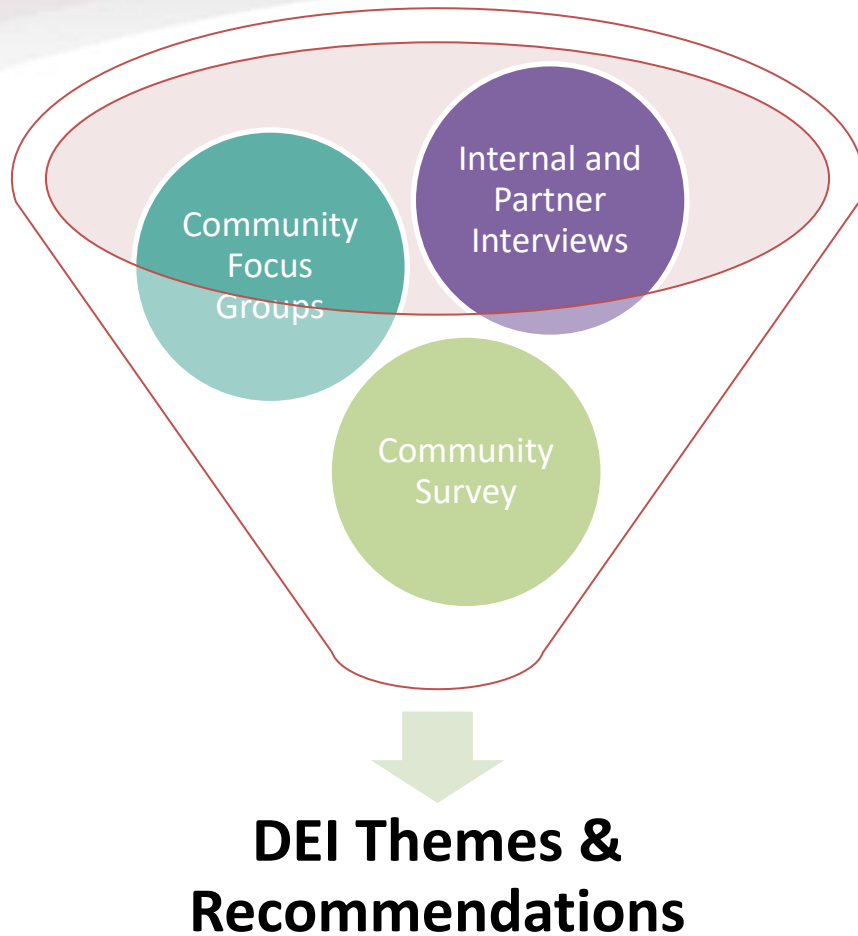
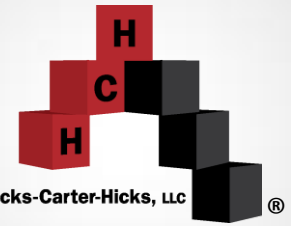


Diversity, Equity, and Inclusion Assessment Results

Presented by H-C-H
for St. Louis County Library



Assessment Process



10 Interviews

- 14 individuals
- Staff, board members, community partners

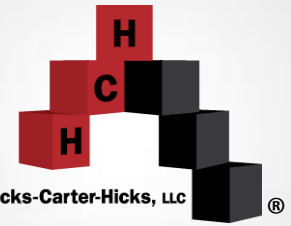
10 Focus Groups

- 81 community members
- In-person & online

Survey

- Community members
- Online only
- 500 participants in analyses
- 1600+ total responses

Helping Clients Build
Better Workplaces™



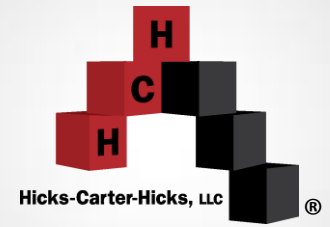
**Helping Clients Build
Better Workplaces™**

Themes

INTERVIEWS



Interview Themes



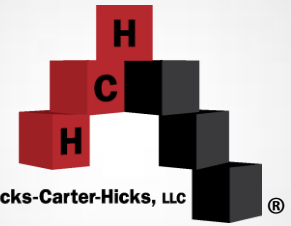
- SLCL offers a wide variety of programming/services/resources to the community
- SLCL has clear priorities and values regarding diversity equity and inclusion
- SLCL partners with organizations to create programs and services that meet the various needs of the community
- SLCL provides a diversity of library materials
- SLCL has experienced challenges in hiring and has taken steps to address them

Themes

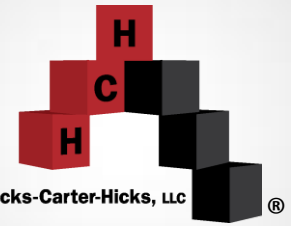
FOCUS GROUPS



Focus Group Themes



- Community is aware of the Library's general commitment to DEI but not the specific aspects of this focus
- There are a wide range of available materials, programming, and events offered to the community
- Staff is very welcoming
- People feel like the Library is inclusive and welcoming to all
- Diversity in hiring is important to the community
- Communication of programs and events is effective but there is a desire for supplemental and alternative approaches
- Participants indicated that the St. Louis County Library is one of the best systems in the country

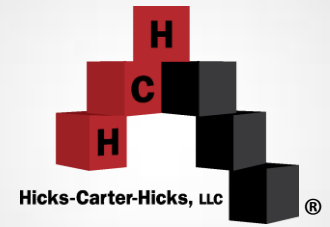


**Helping Clients Build
Better Workplaces™**

Results

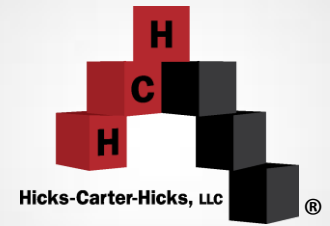
COMMUNITY SURVEY

Key Findings



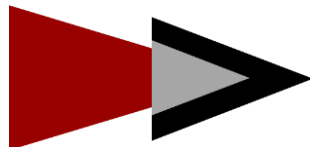
- Responses illustrated the staff's friendliness, helpfulness, and knowledge when interacting with patrons of the Library
- Many participants indicated that they wanted the staff to represent the community being served
- Race/ethnicity breakouts showed relatively consistent patterns among the various groups
 - Example: White and individuals who did not indicate their race/ethnicity responded less favorably to increasing community outreach services and diversity in programming than other racial groups
 - Highlights pressure points & resistance in some of the community

Qualitative Themes



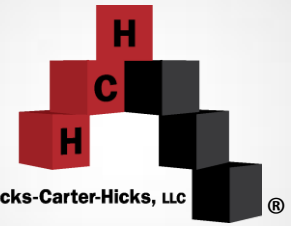
- Continue to ensure diversity of the staff
- Desire for periodic forums where members of the community can provide feedback
- Increase programming, events, and materials targeted to communities that have been minoritized
- Partner with organizations that can further promote DEI
- Library does a great job of providing services and programming that meet the needs of the community

Moving Forward



RECOMMENDATIONS

Recommendations



1. Clearly communicate and connect the Library's priorities and values regarding DEI and how these are achieved through the Library's offerings
2. Continue to maintain partnerships with community organizations and groups that represent minoritized groups or focus on DEI in St. Louis
3. Continue to provide methods for patrons to voice their opinions
4. Continue to amplify minoritized and underrepresented cultures, groups, and voices in programming, events, and materials