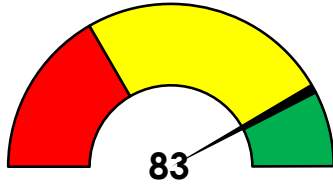


IndyPL Climate Improvement Process Update

9/21/2023

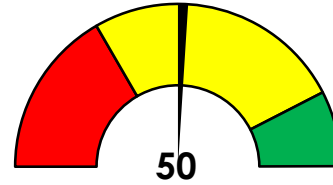
Note: This should be considered a living document subject to change.

1. Improve Board of Trustees Governance



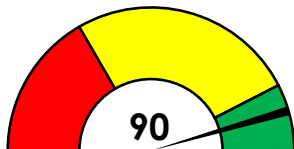
Board review of the IN The Public Trust manual is scheduled September 2023. Both current and future Board members have or will receive more robust training.

2. Implement a Leadership-led Strategy to Restore Trust



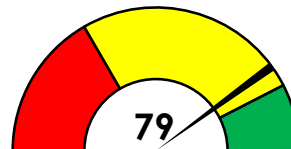
Efforts for clearer policies, expectations, and consistent enforcement of policies in progress. Plans for a follow up climate improvement survey are underway.

3. Update Interview and Hiring Processes to Utilize Structured Interview Methods



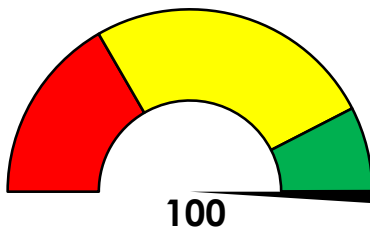
Standard interview questions for largest areas of IndyPL are in place. Manager training on best practices continues. HR Advisory Team will help design interview resource toolkits. Onboarding checklists being reviewed and updated. All qualified internal staff guaranteed at least a phone interview.

4. Update and Reinforce Harassment Reporting and Investigation Processes



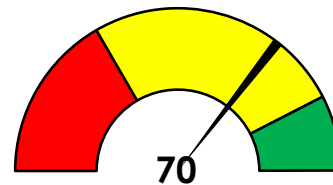
Since the Integra reporting tool was implemented, the board has received its first installment of reports in April 2023. Additional HR and staff training in discussion.

5. Implement Office of Ombuds



After research and discussion, it was determined we will set up internal mediators instead of an Office of Ombuds.

6. Enhance DEIA Learning and Managerial Leadership Training

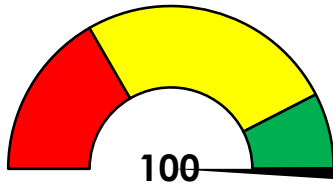


Annual competencies on race and racism continue to be in place with improvement efforts underway. Improved monitoring and analysis of DEIA training rates continue. Initiatives for leadership training with DEIA lens and creation/deployment of annual disability awareness training forthcoming.

IndyPL Climate Improvement Process Update

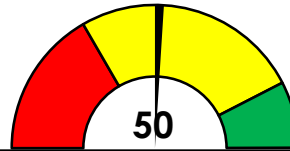
9/21/2023

7. Conduct a Compensation and Pay Review



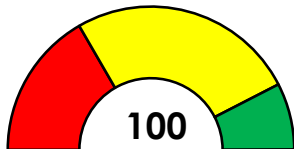
Review and implementation of compensation and pay review has been completed and findings have been implemented. All compensation appeals were reviewed in January and February of 2023. Compensation is continually reviewed annually, budget permitting.

8. Implement Formal Upward Feedback Process for Leadership Positions



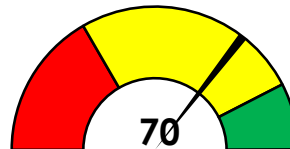
Identifying best practices are in progress. Once best practices are identified, a process will be created and then staff training on the process will begin.

9. Enhance Internal Communication Practices and Processes



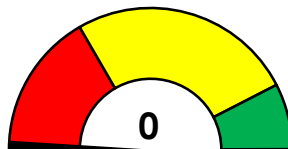
Area Resource Manager meeting notes are shared with staff and Executive Committee meetings are regularly occurring at branch locations. Regular town halls have been implemented for every other month, with the last being conducted in September 2023. DEI updates appear in internal Newsletter.

10. Supplement the 2021-2023 Strategic Plan w/ Robust Internal Employee Facing DEIA Plan



Design and discussion of new Diversity, Equity, Inclusion, and Accessibility (DEIA) plan with clear strategies and goals is underway. DEIA initiative funding and staffing levels and model are being reviewed.

11. Develop a Stewardship Plan for Reviewing and Maintaining Progress on Internal DEIA Plan



Reference Recommendation 10.