

Addressing

Cultural Services - Library

Capital Programme FIA 2010

Surrey County Council Equality Impact Assessment Template

Stage one – initial screening

What is being assessed?	Library Resources
Service	Customer Services – Library Service
Name of assessor/s	John Case
Head of service	Peter Milton
Date	December 2010 – Reviewed December 2016
Is this a new or existing function or policy?	Existing

Write a brief description of your service, policy or function. It is important to focus on the service or policy the project aims to review or improve.

The Stock Development & Design Team, have a responsibility to:

- Select, order and allocate the lending resources purchased through a range of contracted suppliers. This includes not only books in various formats but also audio books, ebooks and eaudio, DVDs, music scores, newspapers and a range of online references
- Deliver and develop a stock management framework utilising management information systems to enable stock management to be undertaken on a planned and consistent basis.
- Develop and deliver an appropriate stock offer for all service points that uses ways of encouraging increased engagement with reading.
- Work with other colleagues to enhance the promotion and display of stock to encourage increased usage.

The Stock Team select stock each year according to a budget strategy which, as well as outlining areas of stock to be purchased as usual, will also highlight areas of stock that has been identified as requiring increased development. This strategy ensures that stock is purchased to cover the needs of all its users both now and in the future.

The Stock Team work to a budget determined annually by the Surrey County

Council that currently, for 2016/2017 is £1,594,313.

Indicate for each equality group whether there may be a positive impact, negative impact, or no impact.

Equality Group	Positive	Negative	No impact	Reason
Age	✓	✓		<p>Resources are purchased across all age groups.</p> <p>Age specific selections are bought and displayed in libraries to enable ease of selection especially with regard to books for 0 to 12 year olds.</p> <p>Teenagers are less likely to use the library despite specific resources being provided and engagement with this user group is ongoing. Work is being carried out to attract this audience to libraries by involving teenagers in library book selection and layout through the "Headspace" initiative. Alternatives electronic formats may also have an appeal to this audience.</p> <p>Older people are more likely to suffer from poor eyesight so books are also purchased in large print, as spoken word on CD and as downloadable audio.</p> <p>A Library Direct Home Service is also available for people who are unable to visit the library in person owing to ill-health,</p>

				<p>disability, mobility problems or caring responsibilities. Volunteers can deliver both books and audio books directly to a person's home.</p> <p>The loan of spoken word sets does attract a hire charge, but concessionary free loans are available on these as appropriate.</p> <p>Information on the legal aspects of equality is also provided.</p>
Gender Reassignment	✓	✓		<p>Resources are not purchased specifically to cover this topic but we do purchase items in fiction and non-fiction which cover relevant and related issues.</p> <p>We are currently working on highlighting the materials we have through the website to ensure ease of access.</p> <p>Information on the legal aspects of equality is also provided.</p>
Disability	✓	✓		<p>People with disabilities are able to access relevant resources through the libraries.</p> <p>Resources, both adult and children's, are purchased that cover issues surrounding disabilities of all types.</p> <p>A Library Direct Home Service is also available for people who are unable to visit the library in person</p>

			<p>owing to ill-health, disability, mobility problems or caring responsibilities. Volunteers can deliver both books and audio books directly to a person's home.</p> <p>Resources are purchased to assist this equality group, those who assist them and those who live and work alongside them.</p> <p>Children's coverage is mainly through the provision of 'Situation' books (i.e. Books, often stories, designed to be read by or with children that deal with life experiences and situations).</p> <p>People, both adults and children, suffering from poor eyesight are able to access books in large print editions, as spoken word on CD and as downloadable audio.</p> <p>The loan of spoken word sets does attract a hire charge, but concessionary free loans are available on these as appropriate.</p> <p>Resources are purchased and highlighted through book promotions. e.g. "Read Yourself Well" provided a selection of self-help books aimed at people with low to moderate mental health issues to assist them by developing their self awareness and understanding.</p> <p>Information on the legal aspects of equality is also</p>
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				provided.
Sex	✓			<p>Resources, fiction and non-fiction, for all ages are purchased to provide reading and information to both genders.</p> <p>Information on the legal aspects of equality is also provided.</p>
Religion and belief	✓			<p>Resources, fiction and non-fiction, for all ages are purchased to provide information and cover issues surrounding all religions.</p> <p>Resources are purchased both to assist members of the equality group and those who live and work alongside them.</p> <p>Information on the legal aspects of equality is also provided.</p> <p>Donations of religious texts are, when offered, added to stock if they meet our library donations policy. (See page 10)</p>
Pregnancy and maternity	✓	✓		<p>Resources providing information on this subject are purchased for library stock.</p> <p>Children's coverage is mainly through the provision of 'Situation' books (i.e. Books, often stories, designed to be read by or with children that deal</p>

				with life experiences and situations).
Race	✓	✓		<p>Resources, fiction and non-fiction, for all ages are purchased to provide information and cover issues surrounding race.</p> <p>Books are purchased to provide information of other countries and peoples.</p> <p>Resources are purchased both to assist members of the equality group and those who live and work alongside them.</p> <p>For people who do not speak or struggle with English, books, both adult and junior, are made available for loan in other languages. Currently books in dual language (i.e. with the text in both English and another language) are only available in a few languages.</p> <p>We have been working closely with the Chinese Community of Woking to set up a 'Chines Collection' of over 800 titles, in Mandarin, aimed specifically at children and young people. This collection will be housed at Woking Library.</p> <p>Although we do need to use products such as "Mosaic" to ensure that we have identified all possible groups in Surrey, previous work has shown that Surrey</p>

			<p>includes only small groups of non English speakers. Because of this a general approach to language provision is most appropriate.</p> <p>Resources for children are also purchased mainly through the provision of Situations books (i.e. how to deal with situations). Currently situations collections in libraries have become dated in both their content and display and need to be reviewed.</p> <p>Information on the legal aspects of equality is also provided.</p>
Sexual orientation	✓	✓	<p>Resources are specifically purchased to cover sexual orientation in both fiction and non-fiction for adults and young people. Reading lists are made available on the libraries' website and are updated on a regular basis.</p> <p>We actively engage with groups to look at the <i>provision of LGBT related materials</i>.</p> <p>Information on the legal aspects of equality is also provided.</p>
Carers	✓	✓	<p>Resources are purchased both to assist members of this equality group.</p> <p>A "Reminiscence Collection" is maintained to provide resources for carers to assist with their work with people suffering</p>

				<p>from dementia and early onset Alzheimers.</p> <p>Children's coverage is mainly through the provision of 'Situation' books (i.e. Books, often stories, designed to be read by or with children that deal with life experiences and situations).</p>
Other equality issues – please state			✓	
HR and workforce issues			✓	Please indicate if a separate EIA needs to be carried out
Human Rights implications if relevant			✓	

If you find a negative impact on any equality group you will need to complete stage one and move on to stage two and carry out a full EIA.

A full EIA will also need to be carried out if this is a high profile or major policy that will either effect many people or have a severe effect on some people.

Is a full EIA required?	✓ Yes (go to stage two)	No
If no briefly summarise reasons why you have reached this conclusion, the evidence for this and the nature of any stakeholder verification of your conclusion.		
Briefly describe any positive impacts identified that have resulted in improved access or services		

For screenings only:

Review date	
Person responsible for review	
Head of Service signed off	
Date completed	

- Signed off electronic version to be kept in your team for review
- Electronic copy to be forwarded to Equality and Diversity Manager for publishing

Stage 2 – Full Equality Impact Assessment - please refer to [equality impact assessment](#) guidance available on Snet

Introduction and background

Using the information from your screening please describe your service or function. This should include:

- **The aims and scope of the EIA**
- **The main beneficiaries or users**
- **The main equality, accessibility, social exclusion issues and barriers, and the equality groups they relate to (not all assessments will encounter issues relating to every strand)**

The aim of this EIA is to look at current selection and management of stock to ensure that adequate provision is made to meet the needs of the identified equality groups.

It is possible to do this through the purchase of general stock but some provision of more specialist materials (e.g. books in languages other than English) is also required. Rather than creating specific collections of materials for use by equality groups, which leads to the use of these resources being “ring fenced”, it is important to enable customers to find resources relevant to their needs and this can be done through the library catalogue and remotely through the website.

As the selectors of stock for the whole of the Surrey library network, the Stock Team aims to ensure that everybody has access to a range of materials to meet their educational and leisure needs. Stock selection is carried out on a “Total Stock Management” basis whereby stock bought for any one service point is made available countywide through the requests system.

Prior to the beginning of each financial year the total resources budget is subdivided into smaller budgets to enable money to be made available to provide items specified within that year’s budget strategy. It also means that

there is budget available to purchase specific materials and materials in a range of formats.

This division into smaller budgets also allows tighter budgetary monitoring and control and ensures that money is being spent as planned.

Stock is selected for each service point as appropriate taking into consideration the size of library, the stock offer for that library and the budget available.

Donations are also accepted for addition to stock, from members of the public and local groups, to be made available through the library network. Donations are managed in the same way as the stock we purchase and are only accepted on agreement to our policy, which states:

*"We will consider accepting books **in good condition** which -*

- *have been published in the last five years*
- *are recent best sellers*
- *are books on local or community history*
- *are clean copies of a 'classic title'*

The library service reserves the right to use donated materials to the best advantage of the service as a whole, to decide on the most suitable location for donated stock and to dispose of any materials not required as it sees fit. The library service also reserves the right not to accept any donations which are considered unsuitable due to currency, condition or content."

Surrey County Council, Libraries Donations Policy, February 2010

Input into the selection process is important and this is done through consultation with customers, through stock suggestion form available on the libraries website and by the use of social media.

Now describe how this fits into 'the bigger picture' including other council or local plans and priorities.

The Stock Team aim to provide the resources to enable the library service as a whole to improve Surrey County Council's performance and looks at the number of issues achieved from stock and the level of library footfall i.e. people entering the library.

The resources purchased should reflect the needs of the people of Surrey and provide accessibility for all. Stock should also encourage the joy of reading and thereby improve literacy skills in both children and adults.

The resources budget is required to come in on target at the end of each financial year and shown to have gained value for money for the people of Surrey.

All work is done in ways to both meet the requirements of the Public Libraries & Museums Act, 1964 and local and national strategies that are highlighted in

the annual resources budget strategy. Plans to achieve the requirements of the Localism Bill will need to be formulated. The 1964 Act states:

7 General duty of library authorities

(1) It shall be the duty of every library authority to provide a comprehensive and efficient library service for all persons desiring to make use thereof, ... to provide and maintain ... such books and other materials...

(2) In fulfilling its duty under the preceding subsection, a library authority shall in particular have regard to the desirability —

(a) ... by the keeping of adequate stocks, by arrangements with other library authorities, and by any other appropriate means, that facilities are available for the borrowing of, or reference to, books and other printed matter, ... sufficient in number, range and quality to meet the general requirements and any special requirements both of adults and children...

Public Libraries and Museums Act 1964

Evidence gathering and fact-finding

What evidence is available to support your views above? Please include a summary of the available evidence including identifying where there are gaps to be included in the action plan.

Remember to consider accessibility alongside the equality groups

How have stakeholders been involved in this assessment? Who are they, and what is their view?

This assessment is based on information and feedback collected from a variety of stakeholders. The information is mainly quantitative although opinions sought through questionnaires and outcomes from professional discussion are included.

The major stakeholders involved include:

- Library users
- Other Library Service Teams
- Other Surrey County Council colleagues

Library users

Feedback from library users has been used to inform this assessment into the selection process through the use of the following:

- Book issue statistics by genre or specific titles
- PLUS and E-PLUS surveys (see page 13)
- Stock suggestion form
- Request service including requests per title statistics and option to

purchase where the item requested is not held in stock

- Customer complaint/comment form
- Surrey County Council departmental reports e.g. Corporate Policy department report, “Hear us, see our diversity” (see page 11)
- Forthcoming work with possible Community Partnered libraries will provide feedback for inclusion in future assessments on stock provision.

Other Library Service Teams

Other library teams have also provided input into this assessment:

- Digital Services Team – reference purchase, including hardcopy and online, and monitoring. Regular meetings with the Digital team are used to highlight areas of stock where reference and lending overlap and to discuss trends in customer resource requirements. In addition, they provide stock related feedback from the web e.g. Twitter, which has been used in this assessment. The Team are also involved in assisting the Stock Team to market the book stock through the library website and Twitter, and are working to develop the catalogue function.
- Library Information Service – public library information service. Stock related enquiries/comments are filtered through to the Stock Team and dealt with as appropriate. These indicate customer needs and provide direct customer feedback.
- Community Connections – provide stock related feedback from outreach projects which has been included in this assessment. Projects currently include “Headspace” and the Team’s ongoing work with local schools which include involvement of staff from the Stock Team as appropriate.
- Customer Network Team, Cluster Managers and frontline staff – as the public face of the service, staff receive stock related enquiries/comments from the public which are passed through to the Stock Team and dealt with as appropriate. These comments are used to indicate customer needs and show trends in use through customer feedback.

Other colleagues

Other Surrey County Council colleagues will also provided input into this assessment:

- Cultural Services Group
- DEG

Analysis and assessment

Given the available information, what is the actual or likely impact on minority, disadvantaged, vulnerable and socially excluded groups? Is

**this impact positive or negative or a mixture of both?
(Refer to the EIA guidance for full list of issues to consider when making your analysis)**

Given the current position, resource provision is well placed to improve the service to equality groups with a number of reviews and projects being proposed. We will need to ensure that we work closely with other library service teams, county council departments and our customers, or potential customers, to enable delivery of these (see “Recommendations” section)

Most of the current negative impacts highlighted can be significantly reduced given staff time and the continued maintaining of the resources budget. There are no negatives which would constitute unlawful discrimination but these would need to be continually monitored to ensure that.

It is important to continue to re-evaluate the current positive impacts to ensure that these are maintain and improved.

What can be done to reduce the effects of any negative impacts? Where negative impact cannot be completely diminished, can this be justified, and is it lawful?

Although most negative impacts are as a result of insufficient marketing which will be redressed (see “Action Plan”), some areas are however outside of our control or are dependent on budget availability:

- The reduction in the availability of title published in Large Print and Spoken Word formats, in comparison to the number of titles published generally, is a decision made by publishers based on a business decision.
- Although our suppliers can provide us with books in languages other than English, we are not able to obtain dual language texts. The supplier has made a decision not to purchase this format and we do not have the budget available currently to provide multiple copies of titles in a large number of languages in this format.

Where there are positive impacts, what changes have been or will be made, who are the beneficiaries and how have they benefited?

The Stock team will continue to purchase resources using methods currently used. It will also continue to monitor stock performance using the methods available to them.

Positive impacts that require changes to be made have been identified and listed in the “Recommendations” section.

Recommendations

Please summarise the main recommendations arising from the assessment. If it is impossible to diminish negative impacts to an acceptable or even lawful level the recommendation should be that the proposal or the relevant part of it should not proceed.

- Improve our use of the information available on equality groups in Surrey and create an action plan that ensures their views are heard.
- Use of “Mosaic”, “surreyi”, digital exclusion maps and other socio demographic tools to identify possible usage and determine the service user profile.
- Link improved information to enable the delivery of the localism agenda.
- Improve the method of stock performance monitoring.
- Implementation of an online stock suggestion process to extend access to it
- Ongoing highlighting of areas of stock through the use of the website and active promotions.
- Review and market the current use of “Situations Collections”
- Review and market the current provision of foreign language materials
- Work closely with suppliers to optimise the stock selection process and increase best value from our budget.
- Increase staffs training to ensure all services are fully marketed to our customers.
- Create and update staff awareness of the services available to equality groups.
- Ensure that the EIA action plan becomes part of the business plan of all teams involved so that it can be demonstrated that the outcomes of this report have led to a service improvement.

Action Plan – actions needed to implement the EIA recommendations

Issue	Action	Expected outcome	Who	Deadline for action
Need to improve our use of information on equality groups in Surrey	Further application of demographic data such as “Mosaic”. Develop a strategy to get the views of these groups	More targeted resource expenditure. Increased monitoring of services	Stock Team, SCC Policy & Performance Team	December 2017
Increased need to involve users and non-users in the resource selection process	Trial and implementation of “Headspace” and other projects to involve users in stock selection	Improved customer involvement. Enable practical customer support. Increase customer satisfaction with book stock to 80%	Stock Team	Ongoing
Need to improve the marketing and delivery of identified equality group resource provision	Review and re-present the current provision of materials through “Situation Collections”	Improved customer service. Improved customer access to services. Increase customer satisfaction with book stock to 80%	Stock Team	December 2017
Need to improve the marketing and delivery of identified equality group resource provision	Review and re-present the current provision of materials to cover LGBT interests and information needs	Improved customer service. Improved customer access to services. Increase customer satisfaction with book stock to 80%	Stock Team, community Connections Team	December 2017
Need to improve the marketing and delivery of identified equality group resource provision	Review and re-present the current provision of foreign language material	Improved customer service. Improved customer access to services. Increase customer satisfaction with book stock to 80%	PEST, Programme Team, Virtual Team	December 2017
Requirement to	Work with suppliers on	Better value for money.	Stock Team ,	Ongoing.

optimise supplier efficiencies in selection and delivery	selection tools and direct delivery options	Faster availability of new titles	Contracted suppliers	
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- Actions should have SMART Targets
- Actions should be reported to the Directorate Equality Group (DEG) and incorporated into the Equality and Diversity Action Plan, Service Plans and/or personal objectives of key staff.

Date taken to Directorate Equality Group for challenge and feedback	December 2010
Review date	Annually
Person responsible for review	John Case
Head of Service signed off	Peter Milton
Date completed	December 2016
Date forwarded to EIA coordinator for publishing	

- **Signed off electronic version to be kept in your team for review**
- **Electronic copy to be forwarded to your service EIA coordinator to forward for publishing on the external website**

EIA publishing checklist

- Plain English – will your EIA make sense to the public?
- Acronyms – check that you have explained any specialist names or terminology
- Evidence – will your evidence stand up to scrutiny; can you justify your conclusions?
- Stakeholders and verification – have you included a range of views and perspectives to back up your analysis?
- Gaps and information – have you identified any gaps in services or information that need to be addressed in the action plan?
- Legal framework – have you identified any potential discrimination and included actions to address it?
- Success stories – have you included any positive impacts that have resulted in change for the better?
- Action plan – is your action plan SMART? Have you informed the relevant people to ensure the action plan is carried out?
- Review – have you included a review date and a named person to carry it out?
- Challenge – has your EIA been taken to your DEG for challenge
- Signing off – has your Head of Service signed off your EIA?
- Basics – have you signed and dated your EIA and named it for publishing?

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