

Bath and North East Somerset Council

EIA for Library Service Plan

Title of service, function or policy being assessed	Self service (RFID) processes and procedures in libraries
Name of directorate and service	Tourism, Leisure and Culture
Name and role of officers completing the assessment	J. Brassington, Acting Library Services Manager D. Browning, Project Officer
Contact telephone number	01225 396424
Date assessment completed	07/11/08

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?	Review because of changes in technology.	
1.2	What is the aim, objective or purpose of the	To ensure efficient and effective	Some procedures still to be reviewed.

	policy/service/function?	management of daily routines in all branches	Ensure other LibrariesWest authorities are aware of any changes to procedures.
1.3	Whose needs is it designed to meet? Who are the main stakeholders?	Councillors, customers, partners, Officers, residents, library staff.	Carry out customer mapping journey exercises to further investigate the effects of these procedures on our customers
1.4	Who defines or defined the policy/function? How much room for manoeuvre is there?	In house defined by staff and limits of technology. As technology develops processes will follow this lead.	Ongoing - Keep up to date with policies and practices. Be resourceful and innovative in use of budget and resources - by encouraging staff to submit efficiency ideas to the Library Management Team for consideration, also to encourage customer participation in designing improvements
1.5	Who implements the policy function? Is it possible for bias/prejudice to creep into the process?	All staff. No bias possible.	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.
1.6	Are there any areas of the policy or function that are governed by discretionary powers or judgement? If so is there clear guidance on how to exercise these?	No	
1.7	What factors or forces are at play that could contribute or detract from the outcomes identified earlier in 1.2?	To detract: lack of staff resources, poor staff training, lack of staff expertise in implementing new procedures. To contribute: the take up of RFID (Radio Frequency Identification) self service system by other LibrariesWest authorities. Included in induction pack for new employees and in staff manual	Motivate and inform staff. How?, ensuring 100% of new staff go through the induction process which includes equalities training and training in procedures. Regular staff updates on staff intranet.
1.8	How do these outcomes meet or hinder other policies, values or objectives of the public authority (this question will not always apply)	The aim is to improve use of resources within the department and contribute to the Library Service Plan	

1.9	How does the local authority interface with other bodies in relation to the implementation of this policy function? (this question will not always apply)		
1.10	Consider if any of the six equalities strands have particular needs relevant to the policy.	Gender / Disability / Age / Race / Sexual orientation / Religion or belief : The procedure aims to address all strands equally or proportionately, risk assessments carried out to ensure meet disability issues.	Identification and consultation with representatives of these groups is needed, to improve on the current piecemeal / ad hoc situation. Action. Consult with council working groups by March 09
1.11	Taking the six strands of equalities, is there anything in the policy that could discriminate or disadvantage any groups of people?	No, see item 7 of our service aims: Our work will be fully aligned with other key strategies and policies, such as the Equalities policy, Cultural Strategy, Local Area Agreement and the Community Strategy.	Assess, monitor and review How: Incorporate comments from staff and customers into policy developments when they address equalities issues

2. Consideration of available data, research and information

	Key questions	Answers / Notes	Actions required
2.1	What do you already know about who uses and delivers 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 the council treats its staff fair and consistently and 61% agreed that the	Update our customer profile document, tabulate data and improve access to it. by July 2009. Obtain reports detailing usage levels.

		council ensures its staff are kept involved and informed. Self service usage levels by public, staff intervention levels based on LMS transactions.	
2.2	What quantitative data do you already have? (e.g census data, employee data, customer profile data etc)	PLUS surveys held every 3 years to determine customer satisfaction. ..\..\Current Projects\Archive\PLUS\PLUS 2006 final combined report.pdf Library review questionnaire carried out last year with users and non-users. ..\..\Current Projects\Archive\library review 2007\Survey analysis.xls Voicebox surveys carried out regularly with users and non-users.. ..\..\Marketing and Communciation\Consultation and surveys\Voicebox surveys\Satisfaction with libraries.ppt Staff: – staff surveys, ..\..\Staff\Staff Surveys and Consultation\Staff survey 06\Staff Survey 06.doc performance reviews.	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).	Customers – PLUS surveys, Library review, Children's PLUS, ..\..\Current Projects\Archive\Children's 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.	See Customer excellence Award, joint initiatives with LibrariesWest.

		Voicebox surveys – residents' satisfaction. PLUS/HLS/Children's PLUS – library satisfaction. Customer complaints. Staff – staff surveys, staff consultation exercises.	
2.4	What additional information is needed to ensure that all equality groups' needs are taken into account? 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. By March 2009
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. To be available for Nov 2009

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

	Key questions	Answers/notes	Actions required
3.1	Who do you need to consult with?	Representatives of : Disability/Age groups in particular	Designate staff and set a timetable, particularly with new developments.
3.2	What method / form of consultation can be used?	Council's designated process – http://cis/Internal/TheKnowledge/Consultation/Planningaconsultation/	Includes Voicebox, market research, e-consultation.
3.3	What consultation was actually carried out as part of this EQIA and with which groups?	Staff comments gathered as procedures are written.	More consultation required For efficiency – join with the planned consultation for library fines and charges policy
3.4	What were the main issues		

arising from the consultation?		
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4. Assessment of impact

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 the policy on women, men and transgender people	Neutral impact; although more females than males use library services, and are employed as staff in libraries. Positive for those who may wish to borrow and return items without having to show them to anyone else. 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 for those who wish to be independent and can use the RFID machines. Also positive for those with, for example, mental health or learning problems, who may wish to borrow and return items without having to show them to anyone else. Neutral for those who continue to access services in the same way as before installation of RFID, or can use the RFID machines with some additional assistance (always available). Library services are available to all so far as is reasonable or possible, and staff have opportunities for both awareness and practical training. 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.
4.3	Age – identify the impact/potential impact of the policy on different age groups	Positive for children, young people, may be more of a challenge for some of the elderly; although staff are made fully aware of this need and are always available to help. Positive for those who may wish to borrow and return items without having to show them to anyone else. Neutral elsewhere. Data: Children’s Plus survey: 87.1% of under 16’s thinks library service is good.

4.4	Race – identify the impact/potential impact on different black and minority ethnic groups	Positive; 6 different (prioritised) languages available on self service kiosks. Languages decided by review of local demographics	
4.5	Sexual orientation - identify the impact/potential impact of the policy on lesbians, gay men, bisexual and heterosexual people	Neutral in that RFID is equally available to all. Positive for those who may wish to borrow and return items without having to show them to anyone else.	
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.	Neutral in that RFID is equally available to all. Positive for those who may wish to borrow and return items without having to show them to anyone else.	
	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.	No	N/A
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).	Yes	Physical design of self service kiosks referred back to manufacturer for developments to aid use by people with mobility limitations.
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 that you have identified?	Do more consultation and analysis	Designate staff and set a timetable, utilising the libraries' & B&NES' consultation procedures. By March 09.

5.	Internal processes for the organisation – to be explored at the end of the mentoring process.		
Making a decision in the light of data, alternatives and consultations			
	Key questions	Answers/notes	Actions required
5.1	How will the organisations decision making process be used to take this forward?	Review of processes at regular intervals by front line staff.	Nov 09 – Annual review by mangers and team leaders as appropriate
Monitoring for adverse impact in the future			
	Key questions	Answers/notes	Actions required
5.2	What have we found out in completing this EqIA? What can we learn for the future?	To ensure take variety of needs into consideration when introducing new processes and procedures.	Managers and Team Leaders to regularly review these.
5.3	Who will carry out monitoring?	Team leaders	Send out instructions with timetable for work. Timescale – now.
5.4	What needs to be monitored?	All relevant procedures	Operations manager to keep overall control
5.5	What method(s) of monitoring will be used?	Yearly review of procedures and this EIA by Library Operations Manager	Check EIA internally by Library Management Team initially, then forward to DLEG for sign off.
5.6	How will the monitoring information be published?	Libraries' webmaster after sign-off by DLEG	Send draft EIAs to DLEG in good time to meet B&NES publication deadlines.

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	
5.8	How will the results of the EqIA be published?	B&NES website	Send draft to DLEG
5.9	Who will take responsibility for this?	Libraries	

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: RFID processes and procedures

Name and role of officers completing assessment: June Brassington/Dawn Browning

Date assessment completed: 07/11/08

Issues identified	Actions required	Progress milestones	Officer responsible	By when
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. Ensure other LibrariesWest authorities are aware of any changes to procedures	Update Consultation strategy action plan	PM	Nov 08

What do you already know about who uses and delivers this service or policy?	Update our customer profile document, tabulate data and improve access to it. By June 2009. Obtain reports detailing usage levels. Carry out customer mapping journey exercises to further investigate the effects of these procedures on our customers	Community profile document updated Further customer mapping journey exercises completed	DB DB and PM	July 09 July 09
Developments to meet disability issues highlighted	Physical design of self service kiosks referred back to manufacturer for developments.	Manufacturer timetable of developments	JBu/JGM	On going
Negate any possibility for bias/prejudice to creep into the process	Relevant training opportunities to be promoted internally, including those arranged by libraries' own staff	Review of training strategy and training timetable. 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 and HM	March 09
What additional information is needed to ensure that all equality groups' needs are taken into account? Do you need to collect more data, carry out consultation at this stage?	Corporate Worker Challenge Groups (Black & Minority Ethnic / Disabled / Lesbian, Gay, Bisexual & Transgender) to be accessed via the Equalities Team.	Designate staff and set a timetable. Carry out consultation	PM	By March 2009

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