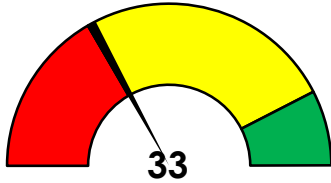


# IndyPL Climate Improvement Process Update

1/26/2023

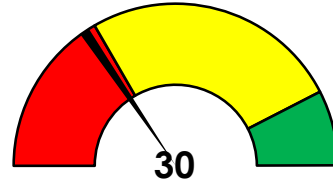
*Note: This should be considered a living document subject to change.*

## 1. Improve Board of Trustees Governance



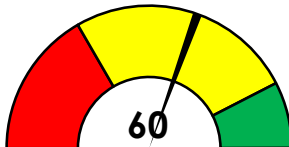
Refresher training on the IN The Public Trust manual completed and Board committee meetings are now on a consistent schedule. More robust training for both current and future Board members. Moving Board meetings to another weekday needs to be explored.

## 2. Implement a Leadership-led Strategy to Restore Trust



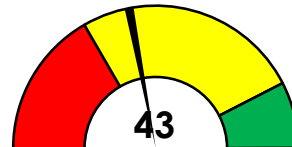
Efforts for clearer policies, expectations, and consistent enforcement of policies in progress. Creation of process for any submitted complaints requiring investigation is underway. Truth and reconciliation efforts on hold based on outside recommendation.

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



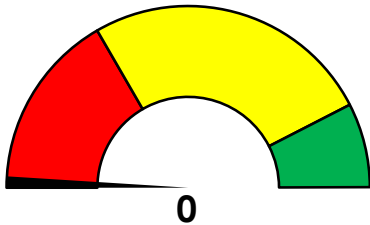
Standard interview questions for largest areas of IndyPL are in place. Manager training on best practices continues. HR Advisory Team will help design interview resource toolkits. Onboarding checklists being reviewed and updated. All qualified internal staff guaranteed at least a phone interview.

## 4. Update and Reinforce Harassment Reporting and Investigation Processes



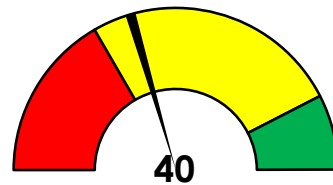
Integra employee complaint reporting tool deployed in Oct 2022. HR Advisory Team will help design investigation procedures. Board will receive semi-annual analysis on submitted complaints. Updates to policies regarding harassment are completed. Additional HR and staff training in discussion.

## 5. Implement Office of Ombuds



Purpose and possible implementation of an Office of Ombuds will be discussed by HR Advisory Team.

## 6. Enhance DEIA Learning and Managerial Leadership Training

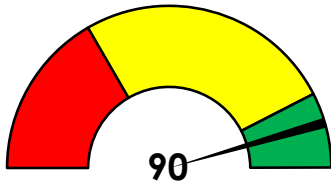


Annual competencies on race and racism continue to be in place with improvement efforts underway. Improved monitoring and analysis of DEIA training rates continue. Initiatives for leadership training with DEIA lens and creation/deployment of annual disability awareness training forthcoming.

## IndyPL Climate Improvement Process Update

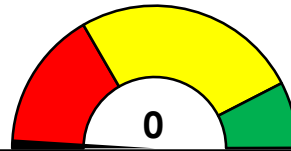
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### 7. Conduct a Compensation and Pay Review



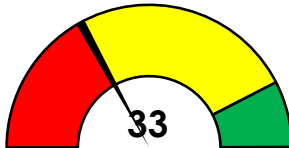
Review and implementation of compensation and pay review has been completed and findings have been implemented. Any compensation appeals will be reviewed in January and February.

### 8. Implement Formal Upward Feedback Process for Leadership Positions



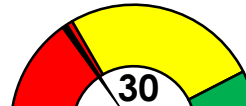
Research and identification of best practices for formal upward feedback process has not yet begun. Once best practices are identified, a process will be created and then staff training on the process will begin.

### 9. Enhance Internal Communication Practices and Processes



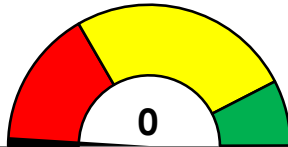
Area Resource Manager meeting notes being shared with staff and Executive Committee meetings regular occurring at branch locations. Regular town halls will be implemented when new interim CEO is in place. DEI updates will appear in internal newsletter. Facilities maintenance schedule dashboard forthcoming.

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



Design and discussion of new 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



This initiative will not begin until the DEIA plan has been finalized.