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Making Surrey a better place

Addressing Inequalities

Cultural Services - Library Service - Resources EIA 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	**Graham Haiselden**
Head of service	**Peter Milton**
Date	**December 2010**
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 Team, as part of the Property, Environment and Stock Team (PEST), 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 DVDs, CDs and maps.
- 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 PEST and other colleagues to enhance the promotion and display of stock to encourage increased usage.

The Team select 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 have 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

2

Council that currently, for 2010/2011 stands at approximately £1,800,000.

A similar budget in 2009/2010 enabled the purchase of the following number of volumes:

- Adult Fiction   102862 volumes (including Large Print)
- Adult Non–Fiction   49131 volumes (including Large Print)
- Children's Fiction   38882 volumes (including Large Print)
- Children's Non-Fiction   2647 volumes

- Adult Spoken Word   3497 volumes
- Children's Spoken Word   1410 volumes

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	✓	✓		Resources are purchased across all age groups. 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. Teenagers are less likely to use the library despite specific resources being provided. However, currently we are unsure that we purchase the right stock to attract them in and research on this is required. Work is also 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.

				Older people are more likely to suffer from poor eyesight so books are also purchased in large print editions, as spoken word on CD and as downloadable audio. Subscriptions are also paid to enable qualifying individuals to use the RNIB "Talking Book" service. There is however a reduced selection of titles as not all books are produced in these formats. The loan of spoken word sets does attract a hire charge, but concessionary free loans are available on these as appropriate. Information on the legal aspects of equality is also provided.
Gender Reassignment	✓	✓		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. We are currently working on highlighting the materials we have through the website to ensure ease of access. Information on the legal aspects of equality is also provided.
Disability	✓	✓		People with disabilities are able to access relevant resources through the libraries.

| | | | | Resources, both adult and children's, are purchased that cover issues surrounding disabilities of all types.

Resources are purchased to assist this equality group, those who assist them and those who live and work alongside them.

Children's coverage is mainly through the provision of Situations books (i.e. Books, often stories, designed to be read by or with children that deal with life experiences and situations). Currently situations collections in libraries have become dated in both their content and display and need to be reviewed.

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. Subscriptions are also paid to enable qualifying individuals to use the RNIB "Talking Book" service. There is however a reduced selection of titles as not all books are produced in these formats.

The loan of spoken word sets does attract a hire charge, but concessionary free loans are available on these as appropriate.

Resources are purchased |
|---|---|---|---|---|

				and made 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. Information on the legal aspects of equality is also provided.
Sex	✓			Resources, fiction and non-fiction, for all ages are purchased to provide reading and information to both genders. Information on the legal aspects of equality is also provided.
Religion and belief	✓			Resources, fiction and non-fiction, for all ages are purchased to provide information and cover issues surrounding all religions. Resources are purchased both to assist members of the equality group and those who live and work alongside them. Information on the legal aspects of equality is also provided. Donations of religious texts are, when offered, added to stock if they meet our library donations policy. (See page 10)

Pregnancy and maternity	✓	✓		Resources providing information on this subject are purchased for library stock. Children's coverage is mainly through the provision of Situations books (i.e. Books, often stories, designed to be read by or with children that deal with life experiences and situations). Currently situations collections in libraries have become dated in both their content and display and need to be reviewed.
Race	✓	✓		Resources, fiction and non-fiction, for all ages are purchased to provide information and cover issues surrounding race. Books are purchased to provide information of other countries and peoples. Resources are purchased both to assist members of the equality group and those who live and work alongside them. 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. 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 includes only small groups of non English speakers. Because of this a general approach to language provision is most appropriate. 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. Information on the legal aspects of equality is also provided.
Sexual orientation	✓	✓		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. We currently do not actively engage with groups to look at the provision of LGBT related materials. We are currently working on highlighting the materials we have through the website to ensure ease of access. Information on the legal aspects of equality is also provided.
Carers	✓	✓		Resources are purchased both to assist members of this equality group.

				A "Reminiscence Collection" is maintained to provide resources for carers to assist with their work with people suffering from dementia and early onset Alzheimers. Children's coverage is mainly through the provision of Situations books (i.e. Books, often stories, designed to be read by or with children that deal with life experiences and situations). Currently situations collections in libraries have become dated in both their content and display and need to be reviewed.
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 held 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 although this is currently done through requests and stock suggestions a more positive approach needs to be taken through the input of user groups.

The latest PLUS survey for adults conducted in 2009 (20 libraries) found that regarding the questions asked about resource provision:

- 77% on average found the choice of books in their library to be Satisfactory/Very Good/Good

11

- 89% on average found the physical condition of the books in their library to be Satisfactory/Very Good/Good

There has also been a Surrey County Council, Corporate Policy department report, "Hear us, see our diversity" which met with various equality groups in 2010 to discuss the services offered to them by the Council. A number of comments were made regarding the library service and its resources, although it should be remembered that these were comments made by individuals and are personal impressions.

- "Hardly used, not advertised enough"
- "We must keep providing paper based formats"
- "Staff in libraries don't always seem aware of guidance, clarity needed for staff and faith and belief groups and this needs to be shared with faith groups"
- "More space to be given to YP 15 to 16 years…"
- "There should be more books targeted at young people…"
- "Like to see more reading schemes to reward young people for reading books"

The main equality issues identified with the current resource selection and management process are:
- Teenagers are less likely to use the library despite specific resources being provided.
- Although books are made available in other formats such as Large Print and Spoken Word, there is however a reduced selection of titles available as not all books are produced in these formats.
- Where resources are not purchased specifically to cover equality topics more work needs to be undertaken to ensure that any available materials held can be identified.
- Situation Collections are in need of updating.
- The lack of availability of dual language materials.
- Need to engage with user and non-user groups to improve and increase customer input into the stock selection process.
- Need to research and engage with groups on stock selection to attract under represented groups to use the service.
- Possible reduction in the budget available.

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

In Autumn 2010 the County Council undertook a Public Value Review of the library service as part of an authority wide process.
The findings of this review are currently under discussion at Councillor level, and there may be an impact on resource selection and management following this process. Full input to the process has been made by PEST members.

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

 We gather evidence about our customers of the type which allow us to successfully monitor stock performance:

- Issue rates by subject and genre are recorded on a regular basis. These can be assessed to determine changing customer needs.

- The performance of new items added to stock is measured through a regularly updated report to assess the success of the stock selection process.
- Regular reports are produced for libraries to assess low performing items of stock and to highlight stock which is performing well and may be in need of replacement.
- Borrower statistics are maintained. It is important for the selectors of stock to have an understanding of our users especially within the junior category which covers from 0 to 12 years split into 0 to 5, 5 to 8 and 8 to 12 groups. These age ranges cover a huge range of needs and abilities, all of which need to catered for. The number of children in each age range will determine the amount of budget and therefore amount of materials bought. Changes to these numbers could have a dramatic impact on formulating our buying policies.
- Use of national evaluations such as "Summer Reading Scheme". Reading schemes such as this offer an opportunity to look at which age groups are using the library more regularly. The "Summer Reading Scheme" also gives us the opportunity to compare our services to those provided by other library authorities and to benchmark our services.
- PLUS and e-PLUS surveys are carried out regularly. These include feedback from the public on their satisfaction with stock levels and availability.
- The use of other Surrey County Council departmental research is valuable to us as a provider of current public opinion towards the services of the Surrey County Council.
- The use of focus groups e.g. "Headspace" for teenagers is in the process of being formed.
- All customer comments, complaints and other feedback is monitored and reacted to as appropriate. A number of these relate to stock selection and management often asking as to why a specific title has not been purchased, making a suggestion for a title to be added to stock and, more increasingly, authors and small publishers marketing their latest title/s.
- Information from our library management system enables us to see where reservations on individual titles reach a level where more copies are required
- The use of Bright Books for foreign language is monitored to assess usage.
- Comparisons of stock performance with other library authorities are made through CIPFA (The Chartered Institute of Public Finance and Accountancy). Current figures, in comparison to Surrey's 15 nearest neighbour county authorities, show that:

  - At April 2009, Surrey had over 1.7 million in total book stock putting it into the top quartile.
  - A large amount of reserve/unallocated stock means that total lending stock per 1,000 population puts them in the third quartile
  - Surrey has the highest number of books per 1,000 of the

> population (1,568) compared to its nearest statistical neighbours
>   ▪ In 2009, 48.6% of Surrey adults used a public library. This places it in the top quartile among all library authorities
>   ▪ Surrey's physical library visits figure is high (third highest) but, when adjusted to reflect it's high population it comes in the third quartile
>   ▪ Surrey's virtual library visits show a significant growth
>   ▪ Surrey's performance as a net supplier of inter-library loans far exceeds that of others
>   ▪ Surrey spends on average £1.36 (4 pence higher than the median) on book stock per head of population

Sources of evidence may include:
- Service monitoring reports including equality monitoring data
- User feedback
- Population data – census, Mosaic
- Complaints data
- Published research, local or national.
- Feedback from consultations and focus groups
- Feedback from individuals or organisations representing the interests of key target groups
- Evidence from partner organisations, other council departments, district or borough councils and other local authorities

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:

- Information Services Team (IST) – reference purchase, including hardcopy and online, and monitoring. Regular meetings with the IST are used to highlight areas of stock where reference and lending overlap and to discuss trends in customer resource requirements.
- IST "Enquiries Direct" 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.
- Programme Team – 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. The Programme Team also are involved in the provision of book promotions in libraries that include a full range of fiction promotions (e.g. "Orange Prize", "Man Booker" etc.) and self-help promotions such as "Read Yourself Well". Organised author events also link into the provision of general book stock. Programme Team also maintain a "Reminiscence" collection for use by carers.
- Virtual Services Team – provide stock related feedback from the web e.g. Twitter which has been used in this assessment. The Virtual Team are also involved in assisting the Stock Team to marketing the book stock through the library website and Twitter, and are working to develop the catalogue function.
- Sector Team, Library Managers and staff – as the public face of the service, Library Managers and their 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 ensue 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?

17

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.

- Trial of "Headspace" and other pilot projects to involve users, and potential users, in library resource selection.

- 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 2011
Need to improve stock performance monitoring	Application of the "SmartSM" or similar product	More targeted resource expenditure. Better use of stock. Increased value for money. Increase customer satisfaction with book stock to 80%	Stock Team, Tech Group, Sector Team	Autumn 2011
Need for the implementation of an online stock suggestion form	Formulation and launch of a website	Improved customer service. Ease of access for the public in to the selection process. Increase customer satisfaction with book stock to 80%	Stock Team, Virtual Services Team	Summer 2011
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%	Programme Team, PEST, Sector 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%	PEST, Programme Team, Virtual Team	December 2011

			December 2011
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%	PEST, Programme Team, Virtual Team	December 2011
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 2011
Requirement to optimise supplier efficiencies in selection and delivery	Work with suppliers on selection tools and direct delivery options	Better value for money. Faster availability of new titles	Stock Team , Contracted suppliers	Ongoing. First direct delivery April 2011
Need to increase staff awareness of equality issues	Increase staff training to include all services are fully included	Improved customer service. Increase customer satisfaction with book stock to 80%	Training Forum, PEST, Sector Team	Summer 2011

- 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	31st March 2011
Review date	April 2012
Person responsible for review	Graham Haiselden
Head of Service signed off	12th May 2011
Date completed	13th May 2011
Date forwarded to EIA coordinator for publishing	13th May 2011

- **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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