

## Update on actions for the Library resources EIA – February 2013

Issue	Updated action	
Need to improve our use of information on equality groups in Surrey	Staff within the stock team have had Mosaic training and are working closely with the libraries' Programme team to develop links with equality groups. For example - discussion and consultation has taken place with LGBT community regarding stock. Discussion has also taken place with the Woking Disability Access Group concerning stock and stock layout.	
Need to improve stock performance monitoring	The library service now subscribes to Smarts, a powerful stock management tool and we have been working closely with our Smarts contract manager and colleagues in the Performance & Policy Team, to improve stock selection and stock management processes. The management information has enabled us to improve our stock selection to equality groups, for example, more targeted health stock, introduction of LGBT collections, a focus on Large Print non-fiction titles. Customer satisfaction with stock at two recently survey libraries shows an 89% satisfaction rate for choice.	
Need to implement an online stock suggestion form	Completed. This is now live on the SCC libraries website	
Increased need to involve users and non-users in the resources selection process	<p>Ongoing – Teenagers have been involved in the selection process for the Headspace project at Farnham library and they now select stock for all libraries in Surrey, working closely with the stock selection librarian for Children &amp; young people.</p> <p>From April we will be holding stock open days at libraries across the county, to give customers an opportunity to meet stock staff and let us know what they think of the stock in their respective libraries. It is our intention to set up a public stock forum. We also engage about stock with the public through Twitter.</p> <p>The stock team have also been working closely with CPL Steering Groups to re-position their stock and respond more effectively to local need. £10K has been allocated in the resources budget for 2013-14 to enable each CPL to make stock suggestions.</p>	
Need to improve the marketing and delivery of identified equality group resources provision	<b>Situations collections</b> – books for parents and carers on a variety of life situations have been repositioned in our refurbished libraries.	

	<p><b>LGBT</b> – collections have been introduced and marketing online and in hard copy.</p> <p><b>Foreign Language Collections</b>  On-going – we work with the suppliers, to provide a range of Foreign Language Stock. The service has used Mosaic to understand ethnic demographics the range of stock of languages has been adjusted.</p>	
Requirement to optimise supplier efficiencies in supplier selection and delivery	<p>We have negotiated substantial discounts with our two preferred suppliers.</p> <p>In addition, Smart SM has enable us to make better use of current book stock for example – to re-circulate under- performing stock and maximise performance without the need to buy new copies of particular titles.</p>	
Need to increase staff awareness of Equality issues	<p>Ongoing – training has been undertaken by staff. Resources training has been revised for library staff.</p>	