

# Addressing Inequalities

**Customers and Communities, Library Service,  
Inter Library Loans – March 2011**

# Surrey County Council Equality Impact Assessment Template

## Stage one – initial screening

<b>What is being assessed?</b>	<b>Inter Library Loans</b>
<b>Service</b>	<b>Library Service</b>
<b>Name of assessor/s</b>	<b>Gillian Youngman</b>
<b>Head of service</b>	<b>Peter Milton</b>
<b>Date</b>	<b>March 2011</b>
<b>Is this a new or existing function or policy?</b>	<b>New</b>

**Write a brief description of your service, policy or function. It is important to focus on the service or policy the project aims to review or improve.**

Surrey Interlibrary lending is part of Information Services Team. It was created in 2008 so that all requests are handled by one unit. They do not have face to face contact with the public. When the public request items not in stock in Surrey, they look to see if they are in print in which case they are passed to the Stock Team to consider for purchase, If declined they then try and obtain a loan from a variety of libraries including other public library authorities, academic and specialist libraries and the British library and even abroad (usually America). The arrangement is reciprocal and requests go to the unit to lend Surrey stock outside of the county.

Surrey Interlending deliver a high quality service to library users, identifying and retrieving titles to satisfy requests. They work with inter-lending partnerships and work with other library staff to endeavour to drive the technological solution to bring inter-library lending closer to the end user.

Indicate for each equality group whether there may be a positive impact, negative impact, or no impact.

Equality Group	Positive	Negative	No impact	Reason
Age			√	
Gender Reassignment			√	
Disability	√	√		<p>Surrey Interlending obtain books in large print where they are available.</p> <p>They also obtain items through the Bee Aware scheme (a request service in alternative formats eg cds for visually impaired and print disabled people).</p> <p>Books are loaned for a fixed period (imposed by the lender). If this is for only a limited time, it would be a disadvantage to those who have trouble getting to a library or have a reading impairment.</p> <p>Occasionally items come in a format which requires a microfiche/film reader. Some in libraries have these but the user may have to travel to access one.</p> <p>Surrey Interlending are looking to use an online (esuite) form so that users can make requests 24/7.</p>
Sex			√	
Religion and belief			√	
Pregnancy			√	

<b>and maternity</b>				
<b>Race</b>	√			Specific items in other languages can be requested via inter-library loans.
<b>Sexual orientation</b>			√	
<b>Carers</b>			√	
<b>Other equality issues – please state</b>			√	
<b>HR and workforce issues</b>	√			<b>Please indicate if a separate EIA needs to be carried out</b>
<b>Human Rights implications if relevant</b>				

**If you find a negative impact on any equality group you will need to complete stage one and move on to stage two and carry out a full EIA.**

**A full EIA will also need to be carried out if this is a high profile or major policy that will either effect many people or have a severe effect on some people.**

<b>Is a full EIA required?</b>	<b>Yes (go to stage two) √</b>	<b>No</b>
<b>If no briefly summarise reasons why you have reached this conclusion, the evidence for this and the nature of any stakeholder verification of your conclusion.</b>		
<b>Briefly describe any positive impacts identified that have resulted in improved access or services</b>		

## For screenings only:

<b>Review date</b>	
<b>Person responsible for review</b>	
<b>Head of Service signed off</b>	
<b>Date completed</b>	

- Signed off electronic version to be kept in your team for review
- Electronic copy to be forwarded to Equality and Diversity Manager for publishing

**Stage 2 – Full Equality Impact Assessment - please refer to [equality impact assessment](#) guidance available on Snet**

## Introduction and background

**Using the information from your screening please describe your service or function. This should include:**

- **The aims and scope of the EIA**
- **The main beneficiaries or users**
- **The main equality, accessibility, social exclusion issues and barriers, and the equality groups they relate to (not all assessments will encounter issues relating to every strand)**

All requests for items not in stock from Surrey Library users and from other authorities go via Surrey Interlending who are part of Information Services Team.

Inter-library lending is responsible for:

- Delivering a responsive and reliable daily service
- Checking that bibliographical details are accurate
- Putting forward stock suggestions for purchase to Stock Selection team if the item is in print
- Ensuring accuracy of what the user requires via liaison with the branches
- Monitoring progress of requests and a timely return
- Claiming for **OUR** books lost by out of County borrowers and vice versa
- Ensuring that an online presence is continually reviewed
- Participation in National Forums to keep up to date with changes/developments in the field
- Participating in the Bee Aware scheme which is a national initiative to promote the inter library loan of alternative format material on behalf of visually impaired and print disabled people

- Sourcing items from out of the county for Surrey readers (inter-library loans)
- Loaning items from Surrey stock to other authorities – generates income

The beneficiaries of Inter-library Loans “in” are:

- Library members – increased access to a wider range of materials, including foreign books

The beneficiaries of Inter-library Loans “out” are:

- Other public library authorities
- Non-public libraries
- Surrey council tax payers as this service generates (modest) income

The main equalities issues centre around:

- Loan period
- Having to go to a library to pay in advance

**Now describe how this fits into ‘the bigger picture’ including other council or local plans and priorities.**

Public Libraries & Museums Act, 1964

- Public Libraries & Museums Act, 1964

7 General duty of library authorities.

(2) In fulfilling its duty under the preceding subsection, a library authority shall in particular have regard to the desirability—

(a) of securing, by the keeping of adequate stocks, by arrangements with other library authorities, and by any other appropriate means, that facilities are available for the borrowing of, or reference to, books and other printed matter, and pictures, gramophone records, films and other materials, sufficient in number, range and quality to meet the general requirements and any special requirements both of adults and children; and

Strategies – local & national

Localism Bill

2010/2011 Savings/cuts – cheaper than printing information out

Digital Access – Race to 2012

Library Public Value Review 2010

**Evidence gathering and fact-finding**

**What evidence is available to support your views above? Please include a summary of the available evidence including identifying where there are gaps to be included in the action plan.**

**Remember to consider accessibility alongside the equality groups**

From April 2009 to March 2010, 1960 items were supplied to Surrey library users.

In addition 6 items from the Bee Aware Scheme were obtained. This is a national initiative to promote the inter library loan of alternative format material on behalf of visually impaired and print disabled people.

Sources of evidence may include:

- Service monitoring reports including equality monitoring data
- User feedback
- Population data – census, Mosaic
- Complaints data
- Published research, local or national.
- Feedback from consultations and focus groups
- Feedback from individuals or organisations representing the interests of key target groups
- Evidence from partner organisations, other council departments, district or borough councils and other local authorities

**How have stakeholders been involved in this assessment? Who are they, and what is their view?**

The public make the occasional complaint usually about obtaining the item by a deadline but no timescale can be guaranteed due to the nature of the procedure.

Surrey Interlending staff meet from time to time with Stock Team selectors. Surrey Interlending staff attend the annual Forum for Interlending where they meet other departments from around the country,

**Analysis and assessment**

**Given the available information, what is the actual or likely impact on minority, disadvantaged, vulnerable and socially excluded groups? Is this impact positive or negative or a mixture of both? (Refer to the EIA guidance for full list of issues to consider when making your analysis)**

The main issue surrounds the loan period, as someone with a disability may take longer to read a book.

**What can be done to reduce the effects of any negative impacts? Where negative impact cannot be completely diminished, can this be justified, and is it lawful?**

The loan period is imposed by the lending library. If Surrey Interlending are aware there may be a problem they may be able to obtain the item from somewhere that can give a longer loan although this is not possible if there is a waiting list

Items cannot be requested from a mobile library as some of them visit the stops once every 4 weeks. The library service is currently under review as part of the Public Value Review.

**Where there are positive impacts, what changes have been or will be made, who are the beneficiaries and how have they benefited?**

Once the problems with payment issues has been resolved, there will be the facility for users to request books 24/7 from anywhere (currently they have to go to a library). This will be an advantage to disabled users.

## Recommendations

Please summarise the main recommendations arising from the assessment. If it is impossible to diminish negative impacts to an acceptable or even lawful level the recommendation should be that the proposal or the relevant part of it should not proceed.

Implementation of requesting a book online.

## Action Plan – actions needed to implement the EIA recommendations

Issue	Action	Expected outcome	Who	Deadline for action
Online book requests	Address payment issues	Not necessary to come to the library to pay. Accessible 24/7	All users	July 2011

- Actions should have SMART Targets
- Actions should be reported to the Directorate Equality Group (DEG) and incorporated into the Equality and Diversity Action Plan, Service Plans and/or personal objectives of key staff.

Date taken to Directorate Equality Group for challenge and feedback	31 <sup>st</sup> March 2012
Review date	April 2012
Person responsible for review	Gillian Youngman
Head of Service signed off	12 <sup>th</sup> May 2011
Date completed	13 <sup>th</sup> May 2011
Date forwarded to EIA coordinator for publishing	13 <sup>th</sup> May 2011
Review date	

- **Signed off electronic version to be kept in your team for review**
- **Electronic copy to be forwarded to your service EIA coordinator to forward for publishing on the external website**

## **EIA publishing checklist**

- Plain English – will your EIA make sense to the public?
- Acronyms – check that you have explained any specialist names or terminology
- Evidence – will your evidence stand up to scrutiny; can you justify your conclusions?
- Stakeholders and verification – have you included a range of views and perspectives to back up your analysis?
- Gaps and information – have you identified any gaps in services or information that need to be addressed in the action plan?
- Legal framework – have you identified any potential discrimination and included actions to address it?
- Success stories – have you included any positive impacts that have resulted in change for the better?
- Action plan – is your action plan SMART? Have you informed the relevant people to ensure the action plan is carried out?
- Review – have you included a review date and a named person to carry it out?
- Challenge – has your EIA been taken to your DEG for challenge
- Signing off – has your Head of Service signed off your EIA?
- Basics – have you signed and dated your EIA and named it for publishing?