 Executive Team and Board Training and Awareness

The Executive Team has been briefed on diversity and project and shared with the board the following key topics for 06/07;

- Age Legislation and Diversity - away day presentation September 2006
- Disability Equality Scheme, Duty and Action Plan
- Gender Equality Scheme, Duty and Action Plan
- Religion and Belief – Consultation and Guidelines for Service Users – Training for front line service staff
- Members of the Executive Team continue to attend a number of diversity related meetings and seminars e.g. National Museums Directors Conference meetings, the Mayor’s Commission on African and Asian Heritage.
- The Library has also participated in the Cabinet Office Diversity Network.

4.6 Review of Training Provision; Diversity training is continually being reviewed, developed and upgraded. In 06/07 focus was on new legislative and statutory requirements for age, disability, gender, religion and belief. The quantity and pace of new legislation has had a high impact on the Library and there is still a wealth of training to do. The Library has sourced extra funding to support this for 07/08 and help embed new requirements and awareness needs – From April 07 ongoing this includes review, expansion and implementation of;

- E on line Diversity training with emphasis on disability, age, gender, religion and

- belief and race.
 - Specialist training on EQIA, Screening and Consultation – impact assessment
 - Groups/others who will be involved in the development and/or delivery of training.
 - Training Evaluation and review methods
 - Monitoring of arrangements to review training needs as a result of staff recruitment, promotion or re-organisation.
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SECTION 5: Communication

Outline how the authority communicated progress on delivery of the statutory duties during the year and evidence of the impact/success of such activities.

5.1 The Library uses a variety of internal and external methods of communication to promote their commitment to the statutory duties, e.g. E, intranet, document, policies and verbal and non verbal employee, visitor, stakeholder and public communications For instance;

5.1.1 **Internal communication** – In late 2005 a new internal Communications Policy was launched, partially as a result of a Colleague Opinion survey in 2004/5 which required increasingly proactive communications. The Library staff magazine “Shelflife” was reviewed and designed to be more interactive, also a weekly process of “Team Briefings” for sharing and filtering of information was initiated where the Executive Team meets weekly, then briefs Senior Lead Managers, who then brief their teams so that there are regular meetings and cascading of information.

There is also a Team Brief monthly information report on the intranet for a Library wide audience with a feedback system. A short survey in April 2006 found that 75% feel better informed, 64% used the feedback system with 69% of those happy with the response, and also more than 80% felt the Team Brief and feedback system should continue.

A further Colleague Opinion Survey in January 2007 affirmed progress in communications and also in diversity and equal opportunity.

Prior to this the Library had no regular corporate message. There have been positive changes in staff perceptions and increased knowledge about staff views and perceptions. Training in briefing and other developments were maintained in 2006/2007 and used to convey diversity and equality requirements.

5.1.2 **Commitment Statements** -The Library’s commitment to Equal Opportunities is stated in all recruitment advertisements and continues with the Two Tick symbol

commitment which is publicised in all recruitment literature. The Equality Scheme has been posted on the BL website together with our Equal Opportunities policy and a policy statement re. Access for people with disabilities

5.1.3 External / Service Communications - Improvement and development of verbal and non verbal communications, communication channels and information including E and web based communications continues e.g.;

- Work on providing user documents in an accessible, appealing and inclusive way.
 - Taking part in Career Fairs and Open Days aimed at minority groups to communicate commitment to diversity and inclusiveness.
 - Work in partnership with the Society of Chief Librarians continues e.g. improving a web-based training package to raise awareness among library staff of the BL's collections and services and to help improve services to users of public libraries across the UK
 - The Library also communicates and engages through supporting and promoting the INSPIRE referral and access initiative which aims to provide seamless access for lifelong learners to the resources they need in academic, public or national libraries.
 - The Library have continued to collaborate with Microsoft and Google Scholar in a long term strategic partnership that will ensure the Library's position as a top national and international content provider to learners and researchers. This not only improves the accessibility of the collections but will also guarantee access to diverse digital resources for future generations. The growth in usage of BL web resources averages 25% per year.
 - Part of Library's digital library includes the selective archiving of UK websites that have been selected by the UK Web Archiving Consortium. In 2006, the archiving of diversity websites will be looked at.
 - The Library's marketing strategy has worked to reach new and more diverse audiences and engage existing ones with active promotion of ideas, concepts and events e.g. Rise and Rise of Black Entrepreneurs event and Asian Advantage in the Business and Intellectual Property Centre; the Sacred exhibition marketing reaches beyond normal media to publications aimed at young, ethnically diverse and religious audiences achieving new BME contacts and broader media coverage.
 - A regional programme of events has targeted at the community in the regions, including London e.g. with "borough days" focusing on local history of individual boroughs as part of the London in Maps programme and worked

with local libraries to market to local communities and an inclusive Sacred regional and learning programme.

5.1.4 There are also various methods used to communicate progress on the delivery of statutory duties which are reviewed to ensure effective delivery and progress on the statutory duties. New ways of communicating or reviewing communication, are explored e.g. by undertaking various projects and being proactive in delivery of statutory duties and effective communication e.g.;

- By facilitating internship work placement marketing degree students to explore how to market “Collect Britain” to diverse communities and in particular to recommend how to take this product to a young ethnic audience and also to look at access projects.
- The web-based training programme for public librarians mentioned above was widely praised so this has now been introduced to other library sectors
- Web services delivery /Usability testing. This involves observing testers, noting any difficulties and highlighting action points for improvements. This has been used to evaluate and improve important new website content, from Turning the Pages on the web, which won a prize for Best User Experience in the International Information Industry Awards 2004, to current work on a prototype global search of the Library’s web resources
- Extending the usability testing of our website is an explicit part of the Library’s strategy 2005-2008 and is an essential element in raising the standard of the web experience for our users. Usability testing has been extended to people with disabilities in terms of web site accessibility.
- Reviews are assisted by a variety of means e.g. there was feedback from teachers and other educators with regard to the creative guides and resource books that have been developed for the education section.
- Representing the Library on Share the Vision (group of reps from charities and libraries working to enhance access to library and information. services for visually impaired people). The group meets quarterly.
- Contributing as a partner to the “Moving Here” website which provides free online access to resources which record and illustrate the migration of the Caribbean, Irish, Jewish and South Asian Communities to England over the past two centuries
- Greater use of ethnic print, online services and media to raise awareness of library services

- Aiding diverse groups to engage/make meaning from collection displays and websites
- Developing Collect Britain website to feature “Expressions of Faith” – featuring well-known people from different faiths and walks of life talking about favourite items. Also there was focus on Caribbean views by a leading writer.

SECTION 6: Data Collection & Analysis

- **Outline any systems that were established during the year to supplement available statistical and qualitative research.**
- **Outline any research undertaken/commissioned to obtain information on the needs and experiences of individuals from the nine categories covered by Section 75.**

6.1 Systems that were established during the year to supplement available statistical and qualitative research;

There have been many developments in this area and samples are;

- The Business and Intellectual Property Centre is part funded by the London Development Agency who require targets for reaching minority groups – Systems are in place to capture information

Category	LDA target	BL achieved
BME backgrounds	29%	47%
Women attendees	33%	55%
People with disabilities	5%	5%

- As part of the audience development plan –
 - Strategic Marketing & Communications have evaluated feedback from event forms, MORI survey, and exhibition exit surveys to establish baseline data.
 - The Learning Team will be using the consultation and evaluations used for the Sacred Exhibition as a model for future consultations.
- For the Learning Programme and Learning Policy, the DCMS target of numbers of learners on site is 7,500 and the target for web users is 200,000 and this is being monitored.

6.2 Research undertaken/commissioned to obtain information on the needs and experiences of individuals from the nine categories covered by Section 75 -

There have been many developments in this area and samples are;

- For the Disability (late 2006) and Gender (early 2007) Equality Schemes intense information gathering , involvement and engagement was undertaken externally and internally with;
 - Internal matrixes completed by directorates in team meetings and brain storming sessions
 - General and employee focus groups and surveys were hosted by specialist consultants for expertise and neutrality.
 - These were then reported in the Schemes.
 - For the Sacred Exhibition and for preparing for Religion and Belief regulations and discrimination in goods and services (both with effective dates in April 2007), there was substantial and protracted consultation with faith leaders, faith specialists, community, regional and national groups.
 - The British Library, RNID, NLB working with consultants “Rightscom” have worked on a research project looking at best practice for services to the visually impaired and have sent out a survey questionnaire with regard to impact assessment the results of which should be available in 0708.
 - With the NMDC Cultural Working Group the Library has supported research and planning across the sector with regard to social inclusion and diversity progress. A report is to be shared with DCMS in 0708.
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SECTION 7: Information Provision, Access to Information and Services Detail any initiatives/steps taken during the year to improve access to services including provision of information in accessible formats.

Details of the main initiatives / steps taken during the year to improve access to services including have already been covered within this document such as work completed and in progress, such as;

- As a result of the Disability and Gender Equality Scheme Duties, and for the Sacred Exhibition and Religion and Belief Projects
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- For meeting the challenges of the 21st century Library in remote access, digitisation of the main and sound archive collections, Turning the Page access to the collections etc.

Please refer to sections 1,5 and 6 in particular.

SECTION 8: Complaints

Identify the number of Section 75 related complaints:

- **received by the authority;**
- **resolved by the authority (including how this achieved);**
- **which were not resolved to the satisfaction of the complainant;**
- **which were referred to the Equality Commission.**

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- There was one complaint received by the Library
 - This was in relation to a job applicant who claimed disability discrimination by raising a formal questionnaire to the Library.
 - An employment tribunal was initiated before the deadline for the Library's response.
 - The complainant withdrew the tribunal claim
 - This was not referred to the Equality Commission

SECTION 9: Consultation & Engagement: Provide details of the measures taken to enhance the level of engagement with individuals / representative groups during 06/07.

The Library is committed to effective consultation and conducts its consultation in accordance with the guidelines set out in the Equality Scheme.

A number of initiatives are in place to engage with relevant groups and improve representation both within the workforce and in the audience profile. These have included targeted publicity campaigns, focus groups and formal and informal meetings with representatives of appropriate groups. The Library has continued to build on these throughout 2006 and 2007 – this has been demonstrated previously in the document e.g. in Section 1.

The Library's involvement in groups, networks, partnerships, communities, organisations and working groups has already been described. However, this has been a prime year for consultation, engagement, participation, involvement and information gathering. All service improvements and expert guidance demonstrate that there is a need to consult with a wide range of potentially excluded users to ensure services meet their needs, e.g. through building relationships with appropriate partners. It has also been a specific requirement for new legislation and statutory duties.

Equality Schemes - The British Library has maintained successful partnerships with different groups representing diverse people for many years but the Equality Schemes produced in 2006-7, and the detailed actions they identify is the product of much listening and discussion with diverse stakeholders inside and outside the Library. The Library saw that there was both a need and a benefit of establishing long term involvement relationships which will not only meet the requirements of the schemes by encouraging active participation but also will be sustained so that individuals develop an understanding of the Library with a reciprocal relationship that reflects the priorities of both parties.

To achieve a sustainable, meaningful and constructive dialogue it was determined that questionnaires alone would not really meet this requirement and that open dialogue was needed for active involvement and for profiling needs and issues. Thus focus groups that targeted former, current and potential service users, staff and the wider community over a broad range of diverse backgrounds were also used. Initiatives were thus;

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- **General questionnaires on the website** – covering all Library services and included (from relevant diversity strands) service users, employees, stakeholder organisations, people who lead on diversity strands in stakeholder organisations and people from diversity organisations.
 - **Employee questionnaires on the intranet:** covering all aspects of employment.
 - **Focus / Involvement Groups** – The Library held focus groups that were general, (participants as per the questionnaire), which were also attended by key service leads and members of the action groups in the Library. Employee focus groups were also held. The Focus groups explored the British Library as; an educator, promoter; information provider, employer, commissioner of services, investor in imaginative projects, and as an influencer.
 - **Launching and advertising** – Using posters and plasma screens, a reader bulletin (reaching 11,500 service users) in the public Library encouraged general involvement in the questionnaires and focus groups. Intranet news items and posters on HR and internal communications boards encouraged employee involvement.
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Religion and Belief Consultation – Sacred Exhibition and new Regulations – As part of promoting Faith as a key theme; the Library launched their “Sacred Exhibition” in April 2007. Focusing on Judaism, Islam and Christian faiths it gives access to the most treasured ancient texts and artefacts. This involved concerted and protracted preparation and consultation with stakeholders, employees, faith leaders and faith experts. The planning and staging of the Exhibition has attracted multitudes of new service users from minority backgrounds to and use and participate in the Library and a road show has taken the Exhibition to the Regions.

Additionally a Front Line Services Diversity Group, established in early 2006 worked on an initial project on Religion and Belief Guidelines which also involved consultation with stakeholders, employees, faith leaders and faith experts. The Library positioned its obligations for legal deposit, collection security and “Conditions of Use”, and then looked

at proportional, appropriate and sensitive accommodation of service user needs. Endorsed by Faith Leaders, the resulting Guidelines ensured clarity for front line teams, and readiness for the Sacred Exhibition and new Religion and Belief regulations for discrimination in goods and services effective from April 30, 2007. 300 front line staff then received training.

Section 10 - The Good Relations Duty

Provide details of additional steps taken to implement or progress the good relations duty during the year. Please indicate any findings or expected outcomes from this work.

10.1 Details of the progress of implementation and planned actions can be seen in this document and the attachments

10.2 From these documents and attachments it can be seen that the Library has made significant progress in the implementation of Section 75, in terms of reaching a wider audience and making our services more inclusive. There is a clear commitment to embedding the principles of diversity and inclusion in all our functions and we are gathering more robust monitoring data to assess the impact of our initiatives. Examples that demonstrate this commitment in 2006-2007 can be found for instance in section 1 and 9 above

SECTION 11: Additional Comments - Please provide any additional information / comments
