

**KENT COUNTY COUNCIL
EQUALITY ANALYSIS / IMPACT ASSESSMENT (EqIA)**

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Directorate:

Growth, Environment & Transport

Name of policy, procedure, project or service

Libraries management System Software contract renewal

What is being assessed?

The Library management System (LMS) is required to support the day to day running and management of Kent Libraries. KCC is a member of SELMS which is a partnership of 11 other library authorities using a shared database. The LMS has the ability to interact with other SELMS partners, allowing collaboration, co-operation and consolidation of knowledge, resources data and assets to provide a concise and functional LMS to the SELMS membership.

Responsible Owner/ Senior Officer

Jennifer Cox, Service Manager – Stock & Promotions

Date of Initial Screening

December 2016

Date of Full EqIA :

Version	Author	Date	Comment
1	Jennifer Cox	19/12/2016	

Screening Grid

Characteristic	Could this policy, procedure, project or service, or any proposed changes to it, affect this group less favourably than others in Kent? YES/NO If yes how?	Assessment of potential impact HIGH/MEDIUM LOW/NONE UNKNOWN		Provide details: a) Is internal action required? If yes what? b) Is further assessment required? If yes, why?	Could this policy, procedure, project or service promote equal opportunities for this group? YES/NO - Explain how good practice can promote equal opportunities
		Positive	Negative	Internal action must be included in Action Plan	If yes you must provide detail
Age	Yes	High	low	<p>a) Ensure staff actively promote the alternative ways to access library accounts, place requests and renew items so those who are not IT literate or do not have access to computers are not disadvantaged.</p> <p>Ask a Kent Librarian phone service available for those who wish to have 121 support searching the catalogue etc., Monday to Saturday.</p> <p>b) No</p>	<p>Yes - It will continue to enable remote access to library services for people of all ages.</p> <p>In particular: Older people who are less mobile or homebound and not able to visit the library will be able access their library account to browse the catalogue, place requests or renew the items they have on loan. They will also be able to access the online resources, including e-books and e-audio.</p> <p>Younger people will be more attracted to the materials held online and will be more likely to use the service remotely, or those not wishing/not able to come into the library. It will also enable the library service to more easily identify and assess the take up and impact of its services on all the protected characteristics including age, and will also enable the library service to target its marketing more effectively at different customers.</p>

Disability	Yes	High	low	<p>a) Ensure staff actively promote the alternative ways to access library accounts, place requests and renew items so those who may have difficulties in accessing remote library services.</p> <p>Ask a Kent Librarian phone service available for those who wish to have 121 support searching the catalogue etc., Monday to Saturday.</p> <p>b) No</p>	<p>Yes - The LMS will continue to enable remote access to library services for people who are less mobile or homebound and not able to visit the library will be able access their library account to browse the catalogue, place requests or renew the items they have on loan. They will also be able to access the online resources, including e-books and e-audio</p> <p>For example people who are blind/partially sighted will be able to access library services through their own specialist software text-speech or magnification on their own devices. They will be able to access e-books and e-audio.</p> <p>People with little or no literacy skills for example those with learning difficulties and those with dyslexia. They will be able to access their library accounts by using text to speech software on their own devices. If they do not have their own devices they will be able to access their library accounts using the accessibility software on the public access computers in their local library.</p> <p>It will also enable the library service to more easily identify and assess the take up and impact of its services on all the protected characteristics including disability, and will also enable the library service to target its marketing more effectively at different customers.</p>
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Gender	No	High	Low	a) No b) No	Yes the LMS will enable wider remote access for people regardless of their gender. It will also enable the library service to more easily identify and assess the take up and impact of its services on all the protected characteristics including gender, and will also enable the library service to target its marketing more effectively at different customers.
Gender identity	No	High	Low	a) No b) No	Yes the LMS will enable wider remote access for people regardless of their gender identity. It will also enable the library service to more easily identify and assess the take up and impact of its services on all the protected characteristics including gender identity, and will also enable the library service to target its marketing more effectively at different customers.
Race	No	High	Low	a) No b) No	Yes the LMS will enable wider remote access for all people regardless of their race. It will also enable the library service to more easily identify and assess the take up and impact of its services on all the protected characteristics including race, and will also enable the library service to target its marketing more effectively at different customers.

Religion or belief	No	High	Low	a) No b) No	Yes the LMS will enable wider remote access for all people regardless of their religion or belief. It will also enable the library service to more easily identify and assess the take up and impact of its services on all the protected characteristics including religion and belief, and will also enable the library service to target its marketing more effectively at different customers.
Sexual orientation	No	High	Low	a) No b) No	Yes the LMS will enable wider remote access for all people regardless of their sexual orientation It will also enable the library service to more easily identify and assess the take up and impact of its services on all the protected characteristics including sexual orientation, and will also enable the library service to target its marketing more effectively at different customers.

Pregnancy and maternity	No	High	Low	a) No b) No	Yes the LMS will enable wider remote access for pregnant women and women with babies and toddlers, who may be less able to visit the library. They will be able access their library account; to browse the catalogue, place requests or renew the items they have on loan. They will also be able to access the online resources, including e-books and e-audio. It will also enable the library service to more easily identify and assess the take up and impact of its services on all the protected characteristics including pregnancy and maternity, and will also enable the library service to target its marketing more effectively at different customers.
Marriage and Civil Partnerships	No	High	Low	a) No b) No	Yes the LMS will enable wider remote access for all people regardless of their marital or partnership status. It will also enable the library service to more easily identify and assess the take up and impact of its services on all the protected characteristics including marriage and civil partnership, and will also enable the library service to target its marketing more effectively at different customers.

Carer's responsibilities	No	High	Low	a) No b) No	<p>Yes the LMS will enable wider remote access for people who have carer's responsibilities and as a result less able to visit the library. They will be able access their library account; to browse the catalogue, place requests or renew the items they have on loan. They will also be able to access the online resources, including e-books and e-audio.</p> <p>It will also enable the library service to more easily identify and assess the take up and impact of its services on all the protected characteristics including those with carer's responsibilities, and will also enable the library service to target its marketing more effectively at different customers.</p>
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Part 1: INITIAL SCREENING

Proportionality - Based on the answers in the above screening grid what RISK weighting would you ascribe to this function – see Risk Matrix

Low	Medium	High
Low relevance or Insufficient information/evidence to make a judgement.	Medium relevance or Insufficient information/evidence to make a Judgement.	High relevance to equality, /likely to have adverse impact on protected groups

State rating & reasons

Low: its purpose is to widen access to all

Context

Since 2016 LRA has become an internally commissioned service, delivering to a service specification which focusses on KCC's strategic outcomes and includes the KCC's statutory obligations to deliver a "comprehensive and efficient library service" to the people of Kent.

The service is delivered through 99 static service points across the county; plus 5 mobiles and service to HMP, home library service and specialist services. The library management system (LMS) is fundamental to its operation, providing the functions necessary to run the service. This includes the library catalogue, issue and discharge of library items, membership information, requests and reservations, library acquisitions, management reports and information, and interoperability with self-service. In addition with the drive for digital services and widening remote access to library services, the LMS is increasingly important in providing access online including customer reservations and renewals, access to online resources, e-books and e-audio and managing customer contact.

The LMS is used to manage the following business functions:

- Acquisitions (ordering, receiving and invoicing materials, including electronic ordering and payments to library suppliers)
- Cataloguing (classifying & indexing materials)
- Circulation (lending materials to customers and receiving them back)
- Reservations, requests and interlibrary-loans (for materials that are currently unavailable and not in stock)
- Serials control (for magazines & periodicals)
- Analysis of service performance (statistical data and management information)
- Customer contact and marketing

Additionally the LMS provides:

- An online public interface for library customers
- Integration with other library services – (e.g. self-service)
- Integration with other council systems and services (e.g. Oracle)
- Integration with consortium partners

The current SELMS contract will end on 31st March 2017. The library management system is business critical and fundamental to the operation of the modern library service. If there is no

management system in place then the library service will be unable to manage its core business processes, self-service no longer viable, and its relationship with its customers impossible to manage efficiently and effectively. To continue using the system without a contract in place would bind us into costs and terms and conditions which would be unfavorable to KCC.

Aims and Objectives

- To procure, commission and implement an LMS which will meet the diverse needs of all local communities
- Together with Kent’s SELMS partners and Civica to develop the LMS to improve access to the full range of library services and promote equality of opportunity
- Help the Library Service foster good relations in the community and promote participation in public life via the LMS;
- Help to identify areas where participation from protected groups is disproportionately low for the LRA service to actions or suggest possible ways in which the LMS can help improve this;
- Help to prevent institutional discrimination and both direct and indirect discrimination; and
- Ensure transparency, fairness and accountability in decision making.

Beneficiaries

- Staff
- Service users
- Communities

Information and Data used to carry out your assessment

Information sources:

Information Source	Description
CIPFA Statistics	Information relating to the number and make up of library service users.
KCC Strategic Business Development & Intelligence	District profiles to give the most up to date social and economic information available for each of the districts within the Kent area.
Spydus Registered & Active Borrowers Report	Information relating to active borrowers by diversity including age, gender, disability and ethnicity
Mosaic Profile	Mosaic classification system designed by Experian to profile the characteristics of the UK population.
Customer comments reports	Customer feedback is collated and reviewed by management on a quarterly basis

Table 1: Library Borrowers by Gender 2015

	Male	Female	Unknown	Total

Active Library Borrowers by Gender	52,838	91,967	23,858	168,663
% of total library users	31.33%	54.53%	14.15%	100.00%
Kent Population (mid 2015)	747,400	777,300		1,524,700
% Ratio by gender	49.02%	50.98%		100.00%
Active borrowers as % of Kent population	7.07%	11.83%		11.06%

Table 2: Library Borrowers by Age Band 2015

Age Range	Active Borrowers		Kent Population		Active borrowers as % of Population
		%		%	%
0-10	39,892	20.74%	203,900	13.37%	19.56%
11-19	23,704	12.32%	163,500	10.72%	14.50%
20-59	80,518	41.86%	771,800	50.62%	10.43%
60+	44,738	23.26%	385,500	25.28%	11.61%
Unknown	3,515	1.83%			
Total	192,367		1,524,700		56.10%

Table 3: Library borrowers by Disability 2015

Disability		% of total borrowers
Hearing impairment	41	0.02%
Learning impairment	138	0.08%
Multi disabled	22	0.01%
Physical impairment	105	0.06%
Visual impairment	104	0.06%
Total of known disabilities	410	0.24%
Total Active Library borrowers	168,633	

The Library Service can only measure a user with a disability if it is recorded on the Spydus LMS and customers are under no obligation to declare any disability they have.

For example, 0.24% of borrowers who have actively borrowed from the library during 2015 have declared a disability which has been recorded on Spydus LMS. This is a total of 410 people out of 168,633.

Table 4: Library Borrowers by Ethnicity

Current sources of data can only show what information is recorded on Spydus LMS and customers are under no obligation to declare their ethnic background.

Active Library Borrowers		%
White - British	51,434	30.50%
Other ethnic group	2,769	1.64%
White other	1,995	1.18%
East Asian/Asian British - Indian	800	0.47%
Black/Black British - African	725	0.43%
East Asian/Asian British - Other	599	0.36%
White Irish	260	0.15%
East Asian/Asian British - Chinese	230	0.14%
Mixed/Multiple - other	150	0.09%
Black/Black British - Other	145	0.09%
East Asian/Asian British - Bangladeshi	126	0.07%
Black/Black British - Caribbean	105	0.06%
Mixed/Multiple - White and Asian	100	0.06%
East Asian/Asian British - Pakistani	83	0.05%
Mixed/Multiple - White and Black African	72	0.04%
Mixed/Multiple - White and Black Caribbean	60	0.04%
White - Gypsy or Irish Traveller	55	0.03%
Arab	30	0.02%
Not answered/unknown	108,925	64.58%
Total borrowers	168,663	100.00%

Current sources of data available include the Census 2011. More up to date sources of information are difficult to source.

Kent Population - Census 2011	Number	%
White	1371102	93.67%
White: English / Welsh / Scottish / Northern Irish / British	1303558	89.06%
BME	92638	6.33%
Other White	52620	3.59%
Indian	18136	1.24%
Other Asian	17713	1.21%
African	11523	0.79%
White: Irish	10239	0.70%
White and Asian	7520	0.51%
White and Black Caribbean	6266	0.43%
Chinese	5978	0.41%
Other Mixed	5324	0.36%
Any other ethnic group	5166	0.35%
White: Gypsy or Irish Traveller	4685	0.32%
Bangladeshi	3381	0.23%

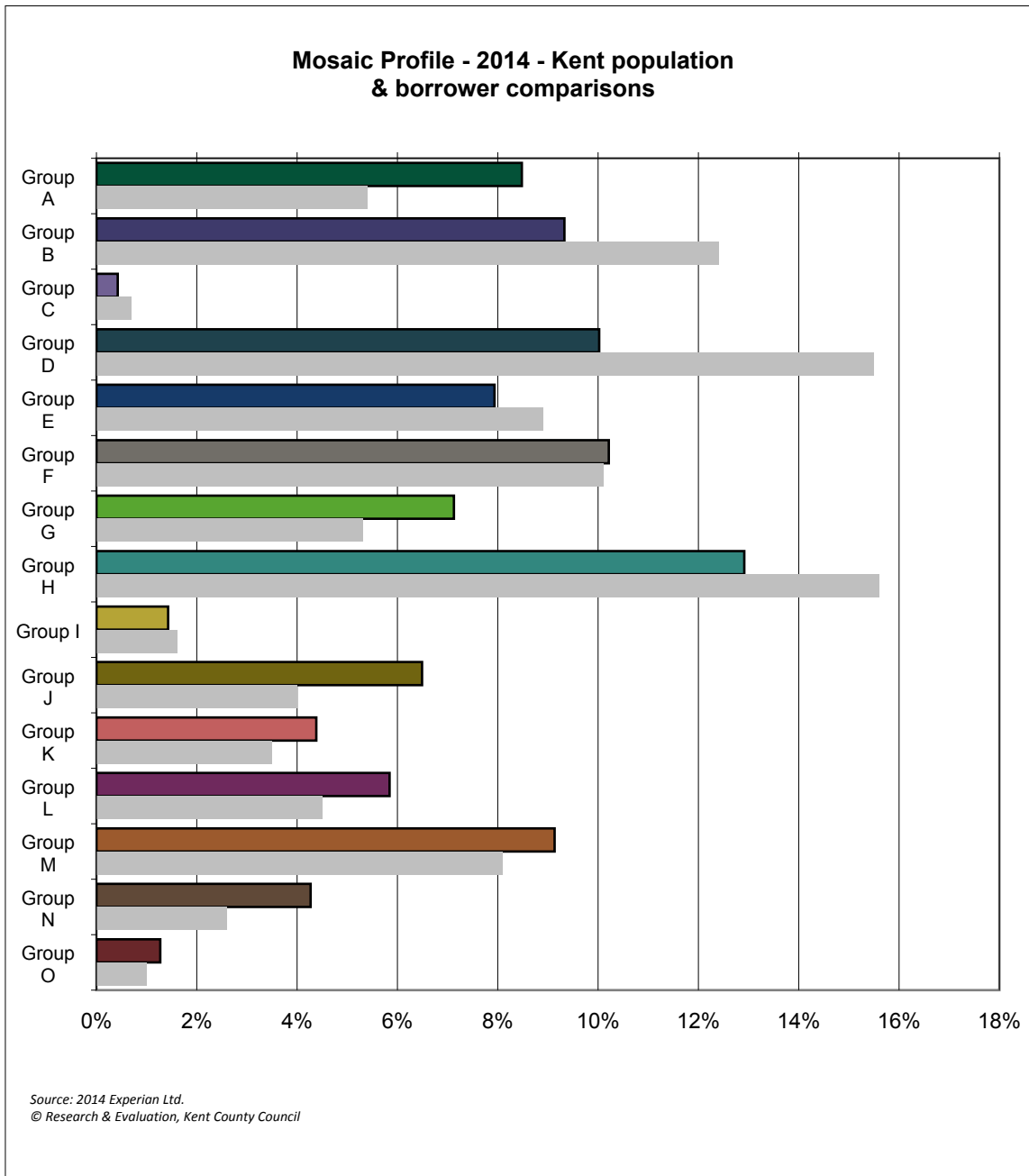
Caribbean	3293	0.22%
White and Black African	2997	0.20%
Pakistani	2406	0.16%
Arab	1535	0.10%
Other Black	1400	0.10%
All people	1463740	100.00%

Table 5: Mosaic Profiling

Using the Mosaic profiling designed by Experian, demonstrates the comparisons between the local profiling groups and those actively borrowing from the library.

	% Kent Population	% Borrowers
A - Country Living	8.5%	5.4%
b - Prestige Position	9.3%	12.4%
C - City Prosperity	0.4%	0.7%
D - Domestic Success	10.0%	15.5%
E - Suburban Stability	7.9%	8.9%
F - Senior Security	10.2%	10.1%
G - Rural Reality	7.1%	5.3%
H - Aspiring Homemakers	12.9%	15.6%
I - Urban Cohesion	1.4%	1.6%
J - Rental Hubs	6.5%	4.0%
K - Modest Traditions	4.4%	3.5%
L - Transient Renters	5.8%	4.5%
M - Family Basic	9.1%	8.1%
N - Vintage Value	4.3%	2.6%
O - Municipal Challenge	1.3%	1.0%
U - Unclassified		0.7%

The data only shows that the Library Service reaches some groups but not others across the county. However, the Library Service also provides a more detailed comparable data for library catchment areas which can be compared against the library borrowers of each of the Mosaic groups and is reviewed regularly in relation to all projects and areas of development of the service.



Customer Comment reports:

The Library Service invites customer feedback and this is then collated into regular reports by the LRA Customer Insight and Engagement Team. This feedback is reviewed by the Management Team on a quarterly basis. It also supports the GET Customer Service Programme. From time to time, The Library Service also contacts users to get feedback to help highlight areas of improvement.

From the 159 comments received by The Library Service between April 2015 and Nov2016, 32% was feedback relating to the LMS. Of those comments received, 5 were regarding placing requests and reservations (10%), 7 were about the online accounts (14%) and 14 comments received about the website

generally (27%).

50% of the feedback was from 25 customers using the online renewals system. On investigation, some of this was due to some unexpected periods of downtime which occurred earlier in 2016 when the online systems had been temporarily unavailable. However it also showed that this is an important area of activity for customers and this has been fed back to both SELMS and the software developer to improve the customer experience in forthcoming upgrades.

Who have you involved and engaged with?

As this is a contract renewal, there has not been the time within the current timeframe to arrange any meaningful bespoke engagement. However, The Library Service engages with all our customers, (including these groups) which is habitual and ongoing. There is ongoing consultation during the life of the contract with the development of the product which already involves staff (including any relevant staff with disabilities), customers, the contractor and the other library authorities within the SELMS consortium. This includes the expected annual upgrade to the software, (to which a separate EqIA will be undertaken).

Potential Impact

Adverse impact:

We anticipate that the renewal of the SELMS Spydus LMS Contract through the LASA Framework, will not have an adverse effect on staff or members of the community, including those with protected characteristics. The contract renewal will enable continuity of current service. The critical business risk and greatest adverse impact would be if the contract is not renewed as the library service would be unable to manage its core business processes and relationship with customers impossible to manage efficiently and effectively.

Positive impact:

The Spydus LMS will enable the library service to improve and develop the services offered to customers.

The Spydus LMS will also enable the library service to more easily identify and assess the take up and impact of its services on those with protected characteristics. For example:

- The quality of customer records will improve as the LMS will be able to share data with other council systems; and
- Statistical data relating to customers use of the library service will keep improving, as management information is one of the key strengths of the Spydus LMS.

The LMS will also enable the library service to target its marketing more effectively at customers with the protected characteristics. For example, Spydus LMS will enable the library service to create bespoke email lists based on customer use of the system.

JUDGEMENT

Set out below the implications you have found from your assessment for the relevant diversity groups. If any negative impacts can be justified please clearly explain why.

Option 1 – Screening Sufficient **NO**

Following this initial screening our judgement is that no further action is required.

Justification:

Option 2 – Internal Action Required **YES**

There is potential for adverse impact on particular groups and we have found scope to improve the proposal

This contract renewal will bring positive benefits to all Kent’s communities. However, the EqIA has identified a number of ways of advancing equality and meeting diverse needs.

The action plan is at the end of the document.

Option 3 – Full Impact Assessment **NO**

Monitoring and Review

The implementation of the new LMS contract will be documented, monitored and reviewed as part of the contract management. As a member of the SELMS consortium, regular attendance at the monthly Development Group and Quarterly Steering Board will also add to the monitoring and review. Actions are also monitored at monthly Library IT Projects meetings with Senior Management Team and 121 meetings with lead officers and at appraisal meetings.

Sign Off

I have noted the content of the equality impact assessment and agree the actions to mitigate the adverse impact(s) that have been identified.

Senior Officer

Signed: Jennifer Cox

Name: Jennifer Cox

Job Title: Service Manager – Stock & Promotions

Date: 22/12/2016

DMT Member

Signed: James Pearson

Name: James Pearson

Job Title: Interim Head of Service, Libraries, Registration and Archives Date:22/12/16

Please forward a final signed electronic copy to the Equality Team by emailing

diversityinfo@kent.gov.uk

The original signed hard copy and electronic copy should be kept with your team for audit purposes.

Equality Impact Assessment Action Plan

Protected Characteristic	Issues identified	Action to be taken	Expected outcomes	Owner	Timescale	Cost implications
Age / Disability	Ensuring the continued promotion of alternative ways to access library accounts, place requests and renew items.	<p>Work with Business Development Officers to ensure all LRA staff are adequately trained in this area of work.</p> <p>Raise the possible issue with Volunteer Development Co-ordinator, West Kent Communities who work with the Library Service providing volunteers; Home Library Service and IT buddies.</p> <p>Ask a Kent Librarian phone service available for those who wish to have 121 support searching the catalogue etc., Monday to Saturday.</p>	Those who are not IT literate or do not have access to computers are not disadvantaged.	LRA Operational Manager	March 2017	None

Race	2011 Census data now out of date.	Investigate alternative sources to provide additional data	Improved data quality to enable the library service to analyze the impact on protected characteristics and target it marketing more effectively	Sarah Bottle Service Manager - Innovation, Digital & Libraries	March 2017	Not known.