Updated EIA action plan

Main equalities issues identified in July 2012 Equality Impact Assessment

1. Four main issues were identified, that had the potential to result in positive, negative and/or neutral impact on persons with protected characteristics.

A - Recruitment, training and management of volunteers:

2. The main concerns raised were:

- The level of training volunteers would receive.
- The impact from volunteers working shorter and less frequent shifts than staff.
- The number of volunteers in the library at any one time.
- The level of supervision and ongoing county council support.
- Whether there will be adequate supervision and oversight of volunteers.
- Concerns that vulnerable adults and their carers may have safeguarding concerns about using a library run by volunteers rather than paid staff.

3. Concerns were particularly focussed on CPLs' abilities to adequately support the frail elderly, children, and people with disabilities, as well as people seeking information on sensitive matters, such as sexuality or family breakdown.

4. The EIA detailed the mitigation put in place by the service to combat these potential negative impacts – notably the high levels of continuing support in relation to training and performance management, access to a wide range of library services such as the online catalogue and Enquiries Direct for information enquiries, and the continued commitment to maintain and rotate the stock.

B - Access to services

5. The main concerns raised were:

- Removal of the library management system and associated functions e.g. accessing borrower history.
- Whether the self-service kiosks would present a barrier to using the library for some customers and whether CPLs could support customers adequately to use them.
- The number of public access computers.
- Accessibility problems at Lingfield Library.
- The continued provision of stock.
- Whether volunteers can provide support to use other library services, such as the photocopier.
- Loss of specialist expertise of paid and trained staff
- Concerns were particularly focused on people who would be less able to self-serve, e.g. people with a disability, particularly a learning disability or visual impairment, and frail elderly people. While some customers have an alternative library nearby, customers at more rural/isolated branches may not find it as easy to use an alternative should they be discouraged from using the library once it is a CPL.

6. Mitigation to address these concerns centred around the commitment to ongoing high levels of support from training and on-site support from the Library Service, as well as the detailed work that had been conducted to revise procedures and ensure customers can continue to access the same range of services in a CPL as compared to a branch library. Further mitigation was also proposed, in the form of the continued provision of the building and book stock, including spoken word, hearing loops, housebound service, access to professional librarians via Enquiries Direct, and comprehensive online services.

C – Sustainability in the medium to longer term

7. The main concerns raised were:

- Whether sufficient numbers of volunteers will come forward and anxiety about any potential reduction in service levels if they do not.
- Longer term ability to sustain adequate numbers of volunteers.
- Concerns were particularly focused on the impact on sectors of the whole community if the library was closed. The EIA noted that any reduction in the service level would impact particularly on people less able to travel to an alternative or use online services, such as the elderly, people with disabilities, children and carers. People who find it hard to adapt to change, such as a person with a disability on the autistic spectrum would also find any such change upsetting.
- Mitigation was again focussed on the ongoing support from the Library Service, performance management, and opportunities for CPLs to generate income.

D - Other issues arising from the EIA process

8. The main issues raised were:

- Requesting changes to, or expressing opposition with, the consultation process.
- The joining process for people with no permanent address, such as some Gypsy, Roma and Traveller people.
- Process for changing personal details for people undergoing gender reassignment or divorce.
- Increasing use of the library service by under-represented groups, such as young adults.
- Accessibility issues for people with a visual impairment.

9. Actions were identified to address these issues where appropriate, and this was included in the EIA action plan.

Reflection on issues arising in implementing the CPLs

10. The Library Service is satisfied that the mitigating actions identified in the July 2012 EIA remain sufficient to address potential negative impacts, particularly with the ongoing focus on continuous improvement around training.

11. As part of this mitigation, the service has put in place measures to ensure any further equality issues that arise are identified quickly, so that they can be managed. This includes regular meetings with steering groups, the on-site presence of the CPL Support Team, the ongoing analysis of customer surveys, and monitoring of comments and complaints.

12. The use of self-service is one area that continues to divide opinion. Some customers, particularly the elderly, would prefer to speak to a person, than use a machine. There has also been disappointment at losing some of the functions that could previously be achieved via the staff terminal. None of the comments received have suggested that the use of self-service has prevented them from accessing library services. Mitigation is in place and includes - volunteers are

readily available to support customers to use the kiosks, and can use the CPL laptop to log into the online library to access a borrower's account details, with the customer's consent.

13. Customer comments in the user surveys indicate that some customers have been disappointed at losing the named member of staff who had previously worked in the library. Many customers however, also praised the volunteers and their hard work, and none of the comments analysed to date have suggested that the presence of volunteers has prevented them from using the library.

14. Volunteers speaking at the Communities Select Committee on 26 September 2013 acknowledged that it was more difficult for volunteers to remember all their training, given that they are working less frequently than paid staff. The high retention rates of volunteers being reported by the Steering Groups indicates that this issue will reduce over time. In the meantime, steering groups aim to ensure a blend of skills and experience for all shifts, supported by a team leader, and all volunteers are encouraged to make good use of their link library, the CPL Support Team and Enquiries Direct for any queries about which they are unsure.

Empowerment Boards[1]:

15. The Library Service has attended meetings of the Empowerment Boards over the summer 2013, to update the boards on progress implementing the CPLs, and talk to them about the numbers trained, how training is delivered, and feedback received.

16. Discussion with the Boards mainly centred around hearing loops, and the Library Service was able to confirm that each CPL had these in place.

17. The Boards asked about customer feedback, and the Library Service reported that public feedback had been positive.

18. Accessibility at Lingfield was also raised as an issue and the Library Service acknowledged this, and also discussed how to support customers to use the library there. The board also raised a query around stock at a non-CPL library.

Other issues arising:

19. The Property, Environment and Stock Team (PEST) has identified, and responded to, issues arising from CPLs wanting to change layouts where further consideration of the need to keep spaces accessible for wheelchairs etc. needs to be undertaken. These have been addressed as the refits and refurbishments have been implemented. Accessibility issues remain at Lingfield.

20. Work has been done to update the stock in the CPLs, and the service is proposing to offer them £1,500 p.a. to select stock of their choice. To date, this has been offered to Stoneleigh who are producing a wish list reflecting local priorities.

21. Anecdotal feedback from many volunteers has said that the social inclusion aspect of volunteering has made an important difference to their lives and given them a renewed sense of purpose. The service is setting up an online CPL community through the Knowledge Hub to enable volunteers to share experiences. A couple of volunteers have been able to secure permanent positions within the Library Service.

22. Warlingham CPL elected to run using a 'paid staff plus volunteer' model. Despite initial concerns from the Steering Group about the effect of removing the staff terminal, this model is also working well, and no equalities concerns have been raised.

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[1] Surrey forums representing people with a range of disabilities

Monitoring of the July 2012 Equality Impact Assessment Action Plan

23. The Equalities Impact Assessment (EIA) Action Plan, produced in 2012 was reviewed and updated in February 2013 and August 2013.

24. Work is complete or underway on many of the agreed actions in the action plan, though workload pressures had delayed progress on some items.

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25. The action plan is included below:

ISSUE 1. The current model for Community Partnered Libraries (CPLS) puts the local community in charge of recruiting sufficient numbers of suitable volunteers. Further actions could be considered to increase Surrey County Council influence over volunteer recruitment and management					
Action	**Expected outcome**	**Who**	**Deadline for action**	**Progress update Feb 2013**	**Update August 2013**
1.1 Provide Steering Groups with a range of task descriptions and outcomes;	CPLs are supported with their volunteer recruitment. Volunteers have a clear sense of purpose. Customers benefit from an efficiently run library.	Operations Manager / CPL Sector Lead	Provide descriptions in July 2012	1.1 Complete. Range of job roles identified and information supplied to the steering groups as the team works with them.	N/A
1.2 Ask Steering Groups to provide a regular demographic breakdown of their volunteers, to include age, gender and ethnicity and review trends over time.	Better understanding of the demographic profile of volunteers.	As above	Request demographic profile as each CPL prepares for handover in 2012/13

Review demographics as part of the 12 month evaluation. | 1.2 CPLs are recruiting volunteers – Kelly has opened conversations with Steering Groups regarding capturing demographic breakdown of their volunteers.

There is a good gender balance, ethnicity is similar to paid staff in libraries. Many of the volunteers are retired but the groups have invited younger people to undertake their Duke of Edinburgh in the libraries. More work to be done | 1.2 Form sent to all CPL steering groups to be completed anonymously by volunteers. 20-30 completed forms. CPL partners questioned the need for this information. |

| | | | | here to encourage Steering Groups to formally capture this information. It will be a snapshot in time, as the profile of volunteers will be changing as new volunteers start and others leave.

Some groups do not feel they have enough information about their service users – e.g. ethnicity etc.

Action - Design form to issue to steering groups to capture standard set of information about volunteer demographics. (KS)

Action - Issue form to steering groups and ask them to have the information in place for their April quarterly meeting.

(KS) | |

ISSUES 2. Ensure CPLs (and all branch libraries) have information on site about district/borough carer projects run by Action for Carers so that they can provide this information when requested. Information should either be available at the branch, or volunteers should be aware and able to refer the enquiry to Enquiries Direct.

Action	Expected outcome	Who	Deadline for action	Progress update Feb 2013	Update August 2013
2.1 Ask Library Managers at branch libraries to check they have this information and staff are aware	Effective signposting for carers seeking advice.	Sector Leads	By September 2012	2.1 Library Managers would know to call Enquiries Direct to search for this type of information.	Sector Leads advise that this information is available to all branches.
2.2 Provide information to Steering Groups for cascading.	As above	CPL Sector Lead	As CPLs prepare for handover in 2012/13	2.2 Action Point to check. However the CPLs do call the helpline/Enquiries Direct (Edi) when faced with this type of enquiry – this is reassuring. Most steering groups have a training representative who will cascade this type of information. Action - KSB to check that Library Managers have the information to respond to this type of request. -Action - KS to double check that this is clear during training and when working with volunteers in the library	Sector Leads advise that this information is available to all branches.

ISSUE 3. Assist Steering Groups to establish volunteer training with representatives from Surrey Independent Living Council (SILC) and Surrey Association for Visual Impairment(SAVI) and Royal National Institute for Blind People (RNIB) for additional training for volunteers in helping people with disabilities. This could also benefit existing Surrey County Council Library Staff as an addition to their current Equalities training and it would be worth considering offering this training to existing Surrey County Council Library Staff over time.

Action	Expected outcome	Who	Deadline for action	Progress update Feb 2013	Update August 2013
3.1 Provide Steering Groups with the details for SAVI and SILC	Volunteers benefit from expert training advice.	CPL Sector Lead	Initiate if approved by Cabinet from August 2012	3.1 Not yet complete due to workloads and training. There is scope to involve suggested parties in the ongoing training. Action Point for KS	3.1 Ongoing
3.2 Review progress in end of year one evaluation	Customers with greater needs receive appropriate support.	Senior Management Information Officer (JB)	September 2013	3.2 Discussed and keen to pursue. Further experience within CPL Support Team now and through Gamesmaker training means that disability training now improved further – covering issues that are less visible, such as mental health conditions, MS etc. Action: - Make contact with SAVI/SILC to discuss (KS/KSB), by Summer 2013.	3.2 Sector Manager has attended most of the Disability Empowerment Boards and shared the training with them. Feedback has been positive and they have felt reassured by what the CPL team is doing with Volunteers. Volunteers themselves often have personal experiences of living with disabilities and have keenly taken on training. Safeguarding Training introduced and first session successfully presented by an external trainer at Tattenhams.

ISSUE 4. Share Mosaic profiling and other relevant library use data with the Steering Groups at the 10 CPLs to support them to target activities and programmes to their local community. Mosaic is a consumer classification system that gives access to demographic data.

Action	Expected outcome	Who	Deadline for action	Progress update Feb 2013	Update August 2013
4.1 Discuss Mosaic profile at monthly meeting with steering groups to identify priority areas	Steering Groups have a good understanding of their borrowers and local community. They can identify areas for focus. Customers benefit from targeted activities/information.	CPL Sector Lead	As each CPL gets started in 2012/13	4.1 Information has been shared with the steering groups at the regular meetings and by email. All have been doing extra events, and some like New Haw are conducting surveys into what their community wants from their library. Byfleet/Stoneleigh/Warlingham looking to do work with Carers and care homes to meet the needs of areas highlighted in Mosaic KS to share with the other 9 CPLs to help them with priority setting, by the April quarterly review (KS, KSB)	Data shared with CPLs. Activities underway in relation to local needs. For example, Warlingham have developed an outreach service for elderly in care homes; Stoneleigh are looking into coffee mornings aimed at mums with young children and another for older people.

ISSUE 5. Ensure that roles and responsibilities for recruiting, training and managing volunteers and meeting duties like Equalities are equally clear in the Memorandum of Understanding (MOU) and performance indicators for all models including the paid SCC staff model.					
Action	**Expected outcome**	**Who**	**Deadline for action**	**Progress update Feb 2013**	**Update August 2013**
5.1 Review the MOU with Steering Groups at the 5 wholly-volunteer run libraries	MOU is agreed by both partners and an effective partnership is built.	Operations Manager with colleagues in Legal	Before handing over to the community First MOUs due for formal review December 2013	5.1 MOU not yet reviewed, but service is looking to do so after the first quarterly reviews in April. MOU has been made clearer in the interim with clarification of expectations in the terms of the lease/license, and income raising. And in training notes.	5.1 Reviewing with Legal and then discussing with partners and rolling out updated version to all CPLs. The MOU has evolved with each CPL and a new Appendix on Income Generation has now been drafted.
5.2 Amend MOU in partnership with the steering groups at the libraries looking to have paid staff plus volunteers.	As above	Operations Manager with colleagues in legal	As discussions are progressed in line with the timescales outlined in the report to Cabinet	5.2 Complete. MOU developed for Warlingham which is following the paid plus volunteer model. - Review MOU as planned, following the April Quarterly Review meeting (RW/KSB)	5.2 Complete

ISSUE 6. Add monitoring of complaints to performance indicators.					
Action	**Expected outcome**	**Who**	**Deadline for action**	**Progress update Feb 2013**	**Update August 2013**
6.1 Add to Performance Document	Comments and complaints are formally reviewed on a quarterly basis	Performance Officer (CW)	End July 2012	6.1 Yes, under user feedback, complaints (and compliments) have been added to the list of performance indicators and are in the report template. Further work is being done on the template and complaints monitoring will remain on a quarterly basis. Meeting between KSB and CW planned for February 2013 to come up with a document that works for all parties.	Complete

ISSUE 7. The RNIB gave advice on customer training for people with a visual impairment. Include this guidance in future training and circulate information to volunteers who have already been trained. This information would also be useful for staff at all libraries.

Action	Expected outcome	Who	Deadline for action	Progress update Feb 2013	Update August 2013
7.1 Review training given on visual impairment. Add the resources from the RNIB to future training plans, and cascade the links to steering groups where volunteers have already been trained.	People with a visual impairment are supported and feel welcomed into all libraries	CPL Sector Lead	Cascade to CPLs that have undergone training by September 2012	7.1 Incomplete. Service is looking to do more training with branch staff on the value of volunteers and what they can add.	7.1 Visual impairment awareness training is being delivered in next phase of training to volunteers.
7.2 Cascade information to Library Managers at all libraries	As above	Sector Leads	Include in training during 2012/13. Cascade links Library Managers	7.2 Incomplete - VE to send RNIB guidance to KSB, - Sector Manager to review RNIB guidance on training and circulate by quarterly meetings in April - Add equalities as an agenda item at quarterly reviews with the steering groups in April 2013 (KSB) - Add equalities as an agenda item to monthly Library Manager meetings. (KSB) March 2013	7.2 Staff awareness is being raised through Staff Conference planned for March 2014 Equalities is discussed regularly at Library Manager meetings. An E&D group has been set up to review how we deal with E&D in the Library Service.

ISSUE 8. Surveys have been conducted at some of the CPLs but not yet analysed due to staff constraints. Complete analysis and use results to inform performance monitoring of CPLs in line with the 12 month evaluation plan.

Action	Expected outcome	Who	Deadline for action	Progress update Feb 2013	Update August 2013
8.1 Complete analysis of the remaining surveys	Evaluation of CPLs includes user satisfaction and can help identify areas where performance is particularly strong or where improvements are required	Senior Management Information Officer (JB)	December 2012	8.1 Partially complete. Surveys were conducted prior to official handover and have been analysed at Byfleet, New Haw, Stoneleigh, Tattenhams and Virginia Water The survey at Warlingham has not been completed prior to official handover but it is imminent and will be during the opening few weeks when SCC staff still have a full time presence	Completed at Warlingham. Second surveys completed at Byfleet/New Haw/Tattenhams /Virginia Water. First survey completed at Ewell Court. Bagshot and Bramley planned for Nov 2013.
8.2 Share results with CPL Support Team and Steering Groups	As above	Senior Management Information Officer (JB) / CPL Sector Lead	Evaluation of CPLs proposed for Sept 2013.	RW to ensure JB is aware of timelines and order for handover and survey is ready to be issued. (RW) February 2013 - Survey results to be added as an agenda item at the quarterly reviews in April (KSB).	Survey results not yet discussed with Partners as the results have not been published yet.

ISSUE 9. The equalities training plan for volunteers is more detailed than the training that Surrey County Council Library Staff currently receive. Roll out the equalities training plan that has been developed for volunteers to all Surrey County Council Library staff.

Action	Expected outcome	Who	Deadline for action	Progress update Feb 2013	Update August 2013
9.1 Share CPL training plan with the libraries Training Forum	Staff have more detailed understanding of equalities and how to support people.	Operations Manager / Sector Leads	End March 2013	The equalities training programme has continued to evolve in the past 6 months. Further experience within CPL Support Team now and through Gamesmaker training during the Olympics and being able to make use of the training received there to incorporate into the training plan.	Complete
9.2 Amend existing staff equalities training for new starters with the more detailed work developed for the CPLs.	Customers benefit from an inclusive, accessible service.	Operations Manager / Sector Leads	End March 2013	All library staff training is currently being reviewed.	The training is being reviewed for staff.

A pilot will be run with the Libraries Equalities and Diversity group in Sept 2013 |
| 9.3 Share information with existing staff | As above | Operations Manager / Sector Leads | End March 2013 | Deadline moved to end May 2013. | Equality and Diversity will be the focus of the next staff conference in March 2014. |

10. Accessibility at Lingfield Library was raised as an issue by the Empowerment Boards. The Library Service is aware of the issues. Continue working with the community and with the Council's Estates and Planning Management department to seek improvements.

Action	Expected outcome	Who	Deadline for action	Progress update Feb 2013	Update August 2013
10.1 Discuss with Estates colleagues and with Steering Group at Lingfield, once formed.	Service can take advantage of any opportunities to improve access to the library.	Operations Manager	Ongoing	- Rose to make contact with Estates to discuss. - Sector Lead East (LW) to work with Lingfield Manager on any improvements that can be made without requiring significant financial resources.	Ongoing. Awaiting outcome of changes to Trust

ISSUE 11. Continue to support the communities in the 10 libraries to establish steering groups, working plans and effective relationships with the County Council.					
Action	**Expected outcome**	**Who**	**Deadline for action**	**Progress update Feb 2013**	**Update August 2013**
11.1 Continue discussions	10 CPLs are established and supported to succeed.	Operations Manager/ Head of Service	Ongoing	In discussions with 3 evolving Steering Groups at Bagshot and Bramley. and Ewell Court	Service is meeting with the steering groups at the CPLs that have been transferred on at monthly basis with quarterly review meetings. Some difficulties obtaining performance data on a monthly basis as partners would like and making it clearer to use.
11.2 Continue training in sequence, and arrange dates for going live.	As above	As above	As above	As above	New training plan has been drafted.
11.3 Ensure monthly review meetings are booked	As above	As above	As above	As above	As above. CPL Sector lead also attends Lead Volunteer meetings on a monthly basis/as required for Virginia Water, Stoneleigh and Tattenhams.
11.4 Continue to review and develop the training plan	As above	As above	As above	As above	As above

Action	Expected outcome	Who	Deadline for action	Progress update Feb 2013	Update August 2013
ISSUE 12. Attend Empowerment Boards on a more regular basis to invite discussion on library accessibility and highlight improvements, for both Surrey County Council and CPL library services.					
12.1 Discuss role of Empowerment Boards (EBs) and External equalities Advisory group (EEAG) with Programme Team staff and Sector Leads at team meetings. 12.2 Identify upcoming improvements or possible changes to services that the EBs and EEAG could help to inform	Representative bodies are able to give their expert views on accessibility and can drive service improvements and highlight improvements to their members.	Sector Leads and Programme Team	December 2012	Incomplete – ongoing.	Sector Manager has attended most of the Disability Empowerment Boards and shared the training with them. Feedback has been positive and they have felt reassured by what the CPL team is doing with Volunteers.

ISSUE 13. Discuss accessibility for Gypsy, Roma and Traveller people with Chairman of Surrey's GRT Relationship Forum.					
Action	**Expected outcome**	**Who**	**Deadline for action**	**Progress update Feb 2013**	**Update August 2013**
13.1 Contact Chairman to discuss areas of concern.	Joining process ensures best fit for County Council and customers	Operations Manager / Sector Leads	December 2012	Further work required to understand if there are barriers to equal use among people with no fixed address.	Contact not yet made, will be completed shortly.

	ISSUE 14. Discuss the process for changing personal details with representatives of GIRES					
	Action	**Expected outcome**	**Who**	**Deadline for action**	**Progress update Feb 2013**	**Update August 2013**
	14.1 Contact representatives via the External Equalities Advisory Group	Process for changing details is best fit for County Council and customers	Operations Manager / Virtual Content Manager	December 2012	Action delayed due to leave for personal reasons of a member of staff. Library Senior Management Team agreed that members of the public should be able to change relevant gender details on their borrower records, themselves, online. Currently it is not possible to do this online – the system will not allow library users to change their title or name without going into the branch.	Library Service has arranged that Enquiries Direct will be able to take changes to personal details over the phone. It is not possible for customers to make these changes themselves online. Service seeking confirmation of acceptability from the Gender Identity Research and Education Society (GIRES).

ISSUE 15. Support Steering Groups to identify and plan targeted activity to increase participation among under-represented groups, once they are successfully established and operating well.

Action	Expected outcome	Who	Deadline for action	Progress update Feb 2013	Update August 2013
15.1 Discuss with steering groups once each CPL is under way.	More people benefit from using library services, particularly those people who might have previously been less likely to make use of them.	CPL Sector Lead / Programme Manager (JT)	Ongoing	Underway	Complete - See update 15.2 below
15.2 Link to existing initiatives and activities being developed by the Library Service's Programme Team.	As above	CPL Sector Lead / Programme Manager (JT)	Ongoing	Actively working with Steering Groups to link them with appropriate colleagues to support their initiatives. Steering Groups aware ongoing support and relevant professional help will be available. Actively working with the Programme team and looking at working with Care Homes, Carers, Special needs students and making use of Reminiscence Collection and On line learning modules. Steering Groups are looking at events and activities to hold in the	Stoneleigh currently holding weekly conversation classes for students learning English as a foreign language and planned outreach to carers in the community in addition were planning to make use of Reminiscence Collection New Haw looking to start classes/reading group for emergent readers . Warlingham - visiting care homes and use of new Friends and Family card /residential home deliveries. Also offering ebook drop-in sessions in the library

				libraries – e.g. Byfleet is focusing on young people so the service will help them link to the Headspace project.	Also Stoneleigh working with Nescot college re offering work experience to students with learning disabilities

16. Explore the feasibility of extending ereader borrowing and other extra support mechanisms provided as an alternative to mobile library services, to all people with a visual impairment or disability on request as part of the development of Library Direct. Library Direct is a range of services to enable people to gain access to the library service who cannot do so in the usual ways.

Action	Expected outcome	Who	Deadline for action	Progress update Feb 2013	Update August 2013
16.1 Explore volunteer capacity to extend service	People with a visual impairment or disability are able to access e-books/e-audiobooks	Programme Manager (JT)	Initiate following Cabinet decision August 2012	E-book project currently being trialled and will be evaluated February 2013. We currently have 2 groups of people trying them out: Group 1 – who need no support for downloading Group 2: who need support and we have recruited an E-Book Reader Volunteer support for that role.	Feasibility project completed and determined that not feasible.
16.2 Cost/benefit analysis of extending the service	As above	Programme Manager (JT)	As above	Feasibility study underway	As above
16.3 Discuss likely demand with Surrey Coalition of Disabled People and SAVI.	As above	Programme Manager (JT)	As above	Feasibility study underway	As above
16.4 Work with disability groups to publicise the service				Feasibility study underway	As above

ISSUE 17. Raise issue of Browse Aloud function not working on ebooks/eaudiobook pages with the ebook supplier. Browse Aloud changes text into spoken word. Work with supplier to find a solution so that people with a visual impairment can access this content.					
Action	**Expected outcome**	**Who**	**Deadline for action**	**Progress update Feb 2013**	**Update August 2013**
17.1 Raise issue with ebook supplier	People with a visual impairment are able to access ebooks and eaudiobooks	Virtual Content Manager	September 2012	Response received from Overdrive, confirming investigating possibility of incorporating Browse Aloud. Discussion on 5 Feb suggests that Browse Aloud should work on the library's pages, so a customer could use the Browse Aloud function to borrow an ebook, but they would then be dependent upon whether their ereader or computer had a read-aloud function to read the story. Action: - CG to check Browse Aloud works on the 'virtual tour' feature of the website. Due before attending Empowerment Boards in the summer 2013	Overdrive have confirmed that Browsealoud does not work with their offer.

| 17.2 Identify what is preventing this function being added, and resolve | People with a visual impairment are able to access ebooks and eaudiobooks | Virtual Content Manager | September 2012 | As above | A representative from Surrey Vision is trying the offer with screen reading software

Service also creating a working party to look at assistive technology. |
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