

Bath and North East Somerset Council

EIA for Libraries Income and Charging Policy

Title of service, function or policy being assessed	Libraries Income and charging Policy
Name of directorate and service	Tourism, Leisure and Culture
Name and role of officers completing the assessment	J. Brassington, Acting Library Services Manager Peter Moth, Customer Services Manager Julia Burton, Library Development Manager Janet German-Morris, Systems Manager
Contact telephone number	01225 396424
Date assessment completed	05/11/08

1.	Identify the aims of the policy/service/function and how it is implemented.		
	Key questions	Answers / Notes	Actions required
1.1	Is this a new a new policy / function or service or a review of an existing one?	New policy	

1.2	What is the aim, objective or purpose of the policy/service/function?	To maintain a consistent and ethical approach in accordance with Council policies to raising income in order to manage budgets and provide for service enhancements. To also show a reasonable, fair and consistent approach to charging library customers, taking into account all equalities issues.	To consult with staff and stakeholders as necessary, distribute the final policy to all staff and stakeholders, then take to Cabinet Member for decision
1.3	Whose needs is it designed to meet? Who are the main stakeholders?	Customers, Councillors, partners, Officers, residents, library staff,	Focus on customers and communities by engaging with volunteers, using staff training etc.
1.4	Who defines or defined the policy/function? How much room for manoeuvre is there?	National and local government, professional bodies' policies and practices. Local government key priorities, budgetary requirements, and customer feedback. The policy has been written to clarify the approach to raising income and charging for some library services by Senior Library management.	
1.5	Who implements the policy function? Is it possible for bias/prejudice to creep into the process?	All staff. There are possibilities for varying interpretations to creep into the implementation process, but staff training should mitigate this	Ongoing - managers at all levels are required to follow B&NES' and libraries' policies to promote equalities. Relevant training opportunities are promoted internally, including those arranged by libraries' own staff, often working jointly with external partners. Action: all staff to receive relevant equalities training. Monitored by the libraries training strategy.
1.6	Are there any areas of the policy where those carrying it out can exercise discretion? If so, is there clear guidance on this?	Yes, there is a separate waiving policy ..\..\Finance\Audit\Instructions for waiving payments.doc	

1.7	What could stop the policy from meeting its aims? (see 1.2)	Outside influences – Council budgetary requirements, Changes in leadership, financial pressures, and pressure on resources such as staff time. Lack of staff expertise in implementing new procedures	Motivate and inform staff. Target set for 100% of new staff to receive equalities training as part of induction, and for 25% increase in equalities awareness training to existing staff by March 09.
1.8	Do the aims of the policy link to or conflict with any other policies of the Council	Links to the Library Service Plan which contributes to the overall Tourism, Leisure and Culture Plan. It also contributes to the Social Inclusion Policy, Customer Service Policies and to Equalities Schemes	It would be useful if there were a Corporate Charging Policy
1.9	Is responsibility for the implementation of this policy shared with other bodies	Shared partially by LibrariesWest Consortium as membership is jointly across the five authorities. Yearly reviews of library charges influenced by Finance	Share this policy with LibrariesWest.

2. Consideration of available data, research and information

	Key questions	Answers / Notes	Actions required
2.1	What do you already know about people who use and deliver this service or policy?	Customers: From latest PLUS survey, 88% of users 16 and over are satisfied with the library service. We have 31,001 active borrowers and 637,593 visits are made to a library over a year. Staff: last staff survey (2006) showed 48% of library staff proud to work for the council, and 88% proud to work for their service area, 67% believed that	Update our customer profile document, tabulate data and improve access to it. By June 2009.

		the council treats its staff fair and consistently and 61% agreed that the council ensures its staff are kept involved and informed	
2.2	What quantitative data do you already have? (e.g census data, staff data, customer profile data etc)	<p>Yearly income breakdown ..\..\..\Corporate Services\Corporate Services Budgetary Control Reports 2008-2009\7. Library Service Report October 08.xls</p> <p>PLUS surveys held every 3 years to determine customer satisfaction. ..\..\..\Current Projects\Archive\PLUS\PLUS 2006 final combined report.pdf</p> <p>Library review questionnaire carried out last year with users and non-users. ..\..\..\Current Projects\Archive\library review 2007\Survey analysis.xls</p> <p>Voicebox surveys carried out regularly with users and non-users.....\..\..\Marketing and Communciation\Consultation and surveys\Voicebox surveys\Satisfaction with libraries.ppt</p> <p>Staff: staff Staff – staff surveys, ..\..\..\Staff\Staff Surveys and Consultation\Staff survey 06\Staff Survey 06.docperformance reviews.</p>	Tabulate data and improve access to it, so staff can better utilise the information already collected. Update our customer profile report (3 years out of date) by June 2009
2.3	What qualitative data do you already have? (e.g results of customer satisfaction surveys, results of previous consultations, staff survey findings etc).	<p>Customers – PLUS surveys, HLS survey, ..\..\..\Home Library Service\Surveys\HLS satis survey 07.xls Library review, Children's PLUS, ..\..\..\Current Projects\Archive\Children's</p>	Adding satisfaction survey questions to EPH questionnaire, to be employed on a rolling programme of visits to EPHs. By Sept 2009

		PLUS\Childrens PLUS 2007\RESULTS\Combined Report-(17-12-2007).pdf Mystery shoppers,..\.\.\.Marketing and Communciation\Consultation and surveys\Mystery shopping\BNES Summary Report W2.doc Library Management system statistical data. Voicebox surveys – residents' satisfaction. Room hire consultation ..\.\.Finance\income policy\Old Items\room hire\Room Hire Report Sept 2007.doc PLUS/HLS/Children's PLUS – library satisfaction. Customer complaints. Staff – staff surveys, staff consultation exercises.	
2.4	What additional information is needed to check that all equality groups' needs are met? (see section 4). Do you need to collect more data, carry out consultation at this stage?	We do need to carry out consultation. with particular user groups	. Corporate Worker Challenge Groups (Black & Minority Ethnic / Disabled / Lesbian, Gay, Bisexual & Transgender) to be accessed via the Equalities Team. We will carry out this consultation during the development of the next library service plan commencing Dec 08
2.5	How are you going to go about getting the extra information that is required?	..\.\.Marketing and Communciation\Consultation and surveys\Consultation strategy 2007-2010.pdf	Members of Management Team to carry out necessary consultations. By May 2009

3. Formal consultation (include within this section any consultation you are planning along with the results of any consultation you undertake)

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	Key questions	Answers/notes	Actions required
3.1	Who do you need to consult with?	Councillors, library users, residents, staff. Representatives of : Gender groups / Disability / Age / Race / Sexual orientation / Religion or belief. In addition, other specific groups as identified in our Social Inclusion Policy.	Designate staff and set a timetable. By February 09
3.2	What method / form of consultation can be used?	Council's designated process – http://cis/Internal/TheKnowledge/Consultation/Planningaconsultation/	Consider the different needs of the groups that we intend to consult with. E-consultation, Questionnaires, focus groups, Voicebox, market research,
3.3	What consultation was actually carried out as part of this EQIA and with which groups?	Staff groups	Starting in Dec. 08 consultation will take place with all groups mentioned above.
3.4	What were the main issues arising from the consultation?		

4. Assessment of impact

How have you reached the conclusions below when your answers to sections 2 & 3 give no information or evidence for your analysis?

	Based upon any data you have analysed, or the results of consultation or research, use the spaces below to list how the policy will or does actually work in practice for each equalities group. Identify any differential impact and consider whether the policy/function meets any particular needs of each of the six equalities groups. Also include any examples of how the policy or service helps to promote race, disability and gender equality.	
		Impact or potential impact (negative, positive or neutral)
4.1	Gender – identify the impact/potential impact of	Positive impact; although more females than males use library services, and are

	the policy on women, men and transgender people	employed as staff in libraries. Charges for library services are based on material types and whether items are kept overdue. No discrimination as individuals choose to borrow the type of material that incurs a charge. Services and employment opportunities are equally available to all. Data: PLUS survey: 57.3% of library users are women, 42.7% men. Library staff: personnel records 109 staff, 95 female, 14 male: 12% male.
4.2	Disability - identify the impact/potential impact of the policy on disabled people (ensure consideration of a range of impairments including visual and hearing impairments, mobility impairments, learning disability etc)	Positive impact; library services are available to all so far as is reasonable or possible, (i.e. limitations on the number of home library service users we can serve is dependent on the number of volunteers who can deliver materials). Also there are only 8 static libraries, therefore 14% of households live further than 2 miles away from a static library (data: Public Library Standards 1) To mitigate this, 2 mobile libraries provide a service for remote villages and there are a number of services now fully accessible on line, i.e. renewing books, checking library catalogue and reserving items). Concessions are available for a range of disabilities, where this is an appropriate response to need. DDA compliance has been rolled out to all libraries. Supernova software is available in libraries for people with visual impairments. Hearing loop systems are also being installed at library counters and in other library areas (Keynsham intended for Nov 08 but delayed). Negative impacts: for some people actually having to go to library to pay. We need ability for customers to pay on line.
4.3	Age – identify the impact/potential impact of the policy on different age groups	Positive for children, young people and the elderly; extra resources, enhanced services and a range of concessions are widely available for these target groups. Negative – charges apply from age 5. There are no concessions for 65+, the concessions are all about ability to pay.. Data: Children's Plus survey: 87.1% of under 16's thinks library service is good. Fees and Charges: no overdues for under 5's. Data: library charges on website and handouts. Targeted children's activities and specialist young adult collections. Large print books, reminiscence packs. Library Services to Elderly People's Homes.
4.4	Race – identify the impact/potential impact on different black and minority ethnic groups	Positive; specific book stock, targeted promotions, contacts with local BME users, BME staff members and volunteer opportunities all contribute, along with staff awareness training. With a very low BME population it is necessary to be aware of

		<p>proportionality. Data: Specialist member of staff: Special Services and Social Inclusion Officer whose role is to develop contacts with BME users. Have just set up a swap magazine collection for magazines in English & other languages. Collections of books available in all the key BME languages for this area. Self Service kiosks has text in 6 different languages Negative – language and possible culture barriers</p>	
4.5	Sexual orientation - identify the impact/potential impact of the policy on lesbians, gay men, bisexual and heterosexual people	<p>Positive; specific book stock, targeted promotions, staff awareness training.</p> <p>Data: Library stock policy. Libraries training strategy, specific stock promotion for this year's LGBT history month Feb 08.</p>	
4.6	Religion/belief – identify the impact/potential impact of the policy on people of different religious/faith groups and also upon those with no religion.	<p>Positive; specific book stock. Bath Library opens on Sundays. Negative – language and possible culture barriers?</p>	
	Key questions	Answers/notes	Actions required
4.7	Have you identified any areas in which the policy/service or function is indirectly or directly discriminatory? If you answer yes to this please refer to legal services on whether this is justifiable within legislation.	<p>No, but obviously children with no financial resources cannot take our DVDs or use PN.</p>	
4.8	If you have identified any adverse impact(s) can it be avoided, can we make changes, can we lessen it etc? (NB: If you have identified a differential or adverse impact that amounts to unlawful discrimination, then you are duty bound to act to ensure that the Council acts lawfully by changing the policy or proposal in question).	<p>We have different language scripts available, and a telephone service on call for translations.</p> <p>Technology advances will enable pay on line in near future.</p>	
4.9	Are there additional measures that could be adopted to further equality of opportunity in the context of this policy/service/function and to meet the particular needs of equalities groups	<p>More consultation and analysis.</p>	<p>Designate staff and set a timetable, utilising the libraries' & B&NES' consultation procedures. By June 2009</p>

	that you have identified?		
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5.	Internal processes for the organisation – to be explored at the end of the mentoring process.		
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Making a decision in the light of data, alternatives and consultations			
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	Key questions	Answers/notes	Actions required
5.1	How will the organisations decision making process be used to take this forward?	Following consultations, This policy will be subject to Cabinet Member decision	Carry out consultation – prepare report for cabinet member

Monitoring for adverse impact in the future			
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	Key questions	Answers/notes	Actions required
5.2	What have we found out in completing this EqIA? What can we learn for the future?	We are a flexible service open to all. No one is deliberately excluded, but have we all the information?	Need to listen to community groups
5.3	Who will carry out monitoring?	Library Service Manager	Aug 2009
5.4	What needs to be monitored?	Policy – yearly for developments	Use team support, so it will also act as a training method for those needing to write their own EIAs.
5.5	What method(s) of monitoring will be used?	Yearly review, plus separate review of policy if service receives comments or suggestions that merit a change	
5.6	How will the monitoring information be	The Equalities Team will arrange	Send EIAs to Equalities Team in

	published?	this on behalf of service areas, by adding them to the Council's EIA web page	good time to meet B&NES publication deadlines. Notify and send EIA to DLEG.
Publication of results of the equality impact assessment			
	Key questions	Answers/notes	Actions required
5.7	Who will take responsibility for writing up the EqIA report?	JB	Nov 08
5.8	How will the results of the EqIA be published?	B&NES website?	Send to Equalities Team to action
5.9	Who will take responsibility for this?	Libraries' webmaster after sign-off by DLEG	

6. Bath and North East Somerset Council Equality Impact Assessment Improvement Plan

Please list actions that you plan to take as a result of this assessment (continue on separate sheets as necessary). These actions need to be built into the service planning framework and targets should be measurable, achievable, realistic and time bound.

Title of service/function or policy being assessed:
Name and role of officers completing assessment:
Date assessment completed:

Issues identified	Actions required	Progress milestones	Officer responsible	By when
To clarify what we already know about who is effected by this	Revise our customer profile document	Tabulate data and improve access to it, so staff can better utilise the information already collected.	DB	March 2009

policy.				
Consider if any of the six equalities strands have particular needs relevant to the policy.	Identification and consultation with representatives of these groups is needed, to improve on the current piecemeal / ad hoc situation.	Set consultation dates	PM	March 2009
What have we found out in completing this EqIA? What can we learn for the future?	Managers and Team Leaders to meet requirements and deadlines for writing EIAs.	Complete list of EIA's within timescale	JBr	March 2009
Monitoring process	Use team support, so it will also act as a training method for those needing to write their own EIAs.	When next EIA is complete.	JBr	December 08
All staff to receive relevant equalities training,	Timetable training into the training plan, balanced out throughout the year!	Monitored by the libraries training strategy Target set for 100% of new staff to receive equalities training as part of induction, and for 25% increase in equalities awareness training to existing staff by March 09	SH	March 09
Share this policy with LibrariesWest partners	Share as part of the consultation process	Forward draft policy to J. Scown Dec 08 for comment and circulation	JBr	December 08

Once you have completed this form, use it as a basis for writing a report of the Equality Impact Assessment. Keep a copy of the form as a record of the processes you have been through in carrying out the EqIA and send one copy to the Equalities Team (equality@bathnes.gov.uk, or by post to Equalities Team, Keynsham Town Hall, Bristol, BS31 1NL

Please contact your Directorate equalities officer for advice and guidance.

Customer services – Cordelia Johnney

Corporate Equalities Team

August 2007