

Delivering the 'Inspiring Libraries' Strategy (EqIA) – Revised proposals following public consultation (Reviewed and updated March 2015)

Guidance is available on [Compass](#). Completion of an EqIA should be proportional and relevant to the anticipated impact of the project on equalities. The form can be tailored to your project and should be completed before decisions are made. Key EqIAs should be reviewed by the Business Manager or Service Head, signed off by your department's Equality Action Group (EAG) and sent to the Equality and Diversity team to publish on HertsDirect. For support and advice please contact equalities@hertfordshire.gov.uk.

STEP 1: Responsibility and Involvement

Title of proposal/ project/strategy/ procurement/policy	"Inspiring Libraries" Strategy – Implementation REVIEWED AND UPDATED EQIA (March 2015)	Head of Service or Business Manager	Andrew Bignell
Names of those Involved in completing the EqIA:	Russel Barrow Andrew Bignell Michele Murphy Sue Valentine Jean Holmes Claire Barraclough Rachel Bilton Chris Bann Martha Goodhill	Lead officer contact details:	Russel Barrow
Date completed:	26/08/2014 Updated 6 March 2015	Review date:	A min of one year from completion date, or earlier if required

STEP 2: Objectives of proposal and scope of assessment – what do you want to achieve?

<p>Proposal objectives: – what you want to achieve – intended outcomes – purpose and need</p>	<p><u>Further detail on implementation of "Inspiring Libraries" proposals: March 2015</u></p> <p>This Equalities Impact Assessment updates the assessment that was carried out for the "inspiring Libraries" proposals (as revised in February 2015) in order to assess the impact of further detail on how and when the "Inspiring Libraries" proposals will be implemented. The <i>March 2015</i> updated elements of the EqIA are in dark red font.</p> <p>This updated EqIA accompanies the paper "<i>Inspiring Libraries' Strategy – Implementation</i>", dated 20th March 2015. The purpose of the paper is to provide further detail on how and when the "Inspiring Libraries" proposals will be implemented. The key proposals are:</p> <ol style="list-style-type: none"> 1. <u>Tiering of Libraries:</u> <ul style="list-style-type: none"> • Hertfordshire's library buildings will be organised, branded and promoted in three different tiers. • Tier 1 libraries will be centrally located in large towns, staffed by library staff, will offer the broadest range of stock and services
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	<p>and will be open for the longest hours.</p> <ul style="list-style-type: none"> • Tier 2 libraries will be located in smaller towns, staffed by library staff during current core opening hours and will offer a wide range of popular stock. Additional services will be tailored to meet local need/demand. We will seek to extend access through volunteer supervised self-service. • The current profile of opening hours in each of the Tier 1 and Tier 2 libraries will be reviewed to identify where adjustments within the total opening hours for that library might better meet local needs or lead to increased usage. • Tier 3 libraries, located in smaller communities and villages, will be branded as "Community Libraries". They will offer self-service access to library services, including the issue and return of books, access to IT and study space, and staff assistance via "LibraryLink" (a video link to another library). • Local communities will be invited to add value to these self-service facilities through volunteer support and the provision of additional activities and services as decided by the local community. All Community Libraries will be managed in partnership with local communities, but the larger and busier Tier 3s will retain an element of paid library staff. • Two libraries (one larger and one smaller Tier 3) will be identified as "early adopters" of the community partnership model. The Library Service is currently working with potential partners in Chorleywood and Redbourn with a view to building community partnerships that would enable us to establish these as the "early adopter" libraries in the autumn of 2015. • Phased roll-out of the community partnership model will take place between January 2016 and June 2017. <p>2. <u>Mobile Library Service</u></p> <ul style="list-style-type: none"> • Work is currently underway to develop and clarify the options for alternative library provision for vulnerable and isolated customers, if the current mobile library service were to be withdrawn. This work will inform a further paper to Panel in May 2015, including a further Equalities Impact Assessment. <p>3. <u>Improving Library Buildings</u></p> <ul style="list-style-type: none"> • Work is currently underway to re-provide or refurbish a number of library buildings as part of our ambition for all Hertfordshire library buildings to be bright, attractive, welcoming, flexible, tech-enabled spaces in convenient locations. • This work includes re-provision schemes in Hemel Hempstead; Berkhamsted and Knebworth; exploring the feasibility of re-providing Buntingford, Redbourn, Sawbridgeworth and Wheathampstead libraries on fire station sites and major refurbishment and reconfiguration projects for Watford Central and St Albans libraries. <p>4. <u>Developing Technology</u></p> <ul style="list-style-type: none"> • A number of projects are now underway to improve the library technology offer. These include a pilot project to enable self-service printing from public access computers, with printing and payment via the existing self-service kiosk; the development of
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Wi-Fi printing to enable customers to print documents from their own devices when using the library Wi-Fi; and the development of LibraryLink, a “tablet-to-tablet” video link between libraries to enable customers and volunteers to summon immediate assistance from trained library staff as and when required.

- Work is underway through a project called Open+ to explore the feasibility of extending access to libraries by allowing swipe-card access to library members beyond current opening hours. If this appears to be feasible we will seek to pilot it at Bishop’s Stortford and Croxley Green libraries later this year.
- A project is underway at Watford Central to extend our technology offer through the development of a CreatorSpace, where people can go to discover and explore new technologies, such as 3D printing and sound and image editing.

5. Increasing income

- “Inspiring Libraries” sets the ambition of increasing income generation by around 25% over the next three years, requiring the necessity of finding new revenue streams.
- Work is underway to review current library charges and concessions, benchmark these against other authorities and recommend adjustments.
- The price structure for author events organised and promoted by the Library Service has been reviewed and prices increased.

6. Improving promotion

- Work is underway with Corporate Communications on a campaign to maintain a high profile of the Library Service throughout the year.
- We will review and reinvigorate our use of social media to promote local library services, events and activities.

Updated proposal objectives: February 2015

Further to the publication of the paper “Delivering the Inspiring Libraries Strategy” a public consultation took place between 29th September and 7th December 2014 to seek feedback on the strategy proposals, and in particular the proposals for the tiering of libraries and the future of the mobile library service. The consultation included the use of questionnaires in libraries and online, public drop-in sessions and feedback from key partners and stakeholders.

This Equalities Impact Assessment updates the assessment that was carried out for the original strategy proposals in order to assess the impact of revised proposals following the completion of the public consultation. The updated elements of the EqIA are in blue font.

This updated EqIA accompanies the paper “*Delivering the Inspiring Libraries Strategy – Revised Proposals Following Public Consultation*”. The purpose of the paper is to outline final recommendations on how the first phase of changes will be implemented across Hertfordshire following completion of the public consultation, including revisions to the original strategy proposals:



	<p>Tiering of Libraries: All Tier 3 libraries should be managed in partnership with local communities, but larger Tier 3 libraries should retain an element of paid library staff. Larger Tier 3s would include: Bovingdon, Chorleywood, Goffs Oak, Kings Langley, London Colney, Sawbridgeworth and Woodhall. Smaller Tier 3s would include Adeyfield, Brookmans Park, Cuffley, Knebworth, Leverstock Green, Redbourn, Stevenage Old Town, Welwyn and Wheathampstead.</p> <p>Mobile Library Service The rationale for the proposal to withdraw the current mobile service and replace it with an expanded Home Library Service should be noted.</p> <p>Further work should be undertaken to develop the options for alternative provision for vulnerable and isolated customers. In particular, the Library Service should:</p> <ul style="list-style-type: none"> • Review the eligibility criteria for the Home Library Service and explore how this service might be developed and improved, including the use of e-readers and downloadable audio. • Work with local communities to explore options for facilitating 'community to library' transport, which could enhance the customer experience by providing access to the wider range of stock and services available in library buildings. • Explore the feasibility of providing set-up support and advice for communities wishing to establish a self-organised 'community book swap'. • Present a further paper on the mobile library service to Customer Service, Performance and Libraries Panel in May 2015.
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Original proposal objectives: August 2014

Hertfordshire has developed a new strategy for public library services to respond to changing community needs, customer demands and technological opportunities within the context of continuing pressure on local government budgets. The new strategy, "*Inspiring Libraries*" sets the vision and direction for the service over the next ten years, with changes and improvements to the service being delivered over a period of time as resources allow.

[\[www.hertsdirect.org/services/libraries/inspiringlibraries\]](http://www.hertsdirect.org/services/libraries/inspiringlibraries)

This EqIA accompanies the paper "*Delivering the 'Inspiring Libraries' Strategy*"

[\(http://www.hertsdirect.org/services/libraries/aboutlib/inspiringlibraries/\)](http://www.hertsdirect.org/services/libraries/aboutlib/inspiringlibraries/).

The purpose of the paper is to outline how the first phase of changes will be implemented across Hertfordshire. It outlines the requirement for budget savings and explains the approach that Hertfordshire will take for:

1. Branding and promoting Hertfordshire Libraries in three distinct Tiers, in the smallest of which (Tier 3) the County Council will offer self-service access to library services, and will invite local communities to work with us to add value to these self-service facilities through volunteer support and the provision of additional activities.
2. Reviewing mobile library and outreach services, including an analysis of the needs of current service users, and a public consultation to explore the possibility of replacing the current mobile library service by expanding and developing Home Library Service delivery and developing a more tailored service to residential homes in order to support reminiscence work.
3. Seeking opportunities to re-provide unsuitable library buildings through co-location with other services.
4. Investing in the development of technology to improve service delivery, to support digital inclusion and to empower citizens.
5. Developing new revenue streams in order to generate more income
6. Promoting services more effectively in local communities
7. A public consultation exercise between 29 September and 7 December 2014 to seek public feedback on the strategy proposals.

<p>Stakeholders: Who will be affected: the public, partners, staff, service users, local Member etc</p>	<p>Internal: Staff in Libraries, Culture & Learning County Councillors</p> <p>External: Library customers, including people from hard to reach groups, e.g. some people with protected characteristics</p> <p>External Organisations: Partners and other HCC departments. These are too numerous and varied to list in full here because the database of partners includes over a thousand contacts, but examples include: Hertfordshire Adult and Family Learning Service (HAFLS), local colleges, Children's Centres, schools, local groups who use library facilities such as reading groups, local history societies etc.</p>
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STEP 3: Available data and monitoring information

<p>Relevant equality information For example: Community profiles / service user demographics, data and monitoring information (local and national), similar or previous EqIAs, complaints, audits or inspections, local knowledge and consultations.</p>	<p>What the data tell us about equalities</p>
<p>“Inspiring Libraries” Public Consultation, 29th September to 7th December 2014</p> <ul style="list-style-type: none"> Proposal regarding library tiers <p>Hertfordshire’s 46 library buildings will be branded and promoted in three different tiers in order to clarify the services available.</p> <p>Tier 1 – centrally located in large towns, these libraries will offer the broadest range of stock and services, and will be open for the longest hours. They will be staffed by library staff, and we will continue to invite volunteers to support the delivery of some services and activities.</p> <p>Tier 2 – located in smaller towns, these will provide core library services and offer a wide range of popular stock. Additional services will be tailored to meet local need/demand. They will be staffed during current core hours, and we will seek to extend access through volunteer supervised self-service, building on the success established arrangements at a number of Hertfordshire libraries.</p> <p>Tier 3 – In smaller communities and villages, we will maintain our libraries and provide self-service access to library services, including the issue and return of book, access to computers/technology and study space and staff assistance via a ‘virtual librarian’ service (video link to another library). We will invite local communities to add value to these self-service facilities through volunteer support and the provision of additional activities and services as decided by the local community.</p>	<ul style="list-style-type: none"> The feedback from the “Inspiring Libraries” public consultation that took place between September and December 2014 has informed final recommendations and proposed revisions to the original proposals that were agreed by Members in September 2014. In total we received 5769 completed questionnaires and spoke to 1098 people at the 54 drop-in sessions. With the addition of stakeholder contributions there was a total participation figure of nearly 7000. During the course of the consultation responses were monitored to ensure that key customer groups were represented. Some of the feedback from respondents to the consultation highlighted concerns about the impact of the “Inspiring Libraries” proposals on elderly people, in particular in relation to elderly people being less confident in using technology and elderly people being less able to travel to other towns to use services due to infirmity or lack of transport. Other respondents commented on the importance of having regard to social deprivation in the planning of libraries for the future. Respondents suggested that Hertfordshire Library Service find alternative ways to save



- **Proposal regarding changes to the mobile library service**

Replace the existing mobile library service with an expanded Home Library Service for vulnerable and isolated customers. [NB. *The Home Library Service delivers books and recordings to the homes of customers who are unable to access their local library because they are housebound, have a disability, or care for someone at home. The service is delivered by volunteers across Hertfordshire who visit customers monthly.*]

HCC Community Profile data

money so that an element of public facing staff could be retained in the proposed Tier 3 libraries.

- A consistent theme by respondents who use the mobile library service is that the proposal to withdraw the service and replace it with an expanded Home Library Service does not provide an alternative service for young families and the active elderly who do not have easy access to transport.
- Hertfordshire's population will become larger and more diverse over the next decade. This growth is not evenly distributed across the age range. By 2021 42.6% of the population will either be under 20 or over 65.
- The number of young people is forecast to increase, with 0-19s up by 11.3% and 0-5s up by 11.7%.
- The older population will increase significantly during the lifetime of the library strategy. Currently one out of every five households in Hertfordshire contains only residents that are aged 65+. 59% of these households contain one person living alone. The Office of National Statistics projects that by 2021 the number of over 65s will have increased by 22.4% and the number of over 80s will have increased by 28.2%.
- The growing older population may require changes to the way in which the County Council's information services are provided to older people, people with disabilities and carers in order to ensure that they are not disadvantaged by the "digital by default" agenda. The 2011 Census found that 8.1% of Hertfordshire residents have never used the internet. In the 2013 public consultation, "The Future of Hertfordshire Libraries" 18% of library users responding to the questionnaire said that they did not have a home computer with internet access.
- The 2011 Census shows that the Hertfordshire population has become increasingly ethnically diverse over the last ten years and this trend is likely to continue. 19.2% of Hertfordshire residents identified themselves in the 2011 Census in ethnic



groups other than White British, compared to 11.23% in 2001. Over a quarter of school aged children in Hertfordshire, 26%, are from BME backgrounds. Across all ten districts in Hertfordshire, the largest non-UK national population is Polish. During 2012-14 the top three most requested languages for interpreting and translating by the Council's interpreting and translation service, INTRAN, were Urdu; Polish and British Sign Language. The majority of Hertfordshire residents have good English language skills; however, it is important to bear this data in mind and remember the importance of interpreting services in communicating the library strategy to diverse communities in circumstances where service users have poor English skills.

- HCC's community profile data shows that 69,000 people in Hertfordshire have a disability. This includes 23,000 people with a severe physical disability. Around 26,000 people have a learning disability.
- The impact on equalities for library services is that people with disabilities are statistically less likely to be employed than people who have no disabilities. Having to pay for services could therefore impact on this group more. The nature of the disability can also impact on people's ability to access services.
- Library membership statistics - equality monitoring data is recorded at the time of joining the library and this is recorded on the customer membership file.
- Reports provide snapshot information on the library membership profile (e.g. numbers of members from different borrower categories
- The results of "The Future of Hertfordshire Libraries" public consultation informed the development of the new library strategy, "Inspiring Libraries: a new strategy for Hertfordshire Library Service 2014-24". Following an equality impact assessment, actions were taken as part of the consultation planning process to enable people with protected characteristics to contribute to the consultation. People with protected characteristics have therefore helped to

Service user data

- Library membership statistics, including new borrowers and active borrowers
Borrower categories and ethnicity statistics

Local knowledge consultations/ engagement

- "The Future of Hertfordshire Libraries" – public consultation held October–December 2013
http://www.hertsdirect.org/your-council/civic_calendar/custserperfandlibp/17990306/

Lessons learned from other Library Authorities and from judicial reviews

inform the development of the strategy.

- Hertfordshire has consulted with other Library Authorities such as Buckinghamshire and Surrey in order to learn lessons from their experiences with community-managed and community-partnered libraries. These lessons have been taken into account in drawing up proposals for the implementation of the strategy for Hertfordshire Libraries.
- Hertfordshire has also studied the outcomes of judicial reviews relating to the change programmes of other Library Authorities in order to be sure of taking into account the judgements of those reviews in the implementation of the Hertfordshire strategy.

STEP 4: Impact Assessment – Service Users, communities and partners

4.1 – Tiering of libraries

Protected characteristic	Potential for differential Impact (positive or negative)	What reasonable mitigations can you propose?
<p>All protected characteristics</p>	<p>Tier 1 libraries will offer the broadest range of stock and services and be open for the longest hours. Tier 1 libraries have the potential to have a positive impact on people with protected characteristics because they will give access to a broad range of learning and creative opportunities, enabling people to develop their knowledge and skills. Similarly, Tier 2 libraries have the potential to have a positive impact on people with protected characteristics through their continued offer of core library services and a wide range of popular stock.</p> <p>Some people with protected characteristics may need more support to use library resources. There is potential for differential impact if trained library staff aren't in the library to provide that support.</p> <p>All Hertfordshire libraries are designated Third Party Reporting Centres for hate crime, so that people with protected characteristics who have been the victim of hate crime can report the incident officially online using the public computers, alleviating the need to go to a police station. Some people with protected characteristics who have been the victims of hate crime may need more staff support to use the public computer resources to report the crime online.</p> <p>The community-partnered library model has the potential to be positive for people with protected</p>	<p>1. HCC will seek to develop partnership agreements with local community groups to support Tier 3 libraries, including those both with and without an element of paid library staff. Community partners will be invited to add value to self-service library facilities by providing volunteer assistance. Community-partnered libraries will remain part of the family of Hertfordshire libraries and the Hertfordshire Library Service ethos of customer service and equalities will continue to prevail across all service points. The Library Service will work closely with community partners to provide advice, support and ongoing training for volunteers as required, including training in the additional support that may be needed by people with protected characteristics - for example, older service users or service users with disabilities. Work is currently underway with potential partners in Chorleywood and Redbourn with a view to building community partnerships that will enable us to establish these as two 'early adopter' libraries in the autumn of 2015.</p> <p>2. Before any Community Library is implemented we will undertake a local engagement exercise and draw up an Equalities Impact Assessment to ensure that the service remains accessible to all sections of the community. We will speak to local Members about the Community Libraries in their area prior to commencing this engagement process as their support will be important in helping us to identify key</p>



Protected characteristic	Potential for differential impact (positive or negative)	What reasonable mitigations can you propose?
	<p>characteristics because the new volunteering opportunities offered through this model can help to give people from all minority groups a sense of ownership and community involvement.</p>	<p>community leads.</p> <p>3. Individual Equality Impact Assessments will be carried for both Redbourn and Chorleywood if the work that is currently taking place with potential partners in those communities leads to these being 'early adopters' of the community partnership model.</p>
<p>Age</p>	<p>Some older people may lack confidence in using technology or self-service facilities.</p>	<p>4. The potential for differential impact on some elderly people arising from the proposed implementation of Tier 3 community-partnered libraries was highlighted by many respondents to the public consultation questionnaire. To take account of this, revised recommendations for the tiering of libraries have been agreed that all Tier 3 libraries should be managed in partnership with local communities, but that larger Tier 3 libraries should retain an element of paid library staff. This means that if Chorleywood is agreed as an 'early adopter' of the community partnership model, it will retain an element of paid library staff as a large Tier 3 library. This will enable elderly people in Chorleywood who need more support to use technology or self-service facilities to still get that support from paid library staff in Chorleywood.</p> <p>5. In Tier 3 Libraries, volunteers will be trained to support customers in using self-service facilities. Hertfordshire Library Service also recruits IT Champions in a number of libraries to support customers in using public access computers. This means that both Redbourn and Chorleywood will have trained volunteers as possible early adopters of the</p>

Protected characteristic	Potential for differential impact (positive or negative)	What reasonable mitigations can you propose?
	<p>Some older people visit their local library for company and to alleviate isolation.</p>	<p>community partnership model.</p> <p>6. It isn't intended that the 'virtual librarian' will require customers to have developed IT skills. Provision of staff assistance in the Tier 3 community-partnered libraries will be via a "LibraryLink" facility, which will be a touch screen video link, enabling customers or volunteers in a Tier 3 library to speak directly to a member of library staff in another library if they need help. Once the technology has been trialled it will be tested with customers in a few libraries, linking a large user-friendly touchscreen tablet in the library to a 'receiving' tablet based with the Enquiry Team in Welwyn Garden City Library. LibraryLink will be deployed in Tier 3 libraries only after this pilot phase has been completed and assessed.</p> <p>7. The development of swipe card access to library buildings will be fully tested and piloted before implementation, and will be used to extend library access beyond current opening hours rather than replacing library staff/volunteer supervision.</p> <p>8. The development of community partnerships to support Tier 3 libraries is designed to enhance local services and increase access, developing the library into a genuine community hub. The value added to the service by volunteers creates the potential for more social engagement for elderly isolated people.</p>



Protected characteristic	Potential for differential impact (positive or negative)	What reasonable mitigations can you propose?
	<p>There may be a potential impact on children and young people through the re-profiling of library stock and library opening hours in tiered libraries</p>	<p>9. Further analysis will be undertaken to ensure that the re-profiling of stock and library opening hours for tiered libraries takes into account the needs of people with protected characteristics.</p>
<p>Disability Including Learning Disability</p>	<p>Some people with disabilities, including people with learning disabilities, may have more need of staffed libraries than other people or may need more assistance to successfully access the service.</p> <p>There may be a potential impact on some people with disabilities through the re-profiling of library stock in tiered libraries, for example, people needing access to talking books or adult literacy stock</p>	<p>10. HCC will seek to develop partnership agreements with local community groups to support Tier 3 libraries, including those both with and without an element of paid library staff. Community partners will be invited to add value to self-service library facilities by providing volunteer assistance. Community-partnered libraries will remain part of the family of Hertfordshire libraries and the Hertfordshire Library Service ethos of customer service and equalities will continue to prevail across all service points. The Library Service will work closely with community partners to provide advice, support and ongoing training for volunteers as required, including training in the additional support that may be needed by people with protected characteristics - for example, older service users or service users with disabilities.</p> <p>11. The potential for differential impact on people with protected characteristics through tiering of libraries and re-profiling of facilities in smaller communities and villages to self-service access will require further analysis in terms of actual impact and potential mitigations, including individual equality impact assessments for the proposed Tier 3 libraries.</p> <p>12. Further analysis will be undertaken to ensure that the re-profiling of stock and library</p>

Protected characteristic	Potential for differential impact (positive or negative)	What reasonable mitigations can you propose?
		opening hours for tiered libraries takes into account the needs of people with protected characteristics.
Race	In addition to the impacts identified above in "all protected characteristics", there are no unique impacts identified for this characteristic	The position will continue to be monitored and action will be taken to address any identified issues.
Gender reassignment	In addition to the impacts identified above in "all protected characteristics", there are no unique impacts identified for this characteristic	The position will continue to be monitored and action will be taken to address any identified issues.
Pregnancy and maternity	In addition to the impacts identified above in "all protected characteristics", there are no unique impacts identified for this characteristic	The position will continue to be monitored and action will be taken to address any identified issues.

Religion or belief	In addition to the impacts identified above in "all protected characteristics", there are no unique impacts identified for this characteristic	The position will continue to be monitored and action will be taken to address any identified issues.
Sex	Predominantly more women have caring responsibilities than men. See "carers" below.	See mitigations 1,2,3 and 9 above
Sexual orientation	In addition to the impacts identified above in "all protected characteristics", there are no unique impacts identified for this characteristic	The position will continue to be monitored and action will be taken to address any identified issues.
Marriage & civil partnership	In addition to the impacts identified above in "all protected characteristics", there are no unique impacts identified for this characteristic	The position will continue to be monitored and action will be taken to address any identified issues.
Carers (by association with any of the above)	Carers may rely on their existing library service to access information and resources to help them with their caring roles. They may be impacted if their local library is re-profiled as a community-partnered library and library staff aren't available locally to advise them about the particular services available to support them in their caring roles.	See mitigations 1,2,3 and 9 above
Socio-economic	Some users may rely on their existing traditional, staffed library service for access to IT if they lack confidence in using computers, but need to do so in order to apply for benefits and jobs online.	<p>13. The potential socio economic impact on some people arising from the tiering of libraries will require further analysis through individual equality impact assessments for proposed Tier 3 libraries.</p> <p>14. Further analysis will be undertaken to ensure that the re-profiling of stock and library opening hours for tiered libraries takes into account the needs of people with protected characteristics.</p>
Service Personnel	The "Inspiring Libraries" strategy has the potential to be positive for service personnel who are returning to civilian life because the additional volunteering opportunities that will be offered through all libraries could help to	See mitigations 1,2 and 3 above

	<p>give a sense of ownership and community involvement.</p> <p>Some service personnel returning to civilian life may need more staff support to use public computers and other library resources to find information or to apply for jobs online</p>	
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4.2 Review of Mobile Libraries and Outreach Services

Protected characteristic	Potential for differential impact (positive or negative)	What reasonable mitigations can you propose?
Age	<p>Some older people may use the mobile library because of mobility difficulties. These people may be differentially impacted by changes to the mobile library service</p> <p>Some older people may use the mobile library as a regular part of their routine to get out into the community for company and to combat feelings of loneliness and isolation. Changes to the mobile library service could have a negative impact on these people if they are unable to visit a staffed library building.</p> <p>There may be a potential impact on some active elderly people and on young families with small children, who may use the mobile library because they do not have the transport to easily get to the nearest library building. Changes to the mobile library service could make it difficult for these people to use the Library Service.</p>	<ol style="list-style-type: none"> 1. The potential for changes to the mobile library service to have a differential impact on people who are unable to visit library buildings will require further investigation of potential mitigations. Further public consultation about the proposed changes to the mobile library service was carried out in autumn 2014. The views expressed were considered carefully in light of the mitigation proposals that had already been proposed and the need to make budget savings in relation to this proposal. Work is currently underway to develop and clarify the options for alternative library provision for vulnerable and isolated customers, if the current mobile library service were to be withdrawn. 2. Investigative and analysis work will be done to develop and implement a more cost effective way of delivering services to mobile library customers who cannot access library buildings. An individual EqIA will be carried out for the implementation of changes to the mobile library service. 3. Hertfordshire Library Service will review the eligibility criteria for the Home Library Service and explore how this service

Protected characteristic	Potential for differential impact (positive or negative)	What reasonable mitigations can you propose?
		<p>might be developed and improved, including the use of e-readers and downloadable audio, to provide an expanded service for people with disabilities and mobility problems and carers.</p> <p>4. HCC will work with local communities to explore options for facilitating 'community to library' transport as an alternative to mobile libraries. Work is underway to map existing community transport schemes across the county and their current eligibility criteria.</p> <p>5. HCC will explore the feasibility of providing set-up support and advice for communities wishing to establish a self-organised 'community book swap'.</p>
Disability Including Learning Disability	13.6% of mobile library users responding to the public consultation, "The Future of Hertfordshire Libraries", said that they use the mobile library because of mobility difficulties. These people may be differentially impacted if changes are made to the mobile library service.	6. Analysis work will be done to identify affected individuals and to implement alternative services to meet their needs.
Race	No unique impacts identified for this characteristic.	The position will continue to be monitored and action will be taken to address any identified issues.
Gender reassignment	No unique impacts identified for this characteristic.	The position will continue to be monitored and action will be taken to address any identified issues.
Pregnancy and maternity	No unique impacts identified for this characteristic.	The position will continue to be monitored and action will be taken to address any identified issues.
Religion or belief	No unique impacts identified for this characteristic.	The position will continue to be monitored and action will be taken to address any identified issues.
Sex	Predominantly more women	<i>See carers below</i>



Protected characteristic	Potential for differential impact (positive or negative)	What reasonable mitigations can you propose?
	have caring responsibilities. See <i>carers below</i> .	
Sexual orientation	No unique impacts identified for this characteristic.	The position will continue to be monitored and action will be taken to address any identified issues.
Marriage & civil partnership	No unique impacts identified for this characteristic.	The position will continue to be monitored and action will be taken to address any identified issues.
Carers (by association with any of the above)	Carers living in more isolated or rural communities may rely on their existing mobile library service to access information and resources to help them with their caring roles. There is the potential for differential impact on carers if changes are made to the mobile library and if they are unable to visit library buildings.	7. HCC will provide a high quality online library service, available to Hertfordshire members 24/7 from anywhere in the world. This will include access to information and online reference resources, downloading e-books, ordering items from the library catalogue, access to enquiry services, communication through social media and streaming of library events. <i>See also mitigations 1-6 above</i>
Socio-economic	No unique impacts identified for this characteristic.	The position will continue to be monitored and action will be taken to address any identified issues.
Service Personnel	No unique impacts identified for this characteristic.	The position will continue to be monitored and action will be taken to address any identified issues.

4.3 Library buildings

Protected characteristic	Potential for differential impact (positive or negative)	What reasonable mitigations can you propose?
All protected characteristics	There is potential for a negative impact on people with protected characteristics when local libraries are re-provided or relocated if account is not taken of the particular needs relating to those characteristics.	1. Whenever proposals are agreed for the re-provision or relocation of any library, a public engagement exercise will be undertaken to ensure that plans for the new library are shaped by the views of the local community. 2. Individual Equality Impact assessments will be carried out whenever a library is re-provided or relocated. These will include

Protected characteristic	Potential for differential impact (positive or negative)	What reasonable mitigations can you propose?
		<p>individual Equality Impact Assessments for re-provision of libraries in Hemel Hempstead; Berkhamsted and Knebworth. Individual Equality Impact Assessments will also be carried out for libraries undergoing major refurbishment. These will include individual assessments for Watford Central and St Albans libraries, both of which will undergo major refurbishment during 2015-16.</p> <p>3. Individual Equality Impact Assessments will be carried out as part of work exploring the feasibility of re-providing Buntingford, Redbourn, Sawbridgeworth and Wheathampstead libraries on fire station sites</p> <p>4. Access audits will be an integral part of the planning for re-provided and relocated libraries</p>

4.4 Technology

Protected characteristic	Potential for differential impact (positive or negative)	What reasonable mitigations can you propose?
<p>Age</p>	<p>Some older people find it difficult to use new technology and could find it harder to use new technology offers, such as the CreatorSpace planned for Watford Central, self-service or Wi-Fi printing or the LibraryLink service to get staff assistance in the community-partnered libraries.</p> <p>There is potential for negative differential impact on older people arising from the development of swipe card access to library buildings via a smart library card. Some older people may have disabilities that could make it harder for them to use this service.</p>	<p>1. See "Tiering of Libraries" mitigation 6 above regarding the LibraryLink mitigation.</p> <p>2. Open+ swipe-card access to library buildings will be fully tested and piloted before implementation and will be used to extend library access beyond current opening hours rather than replacing library staff/volunteer supervision. If swipe-card access appears to be feasible we will seek to pilot it at Bishop's Stortford and Croxley Green libraries in 2015-16.</p> <p>3. Accessibility standards will be taken into account when developing new technology</p>

Protected characteristic	Potential for differential impact (positive or negative)	What reasonable mitigations can you propose?
		<p>systems, including swipe card access to library buildings. The Library Service will actively involve customers in the testing and piloting of new technology systems.</p> <p>4. Individual equality impact assessments will be carried out for all new technology solutions that are implemented. These will include individual Equality Impact Assessments for the Watford Central CreatorSpace; LibraryLink and the Bishop's Stortford and Croxley Green swipe-card access pilots. Assessments will also be carried out for planned self-service printing and Wi-Fi printing solutions.</p>
<p>Disability Including Learning Disability</p>	<p>Some people may have physical or learning disabilities that could make it harder for them to use new technology offers, such as the CreatorSpace planned for Watford Central, self-service or Wi-Fi printing or the LibraryLink service to get staff assistance in the community-partnered libraries.</p> <p>There is potential for negative differential impact on people with physical or learning disabilities arising from the development of swipe card access to library buildings via a smart library card. Some people may have disabilities that could make it harder for them to use this service.</p>	<p>5. See "Tiering of Libraries" mitigation 6 above regarding the LibraryLink mitigation.</p> <p>6. See "Technology" mitigation 2 above.</p> <p>7. Accessibility standards will be taken into account when developing new technology systems, including swipe card access to library buildings. The Library Service will actively involve customers in the testing and piloting of new technology systems.</p> <p><i>See also "Technology" mitigation 4 above.</i></p>
<p>Race</p>	<p>No unique impacts identified for this characteristic.</p>	<p>The position will continue to be monitored and action will be taken to address any identified issues.</p>
<p>Gender reassignment</p>	<p>No unique impacts identified for this characteristic.</p>	<p>The position will continue to be monitored and action will be taken to address any identified issues.</p>

Protected characteristic	Potential for differential impact (positive or negative)	What reasonable mitigations can you propose?
Pregnancy and maternity	No unique impacts identified for this characteristic.	The position will continue to be monitored and action will be taken to address any identified issues.
Religion or belief	No unique impacts identified for this characteristic.	The position will continue to be monitored and action will be taken to address any identified issues.
Sex	No unique impacts identified for this characteristic.	The position will continue to be monitored and action will be taken to address any identified issues.
Sexual orientation	No unique impacts identified for this characteristic.	The position will continue to be monitored and action will be taken to address any identified issues.
Marriage & civil partnership	No unique impacts identified for this characteristic.	The position will continue to be monitored and action will be taken to address any identified issues.
Carers (by association with any of the above)	No unique impacts identified for this characteristic.	The position will continue to be monitored and action will be taken to address any identified issues.
Socio-economic	No unique impacts identified for this characteristic.	The position will continue to be monitored and action will be taken to address any identified issues.
Service Personnel	No unique impacts identified for this characteristic.	The position will continue to be monitored and action will be taken to address any identified issues.

4.5 Income Generation

Protected characteristic	Potential for differential impact (positive or negative)	What reasonable mitigations can you propose?
Age	There is potential for differential impact if more library services incur a charge because many older people and younger people in education or training may have lower incomes than people without protected characteristics.	<ol style="list-style-type: none"> 1. When introducing charges for services, the needs of people with protected characteristics will be taken into account by investigating the need for concessions. 2. Equality impact assessments will be undertaken as appropriate when new service charges are introduced
Disability Including Learning Disability	There is potential for differential impact if more library services incur a charge because many people with disabilities may have lower incomes than people without protected characteristics.	<ol style="list-style-type: none"> 1. When introducing charges for services, the needs of people with protected characteristics will be taken into account by investigating the need for concessions. 2. Equality impact assessments will be undertaken as appropriate when new service charges are introduced
Race	There are no unique impacts identified for this characteristic	The position will continue to be monitored and action will be taken to address any identified issues.
Gender reassignment	There are no unique impacts identified for this characteristic	The position will continue to be monitored and action will be taken to address any identified issues.
Pregnancy and maternity	There are no unique impacts identified for this characteristic	The position will continue to be monitored and action will be taken to address any identified issues.
Religion or belief	There are no unique impacts identified for this characteristic	The position will continue to be monitored and action will be taken to address any identified issues.
Sex	There are no unique impacts identified for this characteristic	The position will continue to be monitored and action will be taken to address any identified issues.
Sexual orientation	There are no unique impacts identified for this characteristic	The position will continue to be monitored and action will be taken to address any identified issues.
Marriage & civil partnership	There are no unique impacts identified for this characteristic	The position will continue to be monitored and action will be taken



Protected characteristic	Potential for differential Impact (positive or negative)	What reasonable mitigations can you propose?
		to address any identified issues.
Carers (by association with any of the above)	Some carers may be differentially impacted by new service charges because they may be on benefits due to being unable to work because of their caring roles	<ol style="list-style-type: none"> 1. When introducing charges for services, the needs of people with protected characteristics will be taken into account by investigating the need for concessions. 2. Equality impact assessments will be undertaken as appropriate when new service charges are introduced
Socio-economic	People on low incomes may be differentially impacted if new charges for services are introduced	<ol style="list-style-type: none"> 1. When introducing charges for services, the needs of people with protected characteristics will be taken into account by investigating the need for concessions. 2. Equality impact assessments will be undertaken as appropriate when new service charges are introduced
Service Personnel	No unique impacts identified for this characteristic.	The position will continue to be monitored and action will be taken to address any identified issues.

4.6 Promotion

Protected characteristic	Potential for differential Impact (positive or negative)	What reasonable mitigations can you propose?
All protected characteristics	People with protected characteristics could be differentially impacted if promotion methods aren't inclusive in scope	<ol style="list-style-type: none"> 1. A variety of channels will be used to promote the service in order to take account of people with protected characteristics. All promotional activity will use inclusive language and imagery and will be accessible. 2. Equality Impact Assessments will be undertaken as appropriate when embarking on major library promotion campaigns in order to ensure inclusivity.

4.7 Opportunity to advance equality of opportunity and/or foster good relations

The library strategy provides a good opportunity to advance equality of opportunity and to foster good relations in communities. One of the main aims and ambitions of “Inspiring Libraries” is to make Hertfordshire Libraries a vibrant community asset, where libraries are shaped with local people and partners to reflect local need, support sustainability and enrich communities. The public consultation, “The Future of Hertfordshire Libraries”, demonstrated the power of the idea of the public library as a safe, trusted, non-judgemental space for the whole community.

The strategy aims to foster a sense of community ownership of the library, with the service being fully involved in local communities and developing as genuine community hubs. Delivering the “Inspiring Libraries” strategy, therefore, has the potential to bring together people with protected characteristics and people without protected characteristics – supporting community cohesion and fostering good relations between different parts of communities across Hertfordshire.

Through provision of Tier 1 libraries that offer the broadest range of stock and services and that are open for the longest hours; and by working with community volunteers to extend access in the Tier 2 libraries and to add value to Tier 3 community-partnered libraries, the “Inspiring Libraries” strategy provides the opportunity to help to advance equality of opportunity for people with protected characteristics by extending access to valuable community resources, giving all citizens in the community free and equal access to books, e-books, reading resources and authoritative information, advice and guidance services both in library buildings and online.

The proposal for developing public access to a range of technology will provide an opportunity for people who may lack experience with IT or may not have access to computers at home to access online services, build their skills and confidence and engage with the digital world.

The proposal to make greater use of volunteers to support the delivery of library services will provide volunteering opportunities for people with protected characteristics, which will increase community involvement. Volunteering will also offer opportunities for people to develop new skills and gain experience in a working environment, which may increase their employability.

Plans to improve promotion of the library will help to bring the service to the attention of many people with protected characteristics who may benefit from public library services.

Impact Assessment – Staff

When more detail is decided about implementation of the “Inspiring Libraries” strategy, any impact on staff will be analysed in line with HCC policy and best practice. This will be done for each affected Library Service team, assisted and advised by HR. The current headline figures/workforce diversity profile for Hertfordshire Libraries can be found below.

Protected characteristic	Potential for differential impact (positive or negative)	What reasonable mitigation can you propose?
Age	Currently 35.6% of library staff are over the age of 55, compared to 26.1% for all council departments. 7% of library staff are under the age of 25, compared to 4.2% for all council departments, so we have a proportionately slightly older, and slightly younger workforce in comparison to the rest of the Council.	1. Impact on staff with protected characteristics will be analysed in line with HCC policy and best practice in a separate equality impact assessment.

Protected characteristic	Potential for differential Impact (positive or negative)	What reasonable mitigation can you propose?
Disability Including Learning Disability	<p>7% of library staff have identified themselves as having a disability. This compares to 5.3% for all council departments.</p> <p>We do not have specific data identifying the number of library staff (if any) with learning disabilities.</p>	<p>1. Impact on staff with protected characteristics will be analysed in line with HCC policy and best practice in a separate equality impact assessment.</p>
Race	<p>7.8% of library staff are from Black and minority ethnic communities, compared to 11.8% for all council departments.</p>	<p>1. Impact on staff with protected characteristics will be analysed in line with HCC policy and best practice in a separate equality impact assessment.</p>
Gender reassignment	<p>It is believed that staff members with this characteristic will not be impacted upon by the proposals</p>	<p>The position will continue to be monitored and action will be taken to address any identified issues.</p>
Pregnancy and maternity	<p>Currently 5 library staff are on maternity leave.</p>	<p>1. Impact on staff with protected characteristics will be analysed in line with HCC policy and best practice in a separate equality impact assessment.</p>
Religion or belief	<p>It is believed that staff members with this characteristic will not be impacted upon by the proposals</p>	<p>The position will continue to be monitored and action will be taken to address any identified issues.</p>
Sex	<p>Only 17.5% of library staff are male, compared to 82.5% female. This compares to 32.8% male staff and 67.2% female across all council departments. So we have many more females working for us (proportionately) than other council departments. This may mean that more library staff have caring commitments, as proportionately more women have caring commitments than men.</p>	<p>1. Impact on staff with protected characteristics will be analysed in line with HCC policy and best practice in a separate equality impact assessment.</p>
Sexual orientation	<p>It is believed that staff members with this characteristic will not be impacted upon by the proposals</p>	<p>The position will continue to be monitored and action will be taken to address any identified issues.</p>
Marriage & civil partnership	<p>It is believed that staff members with this characteristic will not be impacted upon by the proposals</p>	<p>The position will continue to be monitored and action will be taken to address any identified issues.</p>
Carers (by association with any of the above)	<p>201 staff with caring responsibilities as reported on SAP.</p>	<p>1. Impact on staff with protected characteristics will be analysed in line with HCC policy and best practice in a separate equality impact assessment.</p>

Protected characteristic	Potential for differential Impact (positive or negative)	What reasonable mitigation can you propose?
Opportunity to advance equality of opportunity and/or foster good relations (Please refer to the guidance for more information on the public sector duties)		
Full impact assessments for staff will be carried out as relevant when each stage of the strategy is implemented		

STEP 5: Gaps Identified

<p>Gaps Identified Do you need to collect more data/information or carry out consultation? (A 'How to engage' consultation guide is on Compass). How will you make sure your consultation is accessible to those affected?</p>	<p>Tiering of libraries</p> <p>More information is needed to inform the library strategy implementation process about the possible differential impact of the tiering of libraries on some people with protected characteristics.</p> <p>The paper, "Delivering 'Inspiring Libraries' Strategy" proposes to carry out a public consultation on the proposals between September and December 2014. This consultation will help to identify potential differential impacts on people with protected characteristics and mitigations for those people. <i>(January 2015 update - The public consultation was carried out between September and December 2014 as planned and the feedback has informed the development of revised proposals for the tiering of libraries.)</i></p> <p>All the communities for which a community-partnered library has been proposed are different and the needs of people with protected characteristics in one community cannot be presumed to inform the needs of people in another. Therefore, individual equality impact assessments will be required for each of the community-partnered libraries that are being proposed.</p> <p>Review of mobile libraries and Outreach Services</p> <p>Hertfordshire Library Service needs to collect more information to help identify how many current mobile library users are unable to visit library buildings and require an alternative service.</p> <p>The consultation proposed for autumn 2014 will help to identify potential differential impacts on people with protected characteristics arising from the proposal to change the mobile library service. <i>(January 2015 update - The public consultation was carried out between September and December 2014 as planned)</i></p> <p>As with the 2013 public consultation, an equality impact assessment will need to be carried out as part of the consultation planning process in order to ensure that the consultation is accessible to the people affected by the proposals regarding tiering of libraries and changes to the mobile library service. <i>(January 2015 update - An equality impact assessment was carried out as part of the consultation planning process and the consultation was made accessible to people affected by the proposals for tiering of libraries and changes to the mobile library service.)</i></p> <p>In February 2015 Customer Service, Performance and Libraries Panel asked the Library Service to:</p> <ul style="list-style-type: none"> • Review the eligibility criteria for the home Library Service and explore how this service might be developed and improved, including the use of e-readers and downloadable audio. • Work with local communities to explore the options for facilitating "community to library" transport (e.g. through the use of existing community minibuses), which could enhance the customer experience by providing access to the wider
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range of stock and services available in library buildings.

- Explore the feasibility of providing set-up support and advice for communities wishing to establish a self-organised "community book swap".

Work is currently underway to develop and clarify the options for alternative library provision for vulnerable and isolated customers, if the current mobile library service were to be withdrawn.

This work will inform a separate Equality Impact Assessment and a further paper to Panel in May 2015.

STEP 6: Other Impacts

Implementation of the library strategy has the potential to have a positive impact on health and wellbeing. Reading for pleasure will be central to the library offer. Reading for pleasure is critical for children as the single strongest indicator of educational attainment, supporting formal and informal education and inspiring creativity. Reading for pleasure can also help older people to stay engaged with a changing world and to remain independent. The library strategy will help to support improved wellbeing for older people, people with disabilities, people with mental health challenges, families, people from poor socio-economic backgrounds and the whole community by providing easy access to health information and advice, and by combating loneliness and social isolation.

STEP 7: Conclusion of your analysis

Select one conclusion of your analysis	Give details
<p><input type="checkbox"/> No equality impacts identified</p> <ul style="list-style-type: none"> - No change required to proposal. 	
<p><input type="checkbox"/> Minimal equality impacts identified</p> <ul style="list-style-type: none"> - Adverse impacts have been identified, but have been objectively justified (provided you do not unlawfully discriminate). - Ensure decision makers consider the cumulative effect of how a number of decisions impact on equality. 	
<p><input checked="" type="checkbox"/> Potential equality impacts identified</p> <ul style="list-style-type: none"> - Take 'mitigating action' to remove barriers or better advance equality. - Complete the action plan in the next section. 	<ul style="list-style-type: none"> • Some people with protected characteristics need more support from library staff to enable them to access the full range of library services. Hertfordshire Library Service recognises that there is the potential for differential impact on some people with protected characteristics arising from the proposals to tier libraries. Additional mitigation will be put in place for this by retaining an element of paid library staff in seven larger Tier 3 libraries. • Some people with protected characteristics may be differentially impacted by the proposed changes to the mobile library service. Hertfordshire Library Service recognises the likelihood of a differential impact and will seek to implement mitigation measures. These will include expanding the Home Library Service for people with disabilities and mobility problems and carers and reviewing the eligibility criteria; working with local communities to explore options for facilitating 'community to library' transport'; and working with local communities to explore the feasibility of providing set-up support and advice for communities wishing to establish a self-organised 'community book swap'. Hertfordshire Library Service has considered carefully the views expressed within the public consultation whilst being mindful of the need to make budget savings.

Select one conclusion of your analysis	Give details
<p data-bbox="288 273 730 302">Major equality Impacts Identified</p> <p data-bbox="215 304 247 333"><input type="checkbox"/></p> <ul data-bbox="288 304 801 501" style="list-style-type: none"><li data-bbox="288 304 679 333">- Stop and remove the policy<li data-bbox="288 338 801 432">- The adverse effects are not justified, cannot be mitigated or show unlawful discrimination.<li data-bbox="288 436 786 501">- Ensure decision makers understand the equality impact.	

STEP 8: Action plan – Reviewed and updated March 2015

<p>Issue or opportunity identified relating to:</p> <ul style="list-style-type: none"> - Mitigation measures - Further research - Consultation proposal - Monitor and review 	<p>Action proposed</p>	<p>Officer Responsible and target date</p>
<p>More information is needed to:</p> <ul style="list-style-type: none"> • Inform the library strategy implementation process about the possible negative differential impact of the tiering of libraries on some people with protected characteristics • Help identify how many current mobile library users are unable to visit library buildings and require an alternative service. 	<p>A public consultation will be carried out on the proposals detailed in the "Delivering the 'Inspiring Libraries' Strategy" paper between September and December 2014 in order to help identify potential negative differential impacts on people with protected characteristics and mitigations for those people.</p> <p>Analysis work will be carried out to identify which customers are unable to visit library buildings and require an alternative service if the mobile library service is changed</p> <p><u>January 2015 update:</u> Public consultation took place between September and December 2014 as planned and the results have helped to inform the final revised proposals for the implementation of the Inspiring Libraries strategy.</p>	<p>Michele Murphy</p> <p>September-December 2014</p>
<p>The public consultation proposed for autumn 2014 into the proposals needs to be accessible to those affected.</p>	<p>A separate equality impact assessment will be carried out as part of the planning for the public consultation in order to ensure that the consultation process is accessible to people with protected characteristics who are affected by the proposals.</p> <p><u>January 2015 update:</u> A separate equality impact assessment for the public consultation was carried out as planned and this informed the design and implementation of the consultation process.</p>	<p>Russel Barrow</p> <p>September 2014</p>
<p>All the communities for which a community-partnered library has been proposed are different and the needs of people with protected characteristics cannot be presumed to inform the needs of people in another. Each proposed community will therefore need its own equality impact assessment.</p>	<p>Individual equality impact assessments will be carried out for each of the proposed community-partnered libraries after the public consultation.</p> <p>Individual Equality Impact Assessments will be carried out for the two 'early adopter' libraries. These may be Chorleywood and Redbourn depending</p>	<p>Russel Barrow</p> <p>Target dates will be dependent on a confirmed implementation programme for community-</p>



<p>Issue or opportunity identified relating to:</p> <ul style="list-style-type: none"> - Mitigation measures - Further research - Consultation proposal - Monitor and review 	<p>Action proposed</p>	<p>Officer Responsible and target date</p>
	<p>on the success of discussions with potential partners in those two communities.</p>	<p>partnered libraries</p>
<p>Analysis needs to be undertaken into the potential impact on people with protected characteristics of the proposal to change the mobile library service.</p>	<p>An individual EqIA will be carried out for the implementation of changes to the mobile library service</p>	<p>Michele Murphy Dates to be agreed as part of the implementation process</p>
<p>There may be a potential negative impact on some people with protected characteristics through the re-profiling of library stock and the re-profiling of library opening hours in tiered libraries</p>	<p>Further analysis will be undertaken in individual equality impact assessments for stock and library opening hours to ensure that the re-profiling of stock and library opening hours for tiered libraries takes into account the needs of people with protected characteristics.</p>	<p>Sue Valentine (stock re-profiling EqIA) Relevant Area Librarians (library opening hours EqIAs) Dates to be agreed as part of the implementation process</p>
<p>Some people with protected characteristics may need more support to use library resources. There is potential for differential negative impact if trained library staff aren't in Tier 3 libraries to provide that support.</p>	<p>All Tier 3 libraries should be managed in partnership with local communities, but seven larger Tier 3 libraries should retain an element of paid library staff. These are Bovingdon, Chorleywood, Goffs Oak, Kings Langley, London Colney, Sawbridgeworth, and Woodhall. Partnership agreements will be developed with local community groups to support Tier 3 libraries, including those both with and without some public facing staff, and community partners will be invited to add value to self-service library facilities by providing volunteer assistance. The Library Service ethos of customer service</p>	<p>Andrew Bignell Target dates to be agreed as part of the implementation process</p>

<p>Issue or opportunity identified relating to:</p> <ul style="list-style-type: none"> - Mitigation measures - Further research - Consultation proposal - Monitor and review 	<p>Action proposed</p>	<p>Officer Responsible and target date</p>
	<p>and equalities will be reflected in the partnership agreements.</p> <p>The Library Service will work closely with community partners to provide advice, support and ongoing training for volunteers in the additional support that may be needed by people with protected characteristics.</p>	
<p>Some users may rely on their existing traditional, staffed library service for access to IT if they lack confidence in using computers, but need to do so in order to apply for benefits and jobs online.</p>	<p>Further analysis will be carried out on the socio-economic impact on some people arising from the tiering of libraries by carrying out individual equality impact assessments for the proposed Tier 3 libraries</p>	<p>Russel Barrow</p> <p>Dates to be agreed as part of the implementation process</p>
<p>Some people with protected characteristics can't get to a library building and will need an alternative service if the mobile library service is changed – e.g. people with disabilities and mobility problems and carers</p>	<p>Investigative work will be carried out into possible alternative ways of delivering services to customers who cannot access library buildings</p> <p>Hertfordshire Library Service will develop and improve the Home Library Service, including the use of e-readers and downloadable audio, to provide an expanded Home Library Service for people with disabilities and mobility problems and carers, and eligibility criteria will be reviewed</p>	<p>Michele Murphy</p> <p>Dates to be agreed as part of the implementation process</p>
<p>There may be a potential impact on some active elderly people and on young families with small children, who may use the mobile library because they do not have the transport to easily get to the nearest library building. Changes to the mobile library service could make it difficult for these people to use the Library Service.</p>	<p>Hertfordshire Library Service will work with local communities to explore options for facilitating 'community to library' transport as an alternative to mobile libraries.</p> <p>Hertfordshire Library Service will work with local communities to explore the provision of support for the establishment of self-organised 'community book swaps'.</p>	<p>Michele Murphy</p> <p>Dates to be agreed as part of the implementation process</p>
<p>Some older people who may be unable to visit a library building may use the mobile library to get out into the community for company and to combat feelings</p>	<p>Investigate work will be carried out into developing a community transport service to collect customers and take them to visit the nearest local library building.</p>	<p>Michele Murphy</p> <p>Dates to be agreed as part</p>

<p>Issue or opportunity identified relating to:</p> <ul style="list-style-type: none"> - Mitigation measures - Further research - Consultation proposal - Monitor and review 	<p>Action proposed</p>	<p>Officer Responsible and target date</p>
<p>of loneliness and isolation.</p>		<p>of the implementation process</p>
<p>Carers living in more isolated or rural communities may rely on their existing mobile library service to access information and resources to help them with their caring roles and could be negatively impacted if the mobile library service is changed and if they are unable to visit library buildings</p>	<p>A high quality online library service will be provided and made available to Hertfordshire members 24/7 from anywhere in the world, including access to information and online reference resources, downloading e-books, ordering items from the catalogue, access to enquiry services, communication through social media and streaming of library events.</p>	<p>Jean Holmes</p> <p>Dates to be agreed as part of the implementation process</p>
<p>There may be a differential impact on some library staff with protected characteristics when decisions are made about the implementation of different parts of the strategy.</p>	<p>When more detail is decided about the implementation of different stages of the strategy, any impact on library staff will be analysed in line with HCC policy and best practice.</p>	<p>Andrew Bignell</p> <p>Dates to be agreed as part of the implementation process</p>
<p>There is potential for a negative impact on people with protected characteristics when local libraries are re-provided or relocated if the particular needs relating to those characteristics are not taken account of.</p>	<p>Whenever proposals are agreed for the re-provision or relocation of any library, a public engagement exercise will be undertaken to ensure that plans for the new library are shaped by the views of the local community.</p> <p>Individual equality impact assessments will be carried out whenever a library is re-provided or relocated, including for Hemel Hempstead, Berkhamsted and Knebworth.</p> <p>Individual Equality Impact Assessments will be carried out for libraries undergoing major refurbishment, including Watford Central and St Albans.</p> <p>Access audits will be an integral part of the planning for re-provided and relocated libraries</p>	<p>Relevant Area Librarians</p> <p>Dates to be agreed as part of the implementation process</p>

<p>Issue or opportunity identified relating to:</p> <ul style="list-style-type: none"> - Mitigation measures - Further research - Consultation proposal - Monitor and review 	<p>Action proposed</p>	<p>Officer Responsible and target date</p>
<p>Some older people and some people who have physical or learning disabilities may find it harder to use new self-service facilities, such as the proposed 'LibraryLink' service, self-service and Wi-Fi printing and the proposed Open+ swipe card service.</p>	<p>Volunteers and IT Champions will be trained to support customers in using IT and self-service facilities</p> <p>All new technology solutions will be "user-tested" with older people and people with disabilities, including learning disabilities. This includes LibraryLink; CreatorSpace; self-service printing; Wi-Fi printing and Open+ swipe-card access</p> <p>Accessibility standards will be taken into account when developing new technology solutions, including the swipe card access to library buildings.</p> <p>Individual equality impact assessments will be carried out for all new technology services that are implemented, including for LibraryLink; CreatorSpace; self-service printing; Wi-Fi printing and Open+ swipe-card access</p>	<p>Jean Holmes</p> <p>Dates to be agreed as part of the implementation process</p>
<p>There is potential for negative differential impact on some people with protected characteristics if more library services incur a charge</p>	<p>When introducing charges for services, the needs of people with protected characteristics will be taken into account by investigating the need for concessions.</p> <p>Equality impact assessments will be undertaken as appropriate when new service charges are introduced</p>	<p>Sue Valentine</p> <p>Dates to be agreed as part of the implementation process</p>
<p>People with protected characteristics could be negatively differentially impacted if promotion methods aren't inclusive in scope</p>	<p>A variety of channels will be used to promote the service in order to take account of people with protected characteristics. All promotional activity will use inclusive language and imagery and will be accessible.</p> <p>Equality Impact Assessments will be undertaken as appropriate for major library campaigns</p>	<p>Russel Barrow</p> <p>Dates to be agreed as part of the implementation process</p>

This EqIA has been reviewed and signed off by:

Andrew Bignell, Head of Service:

Date:

Reviewed by Library Strategy Board:

Date:

HCC's Diversity Board requires the Equality team to compile a central list of EqIAs so a random sample can be quality assured. Each Equality Action Group is encouraged to keep a forward plan of key service decisions that may require an EqIA, but please can you ensure the Equality team is made aware of any EqIAs completed so we can add them to our list. (email: equalities@hertfordshire.gov.uk).

Thank you.

