

APPENDIX A – RACE EQUALITY SCHEME STATUTORY RECORD OF YEAR TWO ACTIONS

APPENDIX A - Race Equality Scheme Action Plan November 2009 - October 2010 Refer to supplementary document for fuller description on action point progress

No.	ACTION	TARGET DATE	RESPONSIBILITY COMMENTS / NOTATIONS	REVIEWED TARGET DATE .
	Demonstrating Leadership & Accountability			
RE1	Executive team (ET) continued commitment includes supporting (1) A Race Action Group; (2) Chair / Champion, (3) sourcing funding for RE initiatives. (4) RE actions on the Business Plan - (5) Reviewing progress & accountability for RE progress @ ET/Board level - signing of annual /statutory progress reports. (6) RE goals on directorate business plans - (7) Taking appropriate action on Impact assessments / monitoring where adverse impact identified	Year 1 Q2	HR Completed for 0809 Race Champion and RAG established first meeting organised in October 2008 Race Equality Action plan on quarterly Business plan monitoring and annual ET and board report. Equality Impact Assessment policy published September 2009	Year 3
	Resources			
RE2	All Directorates - Establish the resources needed to support the RES / extent of delivery within current and	Year 1 Q2	HR Completed – 0809 Extra funding was secured to embed race equality in 0809. Directorates will budget to fund delivery of their actions as	Complete continual review for

ABBREVIATIONS – BIPC (Business & Intellectual Property Centre) - BL (British Library) – CPU (Corporate Procurement Unit) EOP – (Equal Opportunities Policy) - ET (Executive Team) – FCS – Finance & Corporate Services) - HR (Human Resources - RAG (Race Action Group) - RES (Race Equality Scheme) – SM&C (Strategic Marketing & Communications) – S&C (Scholarship & Collections)

	future resource constraints		appropriate in 2010 and 2011	Year - 3
	Training			
RE3	HR and Managers - Review training needs in RE & awareness - implement appropriate training for ; HR & team managers; front line services & staff in general	Year 1 Q4	HR Completed – 0809 Training delivered: (1) Race and Cultural awareness for managers / front-line staff during 0809. (2) EIA training inclusive of relevance to race equality. (3) Employee Investigation training for managers	Year 2
RE4	HR - Launch E-learning tool across the BL to encompass RE & cultural awareness & which can be promoted in induction processes.	Year 1 Q4	HR Completed – 0910 An Equality Online training tool has been applied from March 2009 for all staff and includes specific reference to Race Equality. 97.9% of managers have completed the Managing Diversity module and 95.5% of staff have completed the 2 modules.	Year 3
	Screening and Monitoring			
RE5	HR - Improve qualitative monitoring & analysis of all HR policies to ensure that the BL RE objectives are achieved – See also RE20	WIP contine into Year 2	HR – Implementation HR EIA programme commenced and work in progress.	Year 3 WIP
RE6	HR - Continue & improve quantitative monitoring / analysis e.g. set a target to increase current declaration of ethnicity/race from 96% to 99%	Year 2 WIP	HR –Completed 0809 Current ethnic declaration of staff is 97%. Continue to monitor and capture accurate data	Year 3
	Recruitment			
RE7	HR - Review / develop advertising methods to encourage applications from BAME communities to all BL senior roles (especially where BAME are under-represented)	WIP for OD	HR (Organisation Development) – Implementation (1)Recruitment and attraction research undertaken but recommendations on hold. Public sector recruitment freeze	Year 2 & ongoing
RE8	HR All Recruitment & Selection policies and methods are monitored and analysed for RE	WIP for OD	HR (Organisation Development)– Completed All managers involved in recruitment and selection are trained in the Library’s recruitment policy and procedures. Recruitment &	Year 3

			selection activity is monitored every six month	
RE9	HR - Ensure Recruitment Panels have as diverse make-up as can reasonably be achieved for each process	WIP for OD	HR– Implemented Public sector recruitment freeze SEE also RE7 However, we continue to select a diverse panel on recruitment panels or other selection activities for the limited internal vacancies which arise	Year 3
	Career Development			
RE10	HR - Look at initiatives to increase BAME employees where under-represented in BL e.g. grade B+ & support for Diploma in Management Studies (PATH) and internships	WIP for 0809	HR – Implemented 2 Path individual completed and pass the qualification. A path individual was promoted and 2 individuals awaiting their results.	Year 3
RE11	HR - Establish BL pilot programme to mentor - targeting under-represented groups, pairing senior staff to lower grade staff to help cross-cultural awareness and understanding.	WIP for 0809	HR(Organisation Development) – Completed Pilot mentoring programme developed and implemented to include PATH participants. Project under review as to when it will be rolled out further.	Year 3
RE12	HR - Review career development initiatives targetted at grades D & E e.g. work shadowing, short secondments, career discussions etc	WIP for OD 08 - 10	HR(Organisation Development) – Implementation Career Development workshops monitortake from BAME . Staff survey 2008 results have been analysed by BAME groups . RAG has developed 3 main actions	Year 3
RE13	HR - Assess & monitor percentage take up of BAME employees for personal development, training, career opportunities	WIP for OD 0810	HR (Organisation Development) – Implementation Corporate training is collated and recorded by BAME take-up.	Year 3
NB*	See also RE25			
	Perfomance Management			
RE14	HR - Review & analyse the application of the BL Performance Management System to see if there is any adverse impact for RE	0910	Human Resources - Implementation EIA screening of the Performance management undertaken and is currently being negotiated with Trade Union Side.	Year 3
RE15	HR - Review content of generic & individual diversity objectives on PMR's e.g. managers who lead & teams have	09/10	HR(Organisation Development) – Planning Role specific diversity objectives are provided for front-line managers / staff . Further implementation across managers is	Year 3

	RE objectives		being developed.	
	Internal Information & Consultation			
RE16	HR - Establish a newsletter for SLT managers with up to date legislation, case law & good-practice examples.	Year 1	Human Resources – Completed 1 st Employment Law Newsletter (2008) was issued to the Senior Lead Team on current employment and legislative issues.	Complete
RE17	Race Action Group – to encourage establishment of BAME focus groups or sub groups to the RAG where required to support projects of the RAG and to assist BAME contribution and networking	Year 1	Race Action Group/Human Resources – Completed The annual celebration of Black History Month is lead by the RAG group with contributions from Trade Union Side members.	Year 3
RE18	HR and Directorates – Analyse Staff Survey further re: lower satisfaction rates from BAME employees.	WIP for 0809	Human Resources and Directorates –Completed (1) Staff survey results analysis has lead to Directorates specific action plans (2) a qualitative report for BAME employees has been shared and has informed further initiatives e.g. for engagement in Year 2 for example, The Equality and Learning at Work Days and BHM 2010.	Year 3
RE19	HR and Directorates - Review communication channels to ensure RE is supported / “owned” by all BL employees (and users). (See RE34)	WIP for 0809	Human Resources and Directorates – Implementation Initiatives such as training, the Diversity Newsletter and a Black History Month intranet page have been communicated to staff via various communication channels. A Communication Groups is being considered to further engage staff on diversity including race equality.	Year 3
RE20	Trade Union Staff Side – to actively promote RE in BL by improving communications to members work TUS has been doing and continues to do to promote equality in the BL		Trade Union Side– Implementation TUS representatives continue to participate in the Race Action Group and have contributed to the activities for Black History Month on both sites in 2010, taking the lead in organising the Boston Spa exhibition of collection items	Year 3
	Equality Impact Assessment			
RE21	HR - Ensure full (EIA) Equality Impact Assessment training is provided to all key decision makers / policy holders	Completed 0708	Human Resources – Completed All managers with high to medium decisions that impact on diversity and race equality were targeted for courses in 0708. A further course was held in early 2009 and a new EIA course is being developed for completion in 2011.	Year 3

RE22	HR - All employment policies are to be assessed for impact on equality	WIP for 0809	SEE RE05	Year 3
RE23	Directorates - EIA all core operational functions to identify gaps actions to promote RE/ ensuring BAME consultation where required.	WIP for 0809 > 0910	Directorates – Implementation Carrying out equality impact assessment assessments is being implemented.	Year 3
RE24	HR – Directorates - Ensure appropriate corporate policy / guidance for EIA are provided and effectively implemented.	WIP for 0809 > 0910	SEE RE23 Policy responsibility rests with HR but Directorates have responsibility for ensuring EIA are undertaken on operational functions and when required.	Year 3
RE25	HR – Directorates - Continue to produce year end monitoring data inclusive of RE - ensure reviewed as to content and is published	WIP for 0809 > 0910	Human Resources – Completed Employment information is collated / monitored on gender, race/ethnic origin, age and disability. Statutory annual reporting to the ECNI is published externally.	Year 3
Content Development & Access to the Collections				
RE26	S&C: ensure content strategy accounts for RE needs/ collection material is relevant to BAME audiences	WIP for 0809 > 0910	See details below: Service activities	Year 3
<p>Our content and acquisition strategy enables us to acquire material for our collections to ensure we meet the needs of researchers and future diverse generations. In addition, working towards ensuring our readers access content via online or in our reading rooms. Examples of content relevant to BAME audiences below:</p> <ul style="list-style-type: none"> • (Popular music) Pop section aims to collect all material commercially issued in UK and therefore attempts to reflect the material generated by and of interest to all community groups. • (Moving Image) Acquisition of oral history projects that are based on BAME community experience. In the last 18 months: <i>Moroccan Memories in Britain, Chinese in Britain, Overseas Trained South Asian Geriatrician interviews</i> and <i>An Oral History of the Runnymede Trust. Millennium Memory Bank</i> has a particularly good representation from BAME groups. All current fieldwork projects aim to reflect the UK's ethnic mix when selecting interviewees. <p>Social Science Collection Research: (SSCR)</p> <ul style="list-style-type: none"> • Select both monographs and journals from legal deposit intake for reading room open access collections which cover social issues relevant to BAME groups. • The sociology of race and ethnicity has been identified as key area of focus for the content lead and content specialist working on Sociology during the year 2009 - 2010. 				

	SSCR additions to the Sound Archive collection – e.g. TUC DVDs on Equal Pay includes the stories of migrant women workers & POW Berlin Lautarchiv collection – see RE30.		
RE27	S&C - Continue with curators of the future project (subject to available funding) Look at MLA and other initiatives / schemes to encourage more BAME people into this sector	WIP for 0809 > 0910	See details below: Service activities
<p style="text-align: center;">Scholarship and Collections - Implementation</p> <p>The Conservation Department has a number of initiatives to encourage BAME people into the sector.</p> <ul style="list-style-type: none"> • The Department has worked with Camberwell College of Arts in developing a Foundation Degree in Book Conservation. The first cohort of students began in October 2007 and has continued each year. The Department provides a two week placement in their first year and a ten week placement in their second year. for up to five students. as part of the Degree. a Foundation Degree in Book Conservation. The first cohort of students began in October 2007 and graduated in June 2009. • On 25th March the Head of Training and Development attended the launch on Internships: Best practice standard and guidelines, presented at the London Museum of Transport, and created in partnership with Renaissance London MLA, and the office of the Mayor of London <p>Book Conservation Internships</p> <p>At the beginning of November 2009 Collection Care welcomed three new graduate book conservation interns. They will be working on a number of projects chosen from the conservation bid programme; they will be supported throughout their internship by British Library conservators.</p> <p>This is the fourth year of funded twelve month graduate book conservation internships. This year the internships are funded through the Radcliffe Trust, Peck Stacpoole Foundation, the American Trust for the British Library, the Stockman Family and the Heritage Lottery fund.</p>			

RE28	S&C - 21 st Century Curator project exploring the skills sets needed to ensure the collections are reaching / engaging a more diverse audience	WIP for 0809 > 0910	See details below: Service activities	Year 2 and ongoing
Scholarship and Collections – Implementation				
Curatorial staff have upskilled their skills to ensure our collections engage a more diverse audience.				
<ul style="list-style-type: none"> • There is more conscious awareness since diversity and social inclusion form part of the curatorial competencies. • In October 2007, conservation began a public programme including twice weekly tours of the conservation studios, quarterly seminars and quarterly advice days. . • Employees have attended the Institute of Race Relations seminar on the (UK) Negro Welfare Association, 1931-1937 and also the Trinidad & Tobago High Commission launch of the <i>Trinidad Noir</i> short stories collection to represent the Library and learn more about Anglo-Trinidadian connections. 				
RE29	S&C - Look at initiatives to create more diversity in the curator sector area e.g. by linking up to MLA / DCMS initiatives to encourage more BAME people into this sector.	WIP for 0809 > 0910	See details below: Service activities	Year 2 and ongoing
Scholarship and Collections – Implementation				
Curatorial staff have engaged with projects to facilitate more diversity in the sector.				
<ul style="list-style-type: none"> • Each year the BL oral history training programme has delivered training to a vast number of community oral history projects run by particular BAME community groups (usually the projects are HLF funded). • Tour and seminar for group of international students from Kings College London's Summer School, focusing on the contribution of Caribbean authors to London's literary history (July 2010). 				
RE30	S&C - Ensure Digitisation Projects continues to reflect cultural diversity by selecting as wide a range of materials as possible.	WIP for 0809 > 0910	See details below: Service activities	Year 2 and ongoing
Scholarship and Collections - Implementation				
Ongoing digitization projects are increasing the access of collections on race and culture.				

	<p>Examples given below:</p> <ul style="list-style-type: none"> • Chinese Dunhuang Project; • POW recordings which contains material from South Asian POWs; • The Archival Sound Recordings website has audio material from a broad cultural range including 12,000 recordings of music from Africa, Latin America, South Asia and the Australasian regions; • New projects include digitization of the Kraemer-Newbrook Collection which documents in detail the influence of American BAME music on British popular music traditions, and the work of British BAME performers, bandleaders and composers and the Oral History of Black British Jazz project with Open University generating interviews/online resource. 			
RE31	<p>S&C - Continue digitisation work with international libraries to increase collection access to countries in the developed /developing world</p>	<p>WIP for 0809 > 0910</p>	<p style="text-align: center;">See details below: Service activities</p>	<p>Year 2</p>
<p style="text-align: center;">Scholarship and Collections – Implementation</p> <p>Ongoing digitization projects are increasing the access of collections to countries the developing world. Examples given below:</p> <ul style="list-style-type: none"> • The World Collections Programme, run by the BL international Engagement Team in (S&C) has a focus on Kenya and South Africa. • The Food Stories online educational resource includes oral history sound clips relating to BAME experience in the sections “Food Nation and Cultural Identity” and “Ritual and Tradition”. • 2 August 2010: Professor Delamatar visited the Library to discuss digital projects in Ethiopia. • 2 August 2010: Meeting with Stephen Delamarter on the finalization of his workplan and budget for EAP 286, relating to the digitization of Ethiopian Manuscripts. 				

RE32	S&C - Use BL's wealth of information to promote race & cultural heritage e.g. via more exhibitions of particular relevance to BAME audiences	WIP for 0809 > 0910	See details below: Service activities	Year 2
<p>Scholarship and Collections – Implementation</p> <p>Examples given below:</p> <ul style="list-style-type: none"> • The Census & Society Folio exhibition will focus on many aspects of social change, including issues of migration and immigration. • Interconnected Worlds public show and tell (arranged with Marion Wallace and the Making Britain team) - focus on promoting Library as a source of Caribbean history (in my case). The event appealed strongly to members of London's Black and Ethnic Minority communities across all age ranges (October 2010). • Our Memories of the Uprisings public event but with focus on contemporary Black History (October 2010). The material for the event was made more accessible to the public by putting the information on podcast online . • The Diamond Sutra went on display in the Chinese Print exhibition at the British Museum on 12 May and the Star Chart is on display at the Grand Palais in Paris in their exhibition on Daoism in 2010. • The joint British Library-British Museum travelling photographic exhibition, <i>Lasting Impressions: Seals from the Islamic World</i> opened at Toxteth Library, Liverpool, on 13 July, at the start of its nationwide tour. It had a preview at the ST. Pancras site for staff in 2010. • The reference and research department provide monthly family history training days in APAC for the public which have been successful so far. 				
RE33	S&C – SM&C and O&S Transforming search and navigation, web pages and thematic collections to reflect race equality – maintaining of services	WIP for 0809 > 0910	See details below: Service activities	Year 3
<p>Directorates – Implementation</p> <ul style="list-style-type: none"> • The SPIS collection in the SS reading room contains recently published books on social issues of race and equality. • The Olympics Hub has pages devoted to race and ethnicity in sport and is receiving contributions from scholars of issues of race in sport at Leeds Met. University. 				

	<ul style="list-style-type: none"> • The new Archival Sound Recordings website increases access to collections for people in the UK of BAME backgrounds as well as to people from their home countries. • The new subject page within the oral history section of the BL website entitled ‘Oral history: ethnicity and post-colonialism’ highlights the variety of collections that relate specially to BAME groups. • The Radio curator is preparing a webpage specifically devoted to BAME collection content/resources, which will be linked to other relevant BL pages. 			
	External Consultation and Engagement			
RE34	SM&C – HR – Directorates Review BL communication channels to ensure race equality is supported and “owned” by all (BL employees) and users. (see RE19)	WIP for 0809 > 0911	<p style="text-align: center;">See details below: Service activities</p>	Year 3
	Directorates – Implementation			
	<p>Examples of engagement initiatives with the BAME community.</p> <ul style="list-style-type: none"> • The International Dunhuang Project hosted a visit by curators and conservators from national museums and libraries in Mozambique and Nigeria during their visit to the BL. The IDP team set up a on a six-month internship, as part of the collaboration between IDP and Korea University. • S&C represented the Library at the opening of the Jewish Museum in Camden and attended a meeting of the <i>Open Jewish Culture</i>, an initiative supported by the Mayor of London aimed at promoting Jewish art and culture. • On 13-14 September 2010, the Bharat Britain conference took place at the British Library and the Making Britain travelling panel exhibition was launched together with a database of sources for research. This was the culmination of the first phase of the Making Britain project which highlights the contribution of South Asians to Britain from the 19th century onwards. Curator for India Office Records represented the British Library on the Making Britain Advisory Board and was involved in the conference organisation and producing the travelling panel exhibition. The exhibition featured as part of the Library’s Black History Month 2010 events for staff. <p>Boston Spa The travelling exhibition – made up of banner displays – of Spanish American Independence was on in the staff canteen of Boston Spa</p>			

PUBLIC PROGRAMMES

Centre for Conservation Tours

Number of visitors attending conservation tours

	Nov-09	Dec-09	Jan-10
Behind the scenes tours of the BLCC (Public)	27	34	16
Themed behind the scenes tours of the BLCC (Groups)	26	12	37
Behind the scenes tours of the BLCC (Professionals)	8	17	6
Adopt a book tours	20	0	5

Staff events –

Many APAC staff participated in APAC's Acquisitions Open Day, co-ordinated by Annabel Gallop 9th July. Employees dropped in throughout the afternoon to see a selection of books, manuscripts, paintings, newspapers and photographs acquired over the past year, and to meet the curators who selected them - or secured their donation.

Events for Black History Month 2010

1. Interconnected Worlds: a display of British Library African and Caribbean materials

This event showcased material on slavery, abolition and empire, the end of empire and the beginnings of independence and the rich cultural and scientific material produced by and about Africa and the Caribbean. It illustrated the astonishing diversity and breadth of our African and Caribbean collections, as well as surprising connections between the East India Company/India Office and the Caribbean and Africa.

2. South Asian Making Britain Exhibition - 1858 - 1950

South Asians have been living in Britain since 1600, when the East India Company was founded by London merchants. This exhibition traces the impact of South Asians on British Life during the period of the Raj. Britain's early South Asian population came from diverse regional backgrounds.

Public Events

- An event to mark Nigeria's 50th Independence
- Our memories of the uprisings: the 1980's revisited
- The Art of Rap / Voices of Hip Hop
- La Diosa - Case Study for Black History Month courtesy of the Business and Intellectual Property Centre

	<p>Boston Spa Exhibition - A number of collection items from Boston Spa and photograph prints from Colindale are on display in a glass case on the right hand side near the conference suite Building 1:</p> <p>Black History Month Dishes – the staff restaurant provided a diverse range of menu dishes celebrating the diversity of culinary dishes from around the World ranging from Brazil, South Africa, West Africa, East Africa, the Americas/Cajun, Caribbean and Malaysia.</p>			
RE35	<p>SM&C – HR – Directorates - To continue to use external communications to enhance BL’s image with BAME readers / visitors</p>	<p>WIP for 0809 > 0910</p>	<p>See details below: Service activities</p>	<p>Year 3</p>
	<p>Directorates – Implementation</p> <ul style="list-style-type: none"> • The Design Office produces the general BL information and ensures a wide cultural diversity of material is used for example, leaflets, posters. • The Library’s annual report featured a section on a South African archivist. • What’s On featured the exhibitions and Events celebrating Black History Month 2010 			
RE36	<p>SM&C & CSR group - Corporate Social Responsibility – continue initiatives to assist disadvantaged / and work with local communities in london/ Leeds/York.</p>	<p>WIP for 0809 > 0910</p>	<p>See details below: Service activities</p>	<p>Year 2</p>

	<p>Directorates – Implementation</p> <ul style="list-style-type: none"> • The Library is a member of Race for Opportunity and establishing networking opportunities with other organisations. • The Library has outreach programmes within SM&C/Learning team which includes working with local schools and providing learning workshops connected with our exhibitions, for example, <p>(1) The Magnificent Map of Kings Cross.</p> <p>(2) Points of View</p>			
RE37	<p>SM&C and CSR Group - continue to work with local schools to increase awareness of BL e.g. as an educator, employer, influencer etc with disadvantaged school children</p>		<p>See details below: Service activities</p>	Year 3
<p style="text-align: center;">Directorates – Implementation</p> <p>The Learning Team works with Primary and Secondary schools and families from across London. Workshops and projects attract a high percentage of local schools, young people and families from Camden, Tower Hamlets, Islington, Haringey, Lambeth and Westminster.</p> <p>Summer Family Programme The month of August saw the BL's family workshop programme all linked to the Magnificent Map exhibition.</p> <p>General Family Programme Family workshops linked to the exhibition programme also took place during the February and June half term as well as during the Easter holidays. There will also be workshops during the October half term</p> <p>The Library's CSR strategy includes volunteering opportunities for staff to read with primary students and mentoring in secondary schools in Camden and Yorkshire. In 2010, the Library has enabled another local primary with ESOL students for reading opportunities for staff.</p>				

RE38	SM&C - Build stronger relations with RE organisations in London, York , Leeds to ensure a wider audience has access to collection items Build stronger networks to enable greater insight into national / local initiatives	WIP for 0809 > 0910	See details below: Service activities	Year 3
<p style="text-align: center;">Strategic Marketing and Communications – Implementation</p> <p>SM&C - Public and Learning Engagement Strategy is to broaden the Library’s core audience base. We are in the process of drawing together an Audience Development plan which aims to:</p> <ul style="list-style-type: none"> • Encourage current visitors to return • Attract audiences who currently attend other cultural activities elsewhere to visit the Library • Engage new audiences, particularly from our local communities <p>Examples below:</p> <p>An example will be <i>Ramayana</i> where Asian audience were targeted with tours conducted in Hindi and Gujarati or <i>Sacred</i> where a number of faith groups were directly marketed to.</p> <p>Somers Town Festival and Fiesta! - The BL was a key partner in this local festival which was linked to the Spanish American Independence exhibition.</p> <p>Making Britain This is a display of 11 banners which explore the presence of South Asian in Britain from 1858. A 12 month tour began in October 2010 at Bradford Library.</p> <p>Lasting Impressions This is a touring panel display touring the country on seals form the Islamic World.</p> <p>BIPC have ongoing engagement with BAME community in a regular programme of events. The annual Precious Award 2010 is scheduled for 8 November and is being held at the British Library. The Awards are about recognising success and inspiring other women of colour to launch their own business.</p>				

RE39	SM&C / BIPC / S&C / O&S - continue to engage & build relationships with BAME groups for funding opportunities	WIP for 0809 > 0910	See details below: Service activities	Year 3
<p style="text-align: center;">Directorates – Implementation</p> <p>In the last 18 months we have had three professional visits to Collection Care from the following places:</p> <ul style="list-style-type: none"> - Roja Muthiah Research Library, Chennai, India - Tartu University Library, Estonia - Swiss National Library, Bern, Switzerland <p>Social Science Collection Research: (SSCR)</p> <ul style="list-style-type: none"> • The SSCR team has hosted a number of events for the British Sociological Association for whom issues of race and ethnicity are a large area of scholarly exploration. • Members of the SSCR team attend external events relating to issues of race and ethnicity. For example: SE to attend an ESRC seminar about issues of mixed racial heritage (on 18th Sept. 2009). <p>(Sound Archive - Oral History) A high number of BAME community groups receive BL oral history training and/or contact the oral history section for advice. Partnership projects with BL and BAME related groups (as above) help increase BL presence and status within BAME community.</p>				
RE40	O&S Service Improvement – S&C events – BIPC- Monitor complaints by ethnic group to ensure equality of service provision, & to highlight any potential service improvements - monitor by measuring satisfaction levels with report analysis – to be updated	Year 1	<p style="text-align: center;">Directorates – Implementation</p> <p>Operations and Services Reader Satisfaction survey ratings for 698 readers who answered both the question on overall satisfaction & the question on race/cultural background. Overall satisfaction for all readers was 43%. Satisfaction by ethnic group was;</p> <p>79% - WHITE (553 responses) 6% - ASIAN (43) 2% - MIXED (16) 4% - BLACK (29) 2% - CHINESE (15) 6% - OTHER (42)</p>	Year 3

	Marketing Material and External Communications		
RE41	SM&C - BIPC continue to identify, work with BAME community/ organisations in entrepreneurial events, reflecting BL commitment to race equality	Year 1	See details below: Service activities
	<p align="center">Strategic Marketing and Communications – Implementation</p> <p>SM&C/BIPC supports women / BAME women / entrepreneurs of all gender in business: e.g. In 2010 delivered 2000 work shops+ advice sessions with 50% women /37% BAME groups. Also campaigns to support women / BAME women e.g. “Mothers of Invention” to celebrate international women’s month. BIPC partner different groups who support gender events / initiatives e.g. African Caribbean Business Network • Association of Community Based Business Advice (ACBBA) - •Precious. Also featured a success story of La Diosa on our website and displayed their products (jewellery in the BIPC during the Black History month. 37% of the BIPC users come from a BAME background.</p> <p>The Public Events team run a schedule of public events to celebrate Black History Month each year.</p>		
RE42	SM&C - BIPC continue to establish diverse community relationships e.g. in Bangladeshi or Somali communities to promote BIPC work		SEE RE36 Learning Team
RE43	SM&C – BIPC Establish opportunities with BAME media / press relations to promote the BL’s work and employer brand – to be updated	WIP for 0809 > 0910	Strategic Marketing and Communications – Implementation Contacting BAME media and press as part of the new press strategy for the Business & IP Centre - WIP
RE44	SM&C – BIPC Ensure marketing material and public events take account of race equality when planning events	Year 1	Strategic Marketing and Communications – Completed BIPC continues to take account of race equality in relation to events and marketing materials. However, BIPC gained further advice with regards to providing core marketing materials in alternate languages and it was agreed that due to databases and services only being available in English it would not be appropriate to provide alternate marketing materials which would raise customer expectations which we could not satisfy without additional investment.
RE45	SM&C – BIPC - Ensure public /	Year 1	Strategic Marketing and Communications – Implementation The BIPC website was relaunched in 2009 and ensures cultural

ABBREVIATIONS – BIPC (Business & Intellectual Property Centre) - BL (British Library) – CPU (Corporate Procurement Unit) EOP – (Equal Opportunities Policy) - ET (Executive Team) – FCS – Finance & Corporate Services) - HR (Human Resources - RAG (Race Action Group) - RES (Race Equality Scheme) – SM&C (Strategic Marketing & Communications) – S&C (Scholarship & Collections)

	internal marketing material takes account of diversity of BL employees / the local community		diversity of material used. BIPC case study of the month to reflect Black History Month 2010 was La Diosa, , two female BAME entrepreneurs who launched their luxury jewellery brand.	
RE46	SM&C – BIPC - Review current literature and website information to assess the need to extend written / electronic communication to other languages	Year 1	Operations and Services– Completed Multi-lingual leaflets - translated key information about the BL (exhibitions/reading room requirements/how to find us/opening times etc) into sixteen different languages which can be found on the external website. These are: Bengali, Gujarati, Punjabi, Kosovan/Albanian, Serbian, Yoruba, Somali, French, Spanish, Italian, German, Japanese, Mandarin, Arabic, Polish, Croatian. SEE RE44	Year 1
RE47	SM&C - Organise / hold public events to commemorate & celebrate diversity e.g. Black History Month, Eid, Diwali etc, ensuring publicised externally / internally as funded and appropriate.	Year 1	Strategic Marketing and Communications – Implementation .SM&C Public events <ul style="list-style-type: none"> • The Campaign for Abolition • Ramayana exhibition 0708 • Taking Liberties 0809 • Annual Black History Month schedule of public events • BIPC Success story case studies SEE RE 38	Year 3
RE48	SM&C - Bookshop & other products - consider the range of books / goods held e.g. this last year books to reflect Black History Month or the bicentennial of the abolition of slavery etc	Year 1	Strategic Marketing and Communications – Implementation SM&C Bookshop holds a wide range of diverse books Promotional book are also linked to the Library's exhibition programme.	Year 3
	Corporate Procurement			
RE49	CPU to ensure the BL procurement policy and practice is equality impact assessed to ensure equality is embedded into this process.	Year 1	Finance and Corporate Services – Completed Head of CPU has attended Equality impact assessment training.	Complete
RE50	CPU - To engage with more BAME	WIP for	Finance and Corporate Services - Implementation A Responsible Procurement Policy was published in 2009 linking	Year 3 and ongoing

ABBREVIATIONS – BIPC (Business & Intellectual Property Centre) - BL (British Library) – CPU (Corporate Procurement Unit) EOP – (Equal Opportunities Policy) - ET (Executive Team) – FCS – Finance & Corporate Services) - HR (Human Resources - RAG (Race Action Group) - RES (Race Equality Scheme) – SM&C (Strategic Marketing & Communications) – S&C (Scholarship & Collections)

	suppliers to foster supplier diversity and review progress annually	0809 > 0910	CSR issues to Procurement and seeks to increase contract opportunities to a more diverse supply base including SME's, BAME's, Womens and voluntary organisations. With the Library's goal to increase usage of small to medium enterprises [SME's], the percentage spend with SME's increased 8%, totalling approximately £19 million in Expenditure.	
RE51	CPU - Ensure organisations awarded contract to supply goods / services on behalf of the BL actively support BLs equality and diversity aims.	WIP for 0809 > 0910	Finance and Corporate Services – Planning More work needed for a more detailed assessment of bids in an evaluation process. In light of the Equality Act 2010 and the new approach of the Coalition Government to equality in procurement. A consultation is currently being undertaken once the results of consultation is published then this can be taken forward.	Year 3
RE52	CPU - To ensure internal buyers of services / goods have diversity considerations in their tendering exercise.	WIP for 0809 > 0910	Finance and Corporate Services – Planning Most internal Buyers have attended the Managing Diversity Course. Further Diversity considerations to be added to standard tendering processes to ensure reviewed automatically for each tender. In light of the Equality Act 2010 and the new approach of the Coalition Government to equality in procurement. A consultation is currently being undertaken once the results of consultation is published then this can be taken forward	Year 3
	Benchmarking			
RE53	Action Group - Look to benchmark & forward plan (join a forum e.g. Business in the Community/ Race for Opportunity to keep abreast of external drivers, business case etc	Year 1	Human Resources – Implementation The Library has joined Race for Opportunity and will be undertaking RFO benchmarking exercise in 2010 in order to benchmark progress across standard and to inform further action for Year 3.	Year 3