BALIS Administrative Council Meeting

AGENDA

July 16, 2021
10:00 a.m. via Zoom

https://us02web.zoom.us/j/81623723367?pwd=U1d6MDFlbHRHYzQ4Tk1YSUZzaHpRdz09
Meeting ID: 816 2372 3367; Passcode: 494143
Call-in Option: (669) 900-6833

I. Call to Order and Introductions McKee

II. Approval of Consent Calendar (Action Item)
   A. Adoption of Agenda McKee
   B. Approval of the April 2, 2021 Minutes McKee Attachment 1, pg. 3

III. Old Business
   A. COVID-19 Reopening Updates and Shareouts McKee
   B. Staff Development Funding Updates McKee Attachment 2, pg. 7

IV. New Business
   A. Update on DEI Work in BALIS Addleman Attachment 3, pg. 12
   B. Review and Determine Continuation of BALIS Staff Development Pilot (Action Item) McKee Attachment 4, pg. 39

V. Reports
   A. Report of System Chair McKee
   B. Report of System Administration Frost

VI. Public Comment - (Individuals are allowed three minutes, groups in attendance, five minutes. It is system policy to refer matters raised in this forum to staff for further investigation or action if appropriate. The Brown Act prohibits the Administrative Council from discussing or acting on any matter not agendized pursuant to state law.)

VII. Agenda Building and Location for Next Meeting on October 1, 2021

VIII. Announcements

IX. Adjournment
Due To The State Of California’s Declaration Of Emergency – This Meeting Is Being Held Pursuant To Authorization From Governor Newsom’s Executive Order N 29-20

The legislative body of a local agency may use teleconferencing in connection with any meeting or proceeding authorized by law. Cal. Gov't Code §54953(b)(1). A "teleconference" is "a meeting of a legislative body, the members of which are in different locations, connected by electronic means, through either audio or video, or both." Cal. Gov't Code § 54953(b)(4). A local agency may provide the public with additional teleconference locations. Cal. Gov't Code § 54953(b)(4).

The teleconferenced meeting must meet the following requirements:

1. it must comply with all of the Act's requirements applicable to other meetings;
2. all votes must be taken by roll call;
3. the agenda must provide the public with an opportunity to address the legislative body at each teleconference location. Cal. Gov't Code § 54953(b).
BALIS Administrative Council Meeting

MINUTES

April 2, 2021
10:00 a.m. via Zoom

Attendees:
Council: Staff:
Cindy Chadwick, Chair, Alameda County Carol Frost, PLP/BALIS
Jane Chisaki, Alameda Free Yemila Alvarez, PLP/BALIS
Tess Mayer, Berkeley Public
Alison McKee, Contra Costa County
Jayanti Addleman, Hayward Public
Nathan Brumley, Livermore Public
Jamie Turbak, Oakland Public
Heidi Murphy, Pleasanton Public
Jane Pratt, Richmond Public
Michael Lambert, San Francisco Public

I. Call to Order and Introductions
The meeting was called to order at 10:04am by Chair Chadwick. The libraries shared introductions.

II. Approval of Consent Calendar
A. Adoption of Agenda
B. Approval of the January 8, 2021 Minutes
The Consent Calendar was approved as presented unanimously via roll-call vote. (M/S Addleman/Chisaki)

III. Old Business
A. Staff Development Funding Updates
The Council continued their discussion from the prior meeting, and libraries provided updates. Five libraries have submitted reports. Pleasanton will be submitting a claim form piggybacking on what Contra Costa County Library has done, using Dr. Lori Watson. They will be doing some internal work with their DEI group. Cultural Humility was submitted by the Hayward Library and they will be doing a half-day program for staff on May 27 through Infopeople. Livermore selected their workshop facilitator, using the organization Zbridge and the presenter Irma. They will hold four workshops with facilitated staff conversations with introductions to some DEI topics. They have offered two workshops so far
which have been good. Alameda County used Niche Academy and usage has been slowly increasing. Many people have attended the training for ‘how to deal with problem behavior during COVID-19 pandemic.’ The second-most attended training was getting hit on by customers, and the training regarding resolving liberal vs. conservative conflict in the workplace was also popular.

B. COVID-19 Updates and Shareouts
Oakland announced their opening of inside services on April 19. They have four sites with computer labs open, and their hours are 10-3 most days of the week. Hayward is tentatively considering limited opening on Monday, April 26 for just the downtown library and will continue to offer curbside. Pleasanton is open 50% of their previous hours. They have no temporary staff and will not have any in the two-year budget cycle. They will discontinue curbside once full-service hours begin. They are looking at partnering with recreation staff for many of their services. San Francisco will be starting to open with the Main Library for browsing and computer access only, then will gradually open up the building with youth centers next and then floors three through six. Only two branches have full HVAC units, so these will be the first to reopen; Chinatown and Mission Bay will likely open in May or June. They will need to have dedicated onsite security at each open location and will be offering SFPL-to-Go everywhere else. Contra Costa County has been open since last June, and have been operating all open hours for front door service. On April 26, the buildings will be open for the public for all open hours at all locations except those being used as COVID testing sites. Those will open at new Fiscal Year. They have been working with Risk Management and the Industrial Hygienist to determine how to best open the buildings. Livermore checked in with Risk Management and the Industrial Hygienist and shared the REALM study. They have an appointment-based in-building system currently and will be open for walk-ins beginning next week. There is no seating but there is limited computer use for one-hour appointments. They have hand-sanitizing stations everywhere. Staff has been great. Are planning on May 10 as opening. Livermore does not have a hiring freeze. They will not be bringing back Sunday hours until they have part-time staffing reinstated. Hayward has been adamant they would not open before July, but the library has been receiving some pressure. Hayward has a policy to allow staff to work at least one day from home so are coordinating this. Alameda Free has been planning for limited openings, and is considering opening the building for 15 minutes at a time. They have no appointments; it will all be walk-up. They are encouraging self-checkout but will have a circulation person available and will be continuing curbside services. There is no timeline to open the branch libraries. Richmond is modeling the County and preparing for an April 26 opening. They will be doing a hybrid model of offering curbside in the mornings and opening for browsing in the afternoons. They are still considering whether the restrooms will be open. Berkeley has significant vacancies at nearly 25%. They have negotiated to begin hiring regardless of the freeze, but staffing is too
low to reopen. They are working on how to find the balance between offering some sort of outdoor service with access to the building and will not be introducing in-person services until closer to July. They will likely offer in-building service at some locations and continue outdoor service at others. Alameda County opened two libraries last week and are limited to 50 people at a time but full access to the building, with two open hours in the morning, then closure, then reopen for two hours. They will be opening three more libraries next week and will continue cascading the openings of libraries until all are open. They will be interested to see how staff will come back, since the County is very big on telecommuting. Livermore is offering distanced/masked storytimes starting next week.

C. Review and Approval of Lawyers in Library Contract
The Council recommended the section for Livermore be amended to remove the Director name. A motion was made and passed to approve the amended contract with the additional change to the Livermore Director. (M/S Murphy/Lambert)

IV. New Business
A. Election of New BALIS Officers for FY 2021/22 through FY 2022/23 Term
The Council expressed gratitude to outgoing Chair Chadwick for leadership and welcomed the new Chair Alison McKee and Vice-Chair Tess Mayer. (M/S Murphy/Lambert)

B. Review of BALIS Meeting Schedule for FY 2021/22
The Council moved the July 2 meeting date to July 16 at 10am.

V. Reports
A. Report of System Chair
Chadwick reported on establishing an Alameda County Chapter for a Youth Poet Laureate. Chadwick will share flyers and links for any parties interested.

B. Report of System Administration
April 8 is the PLP Staff Development Committee Spring Workshop on Compassionate Patron Engagement. There are three different speakers, and the cost has been lowered to $5. PLP is offering a Data Privacy and Cybersecurity Train-the-Trainer series. Both series are starting next week and there is still time to register. PLP has applied for a grant on the intersection of Intellectual Freedom and Social Justice, and the State Library should provide award notifications in April. The preliminary CLSA budget shows a 50% reduction in funds and on May 14 the Governor will release his revised budget, which will indicate whether there is any restoration of these funds. The State Library will receive $10M from the American Rescue Plan, and the IMLS will determine the priority parameters. The PLP Annual Meeting will be on May 21st. San Leandro
has dropped their non-resident fees and have reached out to PLP to discuss becoming a member.

VI. Public Comment
There was no public comment.

VII. Agenda Building for Next Meeting on July 16, 2021
A. Reopening Updates
B. Public Program
C. Staff Development Updates and Pilot Review
D. Strategic Planning (Chadwick)
E. Updates on EDI work in BALIS libraries (Addleman)

VIII. Announcements
The libraries shared announcements.

IX. Adjournment
The meeting was adjourned at 11:47am by Chair Chadwick.
<table>
<thead>
<tr>
<th>FY YEAR</th>
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<tbody>
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Libraries that have not submitted a claim form:

Berkeley Public Library
1. **Briefly describe how you used the staff development funding.**
The staff development funding was utilized by Hayward Public Library (HPL) to hold a mandatory staff-wide training on Cultural Humility in Public Libraries on May 27, 2021. Training was recommended by HPL’s IDEAL (Inclusivity, Diversity, Equity, Accessibility & Learning) team. The training was put on by InfoPeople and discussed the concept of cultural humility as a professional practice. The training gave time for staff to have personal reflections on their own cultural identities, and included small breakout group discussions to share their reflections in a safe space. The training gave practical tools for utilizing cultural humility both with colleagues and patrons in the Library. The cost of the training was $3,500 for this session. BALIS provided $3,000 and the Friends of the Hayward Public Library paid the remaining $500.

2. **Identify barriers or challenges encountered throughout your staff development initiative.**
This Cultural Humility in Public Libraries in its original form is actually a 2-week class that has been offered by InfoPeople. HPL reached out to InfoPeople to see if a half-day introductory version of the course could be customized for HPL. Obviously, condensing 2-weeks’ worth of a class into 3.5 hours is not easy, but the trainer and InfoPeople did an excellent job making this is and informative and valuable class. Most of the challenges were internal for us. Doing this kind of work in an organized manner and getting staff buy-in is not always easy. However, our IDEAL team is making a valiant effort in getting the word out about the importance of educating ourselves and improving our reach with DEI. As the Library’s IDEAL team is relatively new, it was not easy to decide what type of training to provide as the team’s first all-staff IDEAL centered training. It can be difficult to gain momentum with a newly formed group and to all agree on one step and take collective action to make it happen. Add to that, we are also trying to create awareness among an entire staff/team.
3. Report final findings and observations from the staff development project, including any evaluation efforts or statistics gathered (e.g. total staff served, total trainings administered, total products created, details for replicating the event at other libraries, etc.)

Number of Attendees: 45

For the most part, the feedback was positive, and people appreciated the interactive model and found the content to be applicable to real work experiences. Additionally, the breakout rooms where staff could connect with each other on a deeper level than what is normal in the workplace was found to be very valuable.

There was some feedback that the training didn’t go far enough and cover enough ground. The trainer’s style was low key and gentle, which some loved and some didn’t care for as much – but this is normal at any training. But given the time constraints, and also given that this is a sensitive topic which could cause some to feel threatened/uncomfortable, the trainer’s style was effective.

We followed this training up with our own all-staff discussion – in a large group and in small break out groups and that rally added value to the training.

We highly recommend this training to other libraries in BALIS/PLP. The price was very reasonable and both InfoPeople and the trainer, Xan Goodman, were very accommodating to our requests, and expressed openness to tailoring sessions to other lengths and for non-libraries also.
BALIS Staff Development Initiatives Reporting Form

<table>
<thead>
<tr>
<th>Grantee (Library):</th>
<th>Livermore Public Library</th>
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<tbody>
<tr>
<td>Grant Amount:</td>
<td>$3,000.00</td>
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1. Briefly describe how you used the staff development funding.

Our Library used the staff development funding, in conjunction with internally budgeted training funds, to further our EDI (Equity, Diversity, and Inclusion) training efforts. To facilitate this, we entered into an agreement with Irma Zoepf of The Z Bridge, LLC to provide professional development and training to all regular Library staff. Training and professional development was broken into four two-hour sessions over two months and covered a variety of topics including: Handling Difficult Conversations, Understanding Bias and How it Affects Decision Making, Racism in U.S. Historical Context, and Building a Support System: Allyship, Mentorship, Tutorship.

2. Identify barriers or challenges encountered throughout your staff development initiative.

Like so many other activities, the EDI trainings had to be completed online due to the COVID-19 pandemic. While the virtual trainings were successful, the sessions likely would have been more engaging if held in person. Additionally, there were technology issues that created less than ideal conditions for several staff members multiple times during the online sessions. All things considered, the training and professional development was conducted in a smooth and rewarding format, with very few challenges or barriers.

3. Report final findings and observations from the staff development project, including any evaluation efforts or statistics gathered (e.g. total staff served, total trainings administered, total products created, details for replicating the event at other libraries, etc.)

Surveys were completed following every session of the training and development. These surveys were conducted live, allowing staff to exchange ideas and have further discussion of the topics at hand. Moreover, staff were given the opportunity to provide feedback via an online evaluation after each session. Staff evaluations showed a high level of satisfaction with the training sessions. Library staff also had multiple opportunities to meet informally and have additional open and unstructured discussions related to EDI issues and how they affected staff as both employees and individuals.

Each training/development session averaged an attendance of 24-26 people.
1. Briefly describe how you used the staff development funding.

The San Francisco Public Library utilized the staff development funding to partially fund our series of trainings with Be the Change Consulting, Inc. [https://www.bethechangeconsulting.com/](https://www.bethechangeconsulting.com/)

The trainings with Be the Change focused on Service Standards with a Social Justice Lens and Narrating our Journeys of Race and Culture. In the Service Standards with a Social Justice Lens training, participants unpacked the role of identity in how they interact with patrons and grappled with how to navigate complicated but recurring challenges. Participants in Narrating our Journeys of Race and Culture unpacked a framework that described the journeys walked in order to disentangle from institutionalized racism.

2. Identify barriers or challenges encountered throughout your staff development initiative.

For SFPL, our biggest barriers were getting staff to attend our trainings and getting the word out about our training offerings. We had large staff counts redeployed to assist with the City of San Francisco’s emergency response during the COVID-19 pandemic. Many of our staff were not reporting to their regular supervisors, thus it was challenging to get information out to staff about new training we were offering.

3. Report final findings and observations from the staff development project, including any evaluation efforts or statistics gathered (e.g. total staff served, total trainings administered, total products created, details for replicating the event at other libraries, etc.)

The $3,000 grant funded one session of Be the Change training. That training occurred on May 12, 2021. It included 21 participants specifically focused on Narrating our Journeys of Race and Culture. The training was overall met with positive reviews and staff have already inquired about future training with the same vendor. Currently, SFPL is analyzing our ability to continue working with Be the Change Consulting for future SFPL training in relation to our budgetary restraints.
DEI Work at BALIS Libraries: An Update

July 16, 2021
What is DEI work at BALIS Libraries?

- Diversity  
- Equity  
- Inclusion/Inclusivity

- Typically training with a focus on

- Creating awareness or change in
  - Institutional racism
  - Staff behavior/attitudes
  - Programming for the public
  - Public behavior in the library and elsewhere
  - Other
DEI Overview

- All BALIS Libraries are working on moving Diversity, Equity, and Inclusion forward.
- Some are working independently of their City/County. Some are working in concert with their parent organizations.
- A few libraries have made large strides, and some are in the early stages.
- But all BALIS Libraries have a strong commitment and heartfelt DEI goals.
## BALIS leads by offering training grants

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Alameda Free Library

- Spring 2020 - Started work to join the City-wide GARE (Government Alliance on Race and Equity) Team
- City’s focus is currently on Police Force
- Library DEI programs to follow – stay tuned
Alameda County Library

- AC has embarked on thoughtful and in-depth work
- Received a BALIS grant focused on Niche academy DEI Training
- Has cool acronyms to inspire staff (JEDI, REAP)
AC Library REAP (Racial Equity Action Plan) In Practice

1. JEDI Wisdom Emails to All Staff
   - Justice - the establishment or determination of rights according to rules of law and standards of equity

   - Equity - the situation in which all people or groups are given access to the correct number and types of resources for them to achieve equal results; differs from equality, which focuses on the equal distribution of resources rather than equal results

   - Diversity - a multiplicity of shared and different individual and group experiences, values, beliefs, and characteristics among people

   - Inclusivity – the practice or policy of including people who might otherwise be excluded or marginalized, such as those who have physical or mental disabilities and members of minority groups.
JEDI concept: Equity
What does it mean for AC Library

• GARE says it best: “Acknowledging that a person’s race is a principal determinant of whether they enjoy a quality or a voice in their own medical care, compels libraries to focus on race and racial bias in our work. Acknowledging that these same issues impact our workplace culture, hiring and retention, makes racial equity a core priority for every library, everywhere.”

• As we focus on race equity in our work at AC Library, we must closely examine the barriers that prevent people from using or knowing about what the library has to offer. We must also do introspective work, on both the individual and organizational scale, that open paths for each staff member to succeed and thrive. When we identify barriers, we can take actions to break them.
AC Library REAP In Practice

2. JEDI Book Club for AC Library staff
AC Library - Niche Academy Trainings

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<td>How to Debrief Anti-racism Training And Move Your Organization Forward</td>
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<td>How to Do a Library Anti-racism Audit</td>
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<td>Prejudice: How to respond to prejudicial comments from customers</td>
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- Year 1 participant of the CREI initiative (California Libraries Cultivating Race, Equity, and Inclusion)
- More in the works – stay tuned
Berkeley Public Library Action plan

✓ In-house CREI team establishing itself
✓ CREI team creating a work-plan
✓ Building a local equity timeline
✓ Future plans – identify relevant staff training
Contra Costa County Library

- CCCL has an overarching goal of Equitable Access for All and becoming an Anti-Racist Institution
- In-house EDI Committee
- Training initiative to provide racial equity training for all staff over a period of two years
CCCL 2-year Training with Dr. Lori Watson of Race-Work

✓ Dr. Watson was chosen for her experience and dedication to racial equity and diversity, and in leading conversations that may be uncomfortable in matters of equity and inclusion.

✓ CCCL initiative includes listening various sessions between Dr. Watson and Library Leadership, EDI Committee and Dr. Watson.

✓ Mandatory training for staff: Two half day sessions focusing on personally reflective exercises, thought provoking dialogue and race centered instruction.

✓ Approximately 75% of staff have completed the training.
Hayward Public Library

- Strong participation in City-wide GARE training/planning
- In-house IDEA/IDEAL team (Inclusivity Diversity Equity Accessibility Learning)
- Recipient of BALIS Training grant
- Trainings/Discussions recommended by IDEAL team
HPL IDEAL Team recommended trainings

- Mandatory Cultural Humility training lead by Xan Goodman. 3.5-hour training based on a 2-week InfoPeople course.
- iHollaback’s “Bystander Intervention Training”
- Upcoming - Council on American-Islamic Relations Bystander intervention training
- Follow-up discussion sessions with all staff after each training. Includes break out into small groups – with and without managers present
HPL Departmental DEI project: Bookmobile
Livermore Public Library

- LPL EDI Team
- EDI team developing a curriculum for staff training
- EDI centered annual Livermore Reads Together program
- Year 1 participant in the CREI program
Livermore Public Library programs

- 4-month self-led training based on resources like Project Ready and Talking About Race, covers topics such as Defining Race & Racism, Equity vs. Equality, Diversity vs. Inclusion, Social Identities and Systems of Oppression, Historical Foundations of Race, Bias, What it means to be Anti-Racist, and Cultural Competence.

- Livermore Reads together: Rep. John Lewis and Andrew Ayden’s *March* trilogy was selected. Staff were encouraged to attend themed programming around these titles along with the public. Programming included a panel discussion on racism, a screening and discussion of the films *Pushout: The criminalization of Black Girls in Schools* and *John Lewis: Good Trouble*.

- Trainer from The Z-Bridge facilitated four two-hour training sessions and staff discussions about DEI relevant topics
- Year-2 participant in CREI
- BALIS grant for training by Dante King
OPL Training with Dante King

✓ Led staff through multi-day group workshops focused on disrupting bias, increasing awareness of institutional, structural and systemic inequity through the lens of race and gender.

✓ The educational sessions were split into two cohorts to help manage group size. Each cohort attended two sessions that were three hours each.

✓ We also hosted two hour-long debrief sessions -- one for BIPOC staff and one for white staff -- to reflect on our learning and identify next steps.

✓ Many participants felt vulnerable and uncomfortable in this process, and felt that Dante’s facilitation allowed them to learn and self-reflect while experiencing discomfort.

✓ Comment: “I think this was the most compelling and personally convincing training about race I have attended.”
City of Pleasanton Library

- Continued commitment to DEI
- BALIS grant training postponed
- Stay tuned. More to come.
The Richmond Public Library serves a community that is diverse socially and economically, but recognizes that its library patronage, as a whole, does not equitably represent this diversity, a shortfall that calls for the Library to reconnect with its community and reimagine what the Library can be.

The library is working with GARE guidelines and the City’s Equity Plan in an effort to improve quality of life and provide fair outcomes for all Richmond residents regardless of race.
Richmond Public Library steps taken:

✓ Ryan Dowd’s Homeless Library Academy for all staff - empathy-based approach to service

✓ Conducting high-level demographic overview of the community, its diversity, strengths, and needs, high level demographic research using Gale Analytics

✓ Library can more effectively design programs and services to benefit its community and target outreach to areas that are currently underserved
- Full-fledged Racial Equity Plan and REAP

- “San Francisco Public Library must build a culture, space, and workplace that is accessible and welcoming to all current and future employees, and to actively build an environment in which all people, regardless of background, identity, or ability, can be equal participants.”
San Francisco Public Library some steps/plans:

✓ Internal Racial Equity Committee has drafted an internal REAP.

✓ Phase I will focus on internal goals and objectives

✓ Phase II will be developed later this year.

✓ Has hired a dedicated Senior Personnel Analyst to help coordinate and support the implementation of SFPL’s REAP.

✓ SFPL will be hiring a new senior Public Services Manager for Racial Equity Initiatives later this fall.
Questions??

Library Directors to respond directly
To: BALIS Council  
From: Alison McKee, Chair  
Subject: Continuation of BALIS Support for Staff Development Initiatives Pilot  
Date: July 16, 2021  

Background  
BALIS has previously identified staff development activities as a priority for use of BALIS reserves. At the July 10, 2020 BALIS meeting, the Council approved a pilot program to allow PLP to develop a mechanism for managing distribution of BALIS reserves back to the BALIS libraries for use on staff development and training initiatives or activities. For FY 2020-21, a trial was developed consisting of allocating $30,000 of BALIS reserves to be used towards staff development initiatives and activities which could be claimed by the BALIS libraries in an amount not to exceed $3,000 for the fiscal year. It was agreed that the pilot would be reviewed after one year to determine whether it should be continued.

Considerations  
BALIS uses some of its reserves annually to pay for two retirees’ health benefits, so it is important that a healthy reserve balance be retained for these annual costs.

The current reserve balance is $332,938 not including the additional $150,000 of reserve funding that is set aside to cover retiree benefits.

Recommendation  
It is recommended that the Council determine whether they would like to continue the BALIS Staff Development Funding program and allocate $30,000 of BALIS reserves back to the BALIS libraries for FY 2021-22 to be used for staff development initiatives and activities not to exceed $3,000 per jurisdiction.