

The Results of Participation, Consultation and Involvement

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INTRODUCTION AND METHODOLOGY

The British Library (BL) engaged Astar Consultants as partners in their race consultation process in order to complete this objectively. This included public and staff questionnaires and focus groups. (For further information on the methodology please see the process detailed in Part 3 of the Generic Scheme details).

Communications about the consultation (which took place in November 2007), involved a bulletin to 33,000 users and members of public on the BL’s reader bulletin data base, posters, plasma screen and website notices; also a BL-wide communication strategy was completed internally.

Members of groups and representatives of Black and Minority communities and businesses were targeted by Astar and invited to participate in focus group discussions in London and Boston Spa. Staff were also invited to participate in focus group discussions and/or to have 1:1 discussions with Astar. All participants were guaranteed confidentiality on their feedback.

Participants - 206 individuals participated in the consultation exercise.

Surveys - 191 questionnaires were completed, (138 staff / 53 users & public).

Focus groups - Small numbers attended the public and staff focus groups and a number of 1:1 meetings were held with staff. As numbers were small the findings have been incorporated into survey findings to maintain the confidentiality of the individuals who participated.

The response was higher than for other scheme consultations but some reported difficulty in obtaining hard copies of the questionnaire and the public focus group commented that more time to respond to the consultation would be helpful.

The consultation was utilised to get views from staff and the public on how the BL performs in delivering race equality in employment and service delivery and to seek ideas on what else was needed. The consultation was not statistically controlled but the findings consider areas where there were consistent indicators that could be utilised by the BL to develop its race equality action plan which were;

- The leadership group needs to communicate and define what race equality means internally and externally and to monitor actions to achieve race equality where there are inequalities in employment and service delivery.
- The BL has excellent feedback on some of its targeted work and events, for example, Sacred Exhibition and Black business events.
- The staff feedback indicated that the BL needed to review its employment policies and practices to assess for any inequalities in the application and outcomes of such policies on race equality.
- The senior staff profile needs attention, as there is low BAME (Black, Asian, minority ethnic) representation and a significant concentration of BAME staff in lower grades. The BL has two main sites with staff split between the two. One is Boston Spa and the other is London which has a significant BAME population. This will provide an opportunity during recruitment exercises to target potential BAME employees in London in particular.
- Feedback from the Public indicated that while the BL is making some progress on race equality in service delivery it needs to review functions related to delivery and to identify how to increase access, educate and influence people from BAME groups, particularly the future generation.
- The BL has a wealth of resource material covering a range of cultures at its disposal and should use these to increase its appeal to BAME people.
- Consideration needs to be given on how best to demonstrate engagement with staff and the public, particularly those from BAME backgrounds.
- The BL is a respected body that works collaboratively with other organisations. Extending collaboration to work with local partners, for example, the GLA, will help to increase awareness and reach into BAME communities.

4.1 Findings from the Public and Staff Consultations

As the methodology was not statistically controlled the summary of the findings consider areas that are consistent indicators of the Library's current position on delivering race equality. These key areas for developing a race equality scheme include:

- Leadership and Accountability for race equality
- Communications (internal and external)
- Public Access to Information about services
- Services to customers
- Employment

NB: The percentage results have been rounded up to the next whole number

4.1.1 Internal Staff Consultation

Respondents from the Staff Survey

The BL employs 2,200 staff. 138 responded of which;

- **Gender** - Men 55% - Women 44%
- **Ethnic Background** - majority from a white background with 6% of these stating 'other' white background - 27% were from a BAME background
- **Religion** –
Christianity 47% - No religion 33%
Buddhism, Hinduism, Islam and Sikhism 8%
Not stated 5% - Preferred not to say 6.5%
- **Age** –
35-64: 83% - with 68% between the ages of 35-54.
25-34: 13% and 19-24: 3%
- **Grade** – grades E-A:94% (with D:39%, C: 24%, A:12%), & SB: 5%
- **Location** - 70% London / 29% Boston Spa.

Employment

93% were aware of equality policies,
4% indicated that they did not know about them and
4% did not respond to the question on awareness of policies

Overall the questions on the equity of employment practices, a majority feel that all staff are treated equally. However there is a consistency in some responses from BAME staff that they receive less favourable treatment when compared to their white colleagues.

Some staff have a perception that some managers do not understand race issues so are not confident that employment issues will be dealt with fairly. The fact that most managers are white adds to the lack of confidence in this area. Other perceptions were that policies were “on paper” and not consistently applied.

Working Culture

Based on some of the general comments, it could be interpreted that some respondents feel that the internal working culture is one where awareness of race issues is low or perceived not to be of importance or not understood in the context of the Library's role as an employer or provider of services. There is also an indication of a lack of understanding of what constitutes race equality and some have a perception that positive discrimination is acceptable rather than unlawful. (For instance – several respondents “Positive discrimination can cause animosity as easily as negative discrimination can the other way.” ““

While there appears to be a commitment to fairness, many indicated that there was no need for action on race equality as the Library was an equitable organisation. Some recognised the need for and supported action on equality e.g. “it is time the Library pays attention to equality of opportunity,” but care needs to be exercised, “there is nothing wrong with this (*taking action*) unless it goes overboard and leads to discrimination and paying too much attention to race may be viewed in the same way”. Some felt the BL is already doing too much, and that “the BL champions race equality (and all other equalities) to the point of suffocation.”

Most respondents agreed that “best person for the job is the best person for the job”.

Conversely, some staff are cynical that the BL is really able to do anything that will change the position for BAME staff because racism is embedded internally and externally “due to people’s beliefs and the nature of racism.” “Racism is ingrained in the attitudes and beliefs of society.”

However, there is some indication from staff that the BL does make effort on race equality in its operational work but not fully and widely enough. This will be commented on in the survey feedback from the public and users.

Recruitment and Selection

- **Equal Treatment**

59% felt that all staff were treated equally in this procedure

12% felt BAME staff were less likely to be treated favourably when compared to white staff (1% of respondents)¹

13% felt white staff were more likely to be treated favourably than BAME staff (4% of respondents).

11% gave no response as to the fairness of these procedures.

- **BAME representation** - The lack of BAME representation at the most senior levels of the organisation was commented on “not one black person in the senior team” and that they are concentrated at lower levels of the organisation. A few respondents did indicate that the BL “was colour blind” and conversely comments such as “I am impressed with the diversity of staff in the Library”.
- **Library Monitoring statistics** - at September 2007 employees numbered 2,067 - 87.2% white and 12.8% BAME. White staff are more likely to be represented across all levels and are less likely to be concentrated at the lower levels of the organisation e.g. Grade D-E have 51% white 73% BAME which support feedback from staff that BAME staff are disproportionately represented at the lower levels. In the responses staff mention the recent restructuring exercises and that the number of BAME staff have been reduced because they are concentrated at

¹ Percentages refer to the percentage of respondents who answered the questions)

lower levels of the organisation and that in the restructure “senior black managers were displaced” though a few respondents did indicate that the Library “was colour blind” and conversely “I am impressed with the diversity of staff in the Library”.

- **Perceptions** - Staff seem to recognise the difference between the ethnic minority population in London and Boston Spa, but have some expectation that since Boston Spa is relatively near to Leeds/Bradford (with a significant ethnic minorities) more effort could be made to encourage interest in vacancies. However, Boston Spa is very isolated, especially from the major BAME communities in West Yorkshire, and has very low turnover (about 2%) so changing the profile of the workforce there will be hard to achieve and so may be less of a priority. For London, there is a perception that ethnic minorities do apply but are less likely to be appointed except to lower graded jobs.

Appraisal/performance management

- **Equal Treatment**
17% Gave no comment. The other respondents felt:
62% All staff were treated equally.
10% BAME staff were treated less favourably
0% White staff were treated less favourably
4% BAME staff treated more favourably (4%)
8% White staff treated more favourably
- **Career Progression** - There are comments in the survey about the “lack of promotion opportunities for black staff” and “the lack of a policy for career development for black people”. There are observations about some black staff having more experience and being better qualified but failing to be promoted when compared to white staff who are less qualified or experienced.
- The BL does not currently monitor and analyse performance assessments for any potential or actual adverse impact on particular groups².

Pay

- 16% did not indicate whether they thought the pay system was equitable.
73% felt that all staff were treated equally.
5% felt BAME were less likely to be treated favourably with 0% for white staff.
6% thought white staff were treated more favourably with 0% for BAME.
- Transparency of pay rates at an individual level is always difficult. The BL has a grading system and is planning to review pay comparability. A survey in 2006 indicated non-whites as most likely to be in the lowest paying bands. There was an observation that “the pay is good for the grade.”

² Monitoring for adverse impact is also a requirement of the Public Duty on Disability and Gender.

Training

- **Equality in Allocation**

17% of respondents made no comment.

69% indicated that all staff were treated equally.

9 % BAME less likely to be treated more favourably than white staff (0%) and

3% white staff more likely to be treated more favourably and BAME (2%)

Opportunities to undertake training is likely to be linked to development opportunities and promotion and is commented on under these categories. However, as indicated above under the appraisal heading, there is a perception that black staff are less likely to have career development opportunities.

The BL keeps records on training opportunities but needs a central system of analysis.

Development Opportunities

- 14% of respondents did not comment.
61% felt development opportunities were equitable
13% felt BAME were treated less favourably
1% felt white staff were treated less favourably
3% felt BAME were treated more favourably
9% felt white staff were treated more favourably
- Some BAME staff felt that; they were refused development opportunities; that recent restructuring had reduced opportunities for advancement and; that white staff are encouraged by managers to develop while often black staff have to 'argue' their case to be given particular opportunities.
- Some BAME staff feel that they are not considered to be 'good enough' or 'competent enough' to be front of house staff and are only fit for behind the scenes work. When front of house they feel less likely to be respected by the public be supported by colleagues to challenge any racism. Some BAME staff indicated that they felt they were likely to be offered work "concentrated in cleaning or canteen duties but not in management" of core business areas and that even if they do succeed in the latter there is "an element of surprise by other colleagues that they have managed to make it."

Promotional Opportunities

- 15% made no comment.;
52% felt that all staff were treated equally.
15% felt that BAME were less like to be given promotion opportunities 1% white staff were less likely to be given promotion opportunities
4% felt BAME were likely to be treated more favourably

13% felt white staff were less likely to be treated more favourably

- All agreed promotional opportunities should be based on merit. Black staff indicated that they would not want it any other way but note the lack of representation at more senior levels and question whether the system can be fair, some giving examples where black staff have to apply several times for the same roles to be promoted in comparison to their white colleagues. In the recent restructuring and regrading of posts some note “a “lack of any black faces in many areas of the BL.” They also feel that they may be more qualified but less likely to succeed on a like for like basis. It has been observed “while the BL promotes women to senior management, there is no commitment to promote Black/Asian staff in the same way”.
- The BL has policies on temporary promotion, development and monitoring of appointments but analysis needs to be improved to where staff groups may be under-represented.

Discipline

- 21% No response
58% that disciplinary procedures were equally applied.
8% that BAME staff were less favourably treated with 2% white staff
7% that BAME were more favourably treated with 4% for white staff.
- Some BAME staff have indicated uncertainty that managers understand race issues and that these are “brushed under the carpet” and issues may be dealt with ignoring any element of race. Some feel managers are more likely to use the disciplinary procedure for black staff while “having a quiet word with white staff” for the same issues which may affect promotional profiles.

Grievance

- 20% gave no response others indicated;
53% grievance procedures were applied equally.
10% BAME staff were less favourably treated with 3% for white staff.
8% BAME staff were more favourably treated with 6% for white staff.

There appears to be a lack of confidence in the way matters of discipline and grievance are handled where race is an element “BL would rather compromise rather than deal with issues of race”.. There needs to be more analysis of records e.g. for over representation of any one staff group.

Flexible and Part-time Working

- 16% did not comment, the rest indicated;
78% all staff were treated equally.

4% BAME were less favourably treated with 2% for white staff.
1% BAME are more favourably treated with 2% for white staff.

Family Friendly

- 22% did not comment, the rest indicated;
72% all staff were treated equally.
4% BAME were less favourably treated with 0% for white staff.
2% BAME were more favourably treated with 1% for white staff.

There were a few observations that the Library is very family friendly. They provide childcare vouchers and the “pay is good for my grade”.

Involvement in Meetings and Staff Meetings

- 19% did not respond the rest said;
75% equal treatment and staff were able to contribute,
4% BAME staff were less favourably treated with 0% for white staff.

Involvement in Social Events connected to Work

- 18% did not respond the rest indicated
73% involvement in these operated equitably.
4% BAME staff were less favourably treated with 0% for white staff. 2% BAME staff were more favourably treated with 3% for white staff.

Some observations about Christmas and other religious events were made. Christmas should be celebrated “as any other religion (not end of year party it’s very insulting to our religion)”. “Hand out chocolates at Christmas without alcohol in them and they should be suitable for vegetarians”; “have a message from the CE Board to wish them happy Diwali or Eid etc. It feels good to know that other colleagues from different religious backgrounds are aware of what their counterparts are celebrating”.

Different Treatment due to race, ethnic origin, culture

- 9% provided no response. 23% of respondents indicated yes and 68% no. This may relate to the overall rating that BL treat people equitably though the perception of some BAME staff that BAME are more likely to be treated less favourably needs to be taken into account, also the level of response white (70%) BAME staff (27%).

Experience of Bullying and Harassment

- 7% of respondents did not indicate their experience. 19% indicated that they had experienced some form of bullying or harassment and 75% had not.

- Observations about bullying and harassment and how these were handled were made. There were some general perceptions of “uncomfortableness” when dealing with race issues and that “sexism would be dealt with faster and more efficiently; that race as a negative discriminating factor is considered hard to prove and more subtle racism even harder; that colleagues do not consider being ignored or abused by service users if you are black or dressed differently for religious reasons to be racism. Also that on occasion the BL has made a welcome defence to staff who are racially abused but it is felt that “action can depend on your manager.”
- There were comments that staff also make ‘racist’ remarks and not just on the grounds of colour or dress e.g. anti-Irish and religious remarks A few staff do challenge on behalf of their colleagues but in the main it is either ignored or excused by the recipients.
- Staff gave a wide range of sources they would seek for assistance for discrimination or bullying, with the union, line managers and HR as the top 3. Some external bodies e.g. Citizens Advice Bureau or a solicitor would be considered. The Union was viewed as very good at supporting individual cases but not good overall in promoting equality. Some respondents believe that HR is more likely to support managers.
- An internal survey (2006) indicated BAME staff were more likely to indicate that they were bullied in relation to performance.

4.1.2 Consideration of Actions to Promote Race Equality in Employment

While some respondents felt that nothing needed to be done, there were many useful and practical suggestions on how race equality could be improved. The action plan should aim to achieve the following outcomes:

- A staff profile that includes BAME staff at all levels and areas of work
- Increased staff confidence that policies and procedures are applied equitably and that the Library is an employer / service provider of choice

4.1.3 Public Consultation =Summary of Findings from the Public Survey

Profile of Responses

Total survey responses 53 (indication of employee responses)

Total focus group attendees 9 (including 3 staff members).

The comments indicated a similar range of input to that of the staff survey.

Percentages have been rounded up. Feedback from the public focus group has been included in each section as appropriate.

- **Gender** - Men 51% - Women 49%
- **Ethnic or national origin**
68% white backgrounds, (fo which the majority 42% White British).
26% from Black backgrounds (7% of Indian origin.
6% mixed origin.
- **Religion/belief**
47% (majority) Christian
4% indicated Buddhism,
2% Hinduism
4% Judaism
38% indicated no religion or belief system
2% preferred not to say.
In the other category atheism was indicated and one contributor indicated a preference for Jewish as an ethnicity and not a religion.
- **Age**
64% in the age groups 35 – 54
30% aged 35 – 44
34 % aged 45 – 54
19% aged 25 – 34
13% aged 55 – 74 age group and 2% over age 75.

Use of Library/Website

89% and 79% of respondents respectively had visited the BL / used the website - Some focus group members indicated the website was difficult to negotiate around and thus not user friendly which may limit public access for non academics. One member said finding the Sacred Exhibition link has been “long winded and confusing”

What is/was most important to visitors to or users of the British Library?

Respondents were asked to rate the level of importance to them between not to very important for a range of criteria.

- **Opening hours** - 92% indicated that opening hours were important with 40% very important. Longer opening hours to accommodate working and life styles would be welcome.
- **Customer services that are responsive to people from different ethnic backgrounds** - 79% indicated it was important. 62% rated this as important or very important.
- **Publicity Material that shows people from different ethnic backgrounds** - 79% indicated the importance of multi cultural material with 49% rated this as important/ very important and that it should “generally reflect the mix of people

visiting / working in the Library. This should be done as a matter of course without having to be so deliberately worked at.”

- **Conference services that cater for people from different backgrounds**
77% indicated that conference services that catered for a variety of people was of importance.
49% rated this as important or very important.
 - A respondent commented, “I am a vegan and the food at the Library is not adequate, people have ethnic based and religious reasons. Kosher, Vegan, etc would be great!” The Library have provided halal and kosher food since the Sacred Exhibition
 - Focus group participants suggested that if possible free meeting facilities could be offered to local community groups at specific times in order to raise BL profile with BAME communities and BAME involvement in contributing to the BL’s work. However rooms are at a premium and usually fully utilised . Some participants had attended conferences and rated these as very enjoyable and professionally run.
- **A variety of displays and exhibitions that reflect Britain’s multi-culturalism**
58% rated it was important / very important to reflect Britain’s multi-culturalism
Comments included “the atmosphere of the Library does not reflect multi-culturalism.” Staff also felt the BL should recognise staff diversity within publicity material, events for staff and across the range of services provided
- **Specialist business events tailored to meet the needs of people from different ethnic backgrounds**
75% indicated tailored business events were of importance. 45% rated this as important or very important. The BL award for ‘Black Women in Business’ was singled out for praise by the focus group
- **Commitment to equality statements displayed**
 - 77% indicated displaying commitment to equality was important. 47% indicated that this was important or very important. (This criterion was also included in visitors to the website with similar response)
 - Comments included “I would not like equality statements displayed – hectoring does no good.” In contrast “having equality statements displayed is one thing but it wouldn’t mean much if it was not been (*being*) implemented.” There was a plea “Don’t forget White people. I’ll probably be called racist for that comment.”

Past and/or potential users and visitors had some additional criteria to rate.

The findings are set out below.

Accessible website

- 94% indicated this was important or very important.
- Some found the website hard to navigate and not user friendly. One person had found some links from the main site somewhat “obscure”

Website materials which reflect people from different backgrounds

- 80% indicated the importance that these reflect people from different backgrounds. 58% rated this important or very important.

Publicity materials that show people from different ethnic backgrounds

- 75% considered showing people from different ethnic backgrounds was of importance. 47% indicated that this was important or very important.

Information on jobs that welcomes people from all backgrounds

- 87% indicated this as important. 74% rated this important or very important.

Experiences while visiting the Library

- 89% felt they had not been treated differently because of their ethnic background. Comments included “as transgendered I have never had any problems anywhere including the Library.” Where there may have been a problem it was quickly resolved “No kosher food available in the restaurant. I wrote in and it was resolved nicely
- 4 indicated experience of different treatment which may be due to lack of cultural awareness or inappropriate communication

What would be most important in encouraging visitors or users?

- Public consultation responses indicated that the BL is a **valued source of materials for research and knowledge**. One had remote accessed the BL from Africa. There was an expectation of receiving good service with some guidance and assistance through services and materials.
- However the BL **environment** can be somewhat off putting, “it still feels elitist. There needs to be more of a sense of how this wonderful resource of information is relevant to people who are not academics or university-educated.” Events need to publicised well and ensure that younger BAME generations are attracted.
- **Extending BL hours** was a consistent theme. Also suggestions for “more religious and ethnically diverse events”, “interesting exhibitions reflecting multicultural life in Britain” and “more music on the piazza?”

4.1.4 Suggestions for Promoting Race Equality from the Public consultation

Some of the suggestions and comments in the public survey were helpful but some were unsupportive and overtly racist in nature or showed a lack of understanding of what race equality is all about. However, the focus group provided some practical ideas for the race equality action plan.

Leadership

- The Library needs to ensure that the relevance of race equality to its role is clearly understood internally and externally.
- The Board and Executive Team should target community groups as a part of their leadership role. Strategic Marketing could as part of its fundraising and business development activities target BAME businesses and communities.

- The public focus group specifically mentioned the need for top level leadership e.g. identifying the high profile the Mayor of London gave to equality and diversity as a means of meeting the needs of local people / increasing business opportunities.
- Some international libraries (USA) “have forged links with communities and this could be a part of the objectives for the Library.” The Library does have good links with other international libraries and could use this to find out how some of them have built links with communities.

Communication and publications

- The BL should publicise the diversity of the range of its collections “so that people from all ethnic backgrounds can see the relevance of the BL to them. Collections do not just relate to British material and are not just in English but are from many cultures and languages.”
- Publicising services should be “in media targeted at specific groups, i.e. newspapers and through special events.”
- The BL is rated as having good exhibitions but these are often over subscribed (mostly at BIPC events when the BL does offer VCR links and web pod casts). Sacred Exhibition was described as wonderful and an excellent way of “highlighting differences and connections between people.” Additional exhibitions would help to attract diverse populations and “educate all people about the contributions of different ethnicities.”
- The BL bookshop needs to consider the range of books that it holds. It does not have works by “Selvdon, Zephaniah or John Agard or Jackie Kay but I could get Dan Brown. There was nothing in the bookshop to reflect that it was Black History Month or the bicentennial of the abolition of slavery (sic).”
- Consider that some people have oral traditions (e.g. Africa) and the Library may have many sources of recorded histories
- The BL has a schools programme and could investigate what local boroughs have done to engage with communities and those outside the school system and link into any initiatives targeted at BAME.
- The BL did produce leaflets in different languages on its services but like many organisations found that demand was low or that the need changes frequently so as to make this service an ineffective use of resources.

Partnership Working to improve reach and influence

- BL like many other public organisations needs to manage its resources effectively, and could increase the reach of its public image by working in partnership. The main London location makes it ideally placed to partner the Mayor’s Office on diversity initiatives. DCMS, the Library’s sponsor has launched a Cultural Olympiad after the Beijing Olympics. BL is aware of this as an opportunity for promoting multi-culturalism.
- Linking to local organisations as a source of information/ opportunity to influence

Employment

- Public and staff respondents indicated they would like to see more visible ethnic minorities in the staff profile of the Library and on the Board.
- The Library does work with local schools.

Service Provision

- Respondents expected a good research service and many found the BL held many sources of information unavailable elsewhere. They expected this to continue.
- Other services like the catering available and research assistance were also very important. One challenge in providing services is that the BL needs staff who are proficient in other languages but in providing staff who do not have English as a first language some members of the public draw conclusions about communication skills and intelligence and may interpret the communication style as inappropriate.

Clarifying understanding of the Role of the Library

- There are indications that the role of the BL as a Public Body with an international reach and reputation and its national role is not fully understood or appreciated e.g. some BAME communities may think that the BL is just for borrowing books. However this is a more general issue for the Library and not just for BAME communities

Other Equality Schemes

- When considering the publicity for the race equality scheme, The British library should review the level of awareness of the Disability and Gender Schemes.
- The following comments illustrate the potential challenges of taking action on race equality. The Library needs to
 - treat everyone “the SAME instead of singling out people of different backgrounds to treat as SPECIAL.”
 - “Try to be even handed.... Don’t bend over backwards trying to please one group while upsetting others.... be even handed.
 - “Stop worrying about things like this and concentrate on its job.”
 - “It is the British Libray (sic) and hence visitors have to accept our standards. A libray (sic) in Morocco or other Eastern counties is not interested in different ethnic backgrounds.”
 - “To (sic) much emphasis on racial issues that for the most part imaginary. If visitors of other ethnic, religious backgrounds have difficulty adjusting to our values then they can return to their own country for library services.”
 - “I think it is counter-productive, and off-putting to women, to be served by one whose face is totally obscured.”
 - “I am not looking for a multi-cultural experience. I am looking for a place to do research.”

The Library as a potential Employer

- 53% indicated yes they would consider applying to the BL for a job. 26% said no and 8% did not know. 13% did not respond.

- Reasons for not applying included age, or incorrect field / profession (Some respondents, potentially 4, indicated they were employees).
- Perception about Library roles may be worth exploring and may be publicised as part of the communication strategy for schools and local communities.

Is the Library positive about race equality?

- 53% indicated that the Library is positive about race equality. 38% did not know and 8% said no.
- Some noted seeing many black people in the BL but in the “usual positions i.e. security, catering staff ” and queried the numbers in senior roles.
- The BL should review how it publicises the wider aspect of diversity work it is to understand how this is being received along with the benefits to the public.

Actions to Increase Access, Raise Public Awareness of the Library, Influence and Educate

- The BL is engaged in activities with BAME groups and has links to BAME business networks but needs to consider the effectiveness of what it is doing and what else it needs to do to improve its reach and influence.
- A key objective is to increase the reach in younger BAME communities to raise awareness about BL services - create future BAME users, visitors and employees.
- Another objective would be to assess all BL relevant functions for their impact on race and prioritise actions to promote race equality.
- There were challenging comments on whether the BL should be leading more on promoting race equality and that the BL should seek to educate “The Public” as part of its education and influencing strategy. The BL has a variety of resources that illustrate multi-ethnic Britain now and in past history and needs to consider how to utilise these alone or in partnership with other organisations to raise awareness on the contributions to society and the commonality shared by all people.

Consultation and Engagement

- Consultation and engagement is key part of the Public Duty on Race and the BL should continue this BAME involvement. The BL already networks with various organisations and has a contact database of over 33,000 including academics, organisations etc. It has links to local schools and organisations and events and exhibitions for the Public.
- The BL should consider a consultation group to discuss matters of interest to the Public in relation to use, access and events and exhibitions. Some respondents expressed an interest in participating in such a group.