



# **PUBLIC LIBRARY - FCPL**

## **CALENDAR YEAR 2025 EQUITY IMPACT PLAN**

**Leadership Sponsor:** Eric Carzon, Director

**Equity Lead(s):** Dianne Coan, Acting Deputy Director ; Dustin Booher, IT Project Manager (Digital Equity Lead)

### **Departmental Equity Guiding Statement:**

The Fairfax County Public Library (FCPL) demonstrates its commitment to racial and social equity by building community and promoting literacies for all through programming, community spaces, technologies, and collections of educational and recreational resources; and making all policy decisions within an equity framework.

### **Context:**

In the recent past, public libraries across the US have worked to promote equity in many ways, including reviewing policies through an equity lens to reduce barriers to service and better serve traditionally marginalized communities, eliminating overdue fines to reduce barriers to services, auditing fiction collections to improve representation of traditionally marginalized communities and recruiting and hiring staff who mirror local communities. As part of the larger public library community, FCPL has modified its policies and launched new initiatives to increase equity.

In 2020, FCPL held virtual racial justice programs for the public and FCPL staff. Additionally, a staff-led diversity work group identified celebrations of traditionally marginalized communities that could be celebrated throughout FCPL in the coming year (2021): Black History, Pride, Asian American Native American and Pacific Islander Heritage, and Hispanic Heritage. In response, FCPL received some complaints about LGBTQ Pride displays as well as significant complaints about a drag storybook hour presented in partnership with the McLean Community center during Pride month in June 2021. In addition to expanded and inclusive celebratory occasions, 2021 also saw the Library Board of Trustees vote to eliminate overdue fines on most library materials. Implemented in January 2022, this decision was primarily motivated by equity concerns: removing the fear of accruing fines, thereby encouraging library use regardless of economic circumstances.

In 2022 and through today, FCPL continues to expand its collection to better reflect the community's demographics: offering more world languages, especially for our youngest readers, and books by authors who reflect the County's rich diversity of ancestry, traditions, and lived experiences. Starting in late 2022, anti-library political rhetoric has pulled public libraries into the spotlight. Libraries throughout the commonwealth faced hostile takeovers of Boards of Trustees, political and religious groups demanded radical changes to policy in

an effort to limit the public’s access to materials and information they deemed “inappropriate.” Across the US and in Virginia the most targeted books were by or about Black or LGBTQ people.

FCPL was targeted by this rhetoric in 2023 when the library hosted two world-famous and award-winning authors for separate speaking engagements: Nikole Hannah Jones and Ibram X. Kendi. Both events were spotlighted by partisan media and unfairly presented as divisive and inappropriate expenditures of tax dollars. Their disagreement with the authors’ discussion of race-related issues and the conclusions drawn about many of Virginia’s historical narratives by the author’s work led to the library being targeted for several months.

In 2024, FCPL continued with and expanded its existing efforts. The collection and programming continue to reflect our communities within Fairfax County; FCPL added sessions to English Language Learning and conversation classes, which continue to be one of the top attended sets of programs. Observances in the form of programs, book displays, and resource lists for multiple communities were held, including Black History, LGBTQ Pride, Hispanic Heritage, Military Families, and Native American Heritage. The library also expanded its fleet of Connect Kits, providing Chromebook with mi-fi service to residents and its Early Literacy tablets, ensuring even our youngest patrons have access to digital learning. Technology help and other informational flyers are being made available in languages other than English and Spanish. FCPL also now provides complimentary menstrual products in all women’s and most family restrooms (as fixtures allowed).

### **System-Level Infrastructure:**

FCPL may require help from the One Fairfax central team in the office of the County Executive to support cross-agency “inclusion fair” for communicating and building partnership opportunities. FCPL may require support from the Department of Information Technology (DIT), the Department of Procurement and Material Management (DPMM), and/or the Digital Equity team with Fusion (screen and text reader) initiative on public PCs.

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### DEPARTMENT GOALS

#### Goal 1: Increase diversity in FCPL management and leadership positions.

**One Fairfax Area(s) of Focus:** 16. Intentional, focused recruitment efforts that bolster a diverse applicant pool; hiring and evaluation practices, and processes for employee feedback, to achieve and preserve a culture of equity and fairness for all employees.

**Countywide Strategic Plan Community Outcome Area(s):** Lifelong Education and Learning (LEL); Effective and Efficient Government (EEG)

#### Countywide Strategic Plan Strategies/Metric(s):

**Strategy LEL 14.** Promote career and technical education and associated career paths — including apprenticeship and internship programs — across schools, post-secondary institutions, and workforce development organizations, ensuring accessibility and alignment with projected areas of job demand, and identifying and addressing common barriers.

**Strategy EEG 8.** Improve the county's competitiveness as an employer to recruit, hire and retain a diverse, highly qualified workforce utilizing data to determine barriers and target strategies for marginalized group EEG Metric: Difference between the demographics of the county government workforce and the demographics of the community.

Actions	Stakeholders	Resources/Supports	Responsible	Timeline	Performance Measures
<b>1a. Mentor current staff for management and leadership positions</b>	FCPL frontline staff, FCPL managers, FCPL's Organizational Development Office	FCPL staff and time	Branch Managers, Supervisors	Ongoing	# of CMP requests to shadow; # requests filled; # enrolled in Circ mentorship program
<b>1b. Encourage staff to obtain MLS, including accommodations in work schedules</b>	FCPL frontline staff FCPL managers	FCPL staff and time	Branch Managers, Supervisors	Ongoing	# staff enrolled in MLS programs
<b>1c. Publicize available scholarship funds.</b>	FCPLEA Members, Fairfax Library Foundation (FLF) staff, FLF Board, FCPL's Organizational Development Office.	FCPL & FLF staff and time	FCPL leadership, FLF Scholarship committee, FCPL's Organizational Development office	Ongoing	# scholarships awarded to FCPL staff
<b>1d. Expand vacancy advertisements to include job boards that directly target Black, Indigenous, and People of Color</b>	Library Human Resources (HR), FCPL staff	FCPL Staff and time	Library HR staff	Ongoing	# vacancies advertised on job boards; # applications

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Library and Information Science Students and professionals					received from identified boards
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#### Goal 2: Highlight diversity in FCPL's collection and programming to better mirror the diversity of Fairfax County communities.

**One Fairfax Area(s) of Focus:** 18. Other

**Countywide Strategic Plan Community Outcome Area(s):** Lifelong Education and Learning (LEL)

**Countywide Strategic Plan Strategies/Metric(s):** Strategy LEL 8. Expand year-round literacy and science, technology, engineering, arts and math (STEAM) programs, with a focus on widening the interest and participation of underrepresented students.

Actions	Stakeholders	Resources/Supports	Responsible	Timeline	Performance Measures
<b>2a. Continue marketing of diverse and inclusive collection materials via displays and lists (both print and digital)</b>	FCPL staff	FCPL Staff and time, FCPL Collection	FCPL Technical Operations Staff, FCPL DEI committee, MarCom	Ongoing	# social media posts highlighting inclusive lists; # lists posted to Public Access Catalog and Libby library interfaces
<b>2b. Continue to offer programming that represents and honors our diverse communities</b>	FCPL Central programming, FCPL staff	FCPL staff and time	FCPL Central Programming; FCPL Branch Programming	Ongoing	# events created with observance tags in LibCal; # attendees of those events; # attendees at English Language Learning events/programs
<b>2c. Pilot a partnership initiative with county departments and community organizations to expand educational and inclusive program offerings</b>	FCPL Staff	FCPL Staff and time	FCPL DEI Committee	Spring 2025	Creation of a resources document for all library programming staff; host an Inclusion Fair

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### Goal 3: Equip facilities with the necessary infrastructure and supplies to support the needs of a diverse population.

#### One Fairfax Area(s) of Focus:

8. Neighborhoods that support all communities and individuals through strong social networks, trust among neighbors, and the ability to work together to achieve common goals that improve the quality of life for everyone in the neighborhood.

10. A health and human services system where opportunities exist for all individuals and families to be safe, be healthy and realize their potential through the provision of accessible, high quality, affordable and culturally appropriate services.

17. Policies that prohibit all forms of discrimination under Federal and State law in county and school system activities, and ensure that all practices provide fair treatment for all employees, contractors, clients, community partners, residents, and other sectors who interact with Fairfax County including higher education, business, nonprofit, faith, philanthropy, and civic.

#### Countywide Strategic Plan Community Outcome Area(s): Healthy Communities (HC)

**Countywide Strategic Plan Strategies/Metric(s):** Strategy HC 11. Create healthier environments on county properties through health-promoting policies and encouraging the use of county properties for active recreational use.

Actions	Stakeholders	Resources/Supports	Responsible	Timeline	Performance Measures
<b>3a. Explore feasibility of additional Little Free Pantries on library grounds.</b>	FCPL Staff, FMD Staff	FCPL Staff and time FCPL Friends	FCPL DLT Sponsor, Branch Staff FCPL Supportive Services	Fall 2025	Multiple facilities are identified as viable pantry locations; stretch: one or more installed (beyond GM)
<b>3b. Survey library users regarding facility needs or supplies for their community.</b>	FCPL Strategy Office, FCPL Staff	FCPL Staff and time	FCP Strategy Office FCPL DEI Committee	Summer 2025	Survey conducted; results analyzed, committee ready to recommend actions for 2026.
<b>3c. Expand communications regarding Access Services assistive technology equipment available for lending via any branch</b>	FCPL Staff, AS Staff specifically	AS Staff, FCPL MarCom	FCPL MarCom	Fall 2025	Increase in loan request for equipment housed at AS

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**Goal 4: Target areas of improvement and education identified by the Government Alliance on Race and Equity Employee survey and increase staff awareness of racial equity initiatives in FCPL and the County.**

**One Fairfax Area(s) of Focus:**

10. A health and human services system where opportunities exist for all individuals and families to be safe, be healthy and realize their potential through the provision of accessible, high quality, affordable and culturally appropriate services.

17. Policies that prohibit all forms of discrimination under Federal and State law in county and school system activities and ensure that all practices provide fair treatment for all employees, contractors, clients, community partners, residents, and other sectors who interact with Fairfax County including higher education, business, nonprofit, faith, philanthropy, and civic.

**Countywide Strategic Plan Community Outcome Area(s):** Effective and Efficient Government (EEG)

**Countywide Strategic Plan Strategies/Metric(s):** Strategy EEG 12. Initiate a regular, countywide process for conducting organizational assessments and employee surveys and then implementing identified changes that will lead to improved employee engagement.

Actions	Stakeholders	Resources/Supports	Responsible	Timeline	Performance Measures
<b>4a. Implement training targeting specific knowledge gaps exposed in GARE employee survey</b>	FCPL frontline staff, FCPL Managers, FCPL Administration	FCPL Staff and time	FCPL Administration	ongoing	# staff identified for and who complete targeted training
<b>4b. Assign training on One Fairfax as part of onboarding for all employees.</b>	FCPL staff	FCPL Organizational Development office, Employee U	FCPL HR, FCPL's Organizational development office	Spring 2025	Course is flagged as 90-day mandatory for new FCPL staff; % of staff who complete training
<b>4c. Create a list of identified training resources and investigate feasibility of including in Employee U</b>	FCPL Staff	FCPL DEI Committee, FCPL Organizational Development office, Employee U	DEI Committee; FCPL's Organizational development office	Winter 2025	List created and posted to OD site Confirmed determinations regarding hosting in EmpU

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### COUNTYWIDE GOALS

**Goal 1: Increase opportunities for Fairfax County residents to participate and engage in a connected community.**

**Key Equity Driver(s):**

Equitable Community Development; Cradle to Career Success

**Countywide Initiative:** Digital Equity Plan

**Countywide Strategic Plan Community Outcome Area(s):** Empowerment and Support for Residents Facing Vulnerability (ESFRV); Lifelong Education and Learning (LEL)

**Countywide Strategic Plan Strategies/Metric(s):**

ESRFV 7. Facilitate better access and utilization of services frequently needed by those facing vulnerability through greater co-location of county departments and community-based organizations and through the use of access points in community locations such as schools and libraries, as well as recreation, shopping and community centers.

LEL 5. Expand and enhance the technology skills of learners of all ages.

Department Actions	Stakeholders	Timeline	Performance Measures
1a. Conduct audit of Public PCs to ensure fleet is rightsized overall as well as for each location's community need. Provide a recommendation for minimum fleet size and deployment recommendations.	FCPL staff; Lib-IT; County DIT	Spring 2025	Recommend fleet size for public PCs established; annual budget to maintain current fleet size established;
1b. Conduct audit of Connect Kits to understand attrition rates and provide annualized budgetary information to maintain current fleet size. Recommend right-sized fleet (if different from current fleet size.)	Lib-IT; Cataloging Services	Summer 2025	Audit completed. Report includes current and right sized fleet, attrition rates, replacement costs to maintain current and right-sized fleets.
1c. Deploy Fusion (JAWS and zoomtext) to all public PCs in public libraries to ensure accessibility AND availability for residents with low-vision.	FCPL staff; Lib-IT; Access Services staff; Library Training Dept.	Fall 2025	Fusion is deployed on at least 60% of all Public PCs; Training collateral has been created for staff and public.
1d. Explore feasibility of expanded programming and marketing of "technical" learning resources, such as LinkedIn Learning, Universal Class, Learning Express, etc.	FCPL adult programming; FCPL Central programs; Lib-Marketing, Collection Services staff	2025-2026	Increased usage year over year from CY2024;

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**Goal 2: Communicate agency digital equity plan and create baseline regarding customer obstacles.**

**Key Equity Driver(s):** Equitable Community Development; Cradle to Career Success

**Countywide Initiative:** Digital Equity Plan

**Countywide Strategic Plan Community Outcome Area(s):** Empowerment and Support for Residents Facing Vulnerability (ESFRV); Lifelong Education and Learning (LEL)

**Countywide Strategic Plan Strategies/Metric(s):** ESRFV 7. Facilitate better access and utilization of services frequently needed by those facing vulnerability through greater co-location of county departments and community-based organizations and through the use of access points in community locations such as schools and libraries, as well as recreation, shopping and community centers.  
LEL 5. Expand and enhance the technology skills of learners of all ages.

Department Actions	Stakeholders	Timeline	Performance Measures
2a. Work with other County Agencies to embed digital skills training into existing government services and curriculums, e.g. LinkedIn Learning, Universal Class, Learning Express	Lib-IT, Lib-CSD, Library adult programming staff; Countywide Digital Equity Coordination Team	2025 - 2026	
2b. Share the Digital Equity Action Plan with department staff to develop buy-in and support for implementation of initiatives.	Library Staff; Digital Equity Coordinator; DEI Committee	2025	Plan is shared at Library Management meeting, Circulation Management meeting, Tech Team meeting
2c. Conduct customer journey mapping to identify potential barriers for accessing existing device lending programs.	Library Staff; Lib Strategy office; Countywide Digital Equity Coordination Team	2025	Establish mapping for 3-4 personas, e.g. ELL patron, parent of toddler, 7-12 student, Avid reader, an unhoused patron, etc.

Signed by:

*Eric Carzon*

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Department Director's Signature: