

## **KCC - Growth, Environment and Transport Directorate (GET).**

### **Equality Analysis / Impact Assessment (EqIA) template**

#### **Name of decision, policy, procedure, project or service:**

Libraries Extra (AKA Open+ AKA RFID+)

#### **Brief description of policy, procedure, project or service**

LRA is planning to use existing self-service/Radio Frequency Identification (RFID) technology to pilot technology assisted opening hours at three libraries. This will enable customers to access library services outside of normal opening hours with no staff present.

Libraries, Registration and Archives (LRA) delivers services that support people throughout their lives. LRA's services are open to everyone, but also targeted to help those who most need them. Through these services, people improve their literacy and foster a lifelong love of reading; are supported in finding information, developing the skills to use online channels and becoming more active citizens; register key points in their lives and the lives of their families; and come together to form strong community ties. The service also contributes to improved health and wellbeing and tackling social isolation. LRA is committed to continually developing to ensure that it meets the ever-changing needs of the people of Kent.

#### **Aims and Objectives**

LRA is planning to use existing self/service Radio Frequency Identification (RFID) technology to pilot technology assisted opening hours at three libraries. This will enable customers to access library services outside of normal opening hours with no staff present.

This is an opportunity for LRA to test the technology and the appetite for extended opening hours in three different communities spread across the county

The three pilot sites are Deal, Paddock Wood and Higham libraries. These test locations were chosen as they represent:

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Deal – a busy town centre library, open seven days a week

Paddock Wood – a medium sized community library in a small commuter town, open four and a half days per week

Higham – a rural library, open six half days per week

It is proposed to extend opening hours at each site to be determined by public engagement with each community. LRA are also hoping to attract non-users by offering library services at times not currently covered by staffed opening hours. We aim to offer Library Extra opening before and after the current opening hours to attract commuter traffic as well as on current closed library days.

The pilot service came into effect following technology installation and building modification works.

## **JUDGEMENT**

**No major change** is proposed, the initial pilot phase has demonstrated that this service offer has provided further access to library services, through extended opening hours – however the core opening hours remain unaffected. Customers will still be able to utilise the library and its services at other times when staff are present. This service offer provides additional opportunities to visit providing they meet the criteria to sign up.

**I have found the Adverse Equality Impact Rating to be Low**

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# GET Document Control

## Revision History

Version	Date	Authors	Comment
V0.1	22/08/2017	Jackie Taylor-Smith & Sarah Bottle	Initial draft
V0.2	27/12/2017	Ellie Thomas	First review
V0.3	05/03/2018	Phil Downing	Second draft
V0.4	07/09/2018	Jonathan Carton	Review, transposing in to the new GET template
V0.5	07/11/2018	Jonathan Carton	New amendments and addition of mitigating actions, following input from Aisha Affejee and Sarah Bottle. Submitted to James Pearson for sign-off.
V1 (this should be assigned to the version the Director signs off)	13/11/2018	James Pearson, Jonathan Carton	Final wording amendments and sign-off
V1.1	28/10/2019	Jackie Taylor-Smith	Review end of year 1 for evaluation
V1.2	11/11/2019	Sarah Bedingfield	Final review before Head of Service sign-off
V2.0	tbc	James Pearson	

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**Document Sign-Off (this must be both the relevant Head of Service and the relevant Director)**

**Attestation**

I have read and paid due regard to the Equality Analysis/Impact Assessment. I agree with the actions to mitigate any adverse impact(s) that has /have been identified.

Name	Signature	Title	Date of Issue
James Pearson	J.Pearson	Head of Service	12/11/2019
		Director	

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## **Screening**

Regarding the decision, policy, procedure, project or service under consideration,

Could this policy, procedure, project or service, or any proposed changes to it, affect any Protected Group (listed below) less favourably (negatively) than others in Kent?

Could this policy, procedure, project or service promote equal opportunities for this group?

**Please note that** there is no justification for direct discrimination; and indirect discrimination will need to be justified according to the legal requirements

Protected Group	You <b><i>MUST</i></b> provide a brief commentary as to your findings, or this EqlA will be returned to you unsigned			
	High Negative Impact	Medium Negative Impact	Low Negative Impact	High/Medium/Low Favourable Impact
Age			Children under the age of 16 will not be permitted to access the technology assisted opening hours facility on their own, however, a wide range of staff facilitated opening hours are available including Saturdays and Sunday (at Deal).	Low - Children accompanied by a parent or carer can access services outside normal opening hours.  Low - The Library Extra evaluation (October 2019) recommends that the pilot continues for a further year. This is to

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			<p>The new library opening hours and tiering model was implemented on 30 September both Deal and Paddock Wood libraries have had staffed opening hours reduced. Deal by 11 hours and Paddock Wood by 17. This means that children under the age of 16 will have less hours to use the library unaccompanied.</p> <p>The evaluation recommends that Higham &amp; Paddock Wood libraries offers Library Extra on Sundays between 10.00 &amp; 4.00 (Sunday trading hours). Children under the age of 16 will not be able to use the service on Sunday, unless they are accompanied by an adult.</p>	<p>assess the impact on use now that the new opening hours model has been implemented. Higham library has gained 5 extra staffed opening hours per week. This means that children under the age of 16 can use the library unaccompanied for more hours.</p> <p>High – all adults will be offered a wider range of opening hours</p> <p>High – extended opening hours could be favourable to those working or studying as they can access services outside of their normal working or study week</p> <p>High - community groups of all ages will be able to access space outside of</p>
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			<p>Older people may be less likely to access library services during technology assisted opening hours owing to reluctance to use and mistrust of technology.</p> <p>At Deal library only, during normal opening hours, public toilets are available, this facility will not be open during technology assisted opening hours which may affect certain age groups</p>	<p>normal opening hours at times to suit them.</p> <p>Library extra has also prevented a complete unplanned closure in some instances. Where LRA has a sickness and staffing issue at a pilot library which having explored all options of cover and would have meant an unplanned closure was necessary we have put the library into library extra mode for that staffed time. This has meant library extra customers would still be able to access the service, the alternative would have been none at all.</p>
<b>Disability</b>			<p>At Deal library only, during normal opening hours, a changing place facility and public toilets are available, these facilities will not be</p>	<p><i>High -Those with disabilities who can access library services during technology assisted opening hours will be offered a wider range of options</i></p>

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			<p>open during technology assisted opening hours which may affect certain groups</p> <p>Low-Visually impaired customers may be unable to access library services during technology assisted opening hours but will be made clear what services are available in library extra times and in mitigation this service is in addition to staffed hours when these facilities will be available.</p> <p>Customers with learning disabilities may be unable to access library services during technology assisted opening hours. As above there are alternative staffed times the service is available.</p>	<p><i>Med – Customer Feedback from the evaluation from customers who have used library Extra. 'lovely visit with my autistic son, it was quiet, and he has never sat through so many books before - ideal'</i></p> <p><i>'The system is good for people with intellectual disabilities who find it difficult to be in the library when there are many people around'</i></p>
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<b>Gender</b>	n/a	n/a	n/a	
<b>Gender identity/ Transgender</b>	n/a	n/a	n/a	
<b>Race</b>	n/a	n/a	n/a	
<b>Religion and Belief</b>	n/a	n/a	n/a	Library extra does offer potential positive impact as offers alternative options to visit the library e.g.- Shabbat for Jewish people is on a Saturday and the community may choose to use the library on another day instead
<b>Sexual Orientation</b>	n/a	n/a	n/a	
<b>Pregnancy and Maternity</b>	n/a	n/a	n/a	
<b>Marriage and Civil Partnerships</b>	n/a	n/a	n/a	
<b>Carer's Responsibilities</b>				High – carers may be unable to visit the library regularly during the day, due to their responsibilities. By

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				<p>having extended opening hours, they will be able to make use of our services outside of our normal opening hours at a time convenient for them.</p> <p>High – Library Extra at Higham and Paddock Wood libraries is recommended to be available on Sunday that means Library Extra will be available for 7 days per week</p>
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## Action Plan

Protected Characteristic	Issues identified	Action to be taken	Expected outcomes	Owner	Timescale	Resource implications
Age	Children under the age of 16 will not be permitted to access the technology assisted opening hours facility on their own, however, a wide range of staff facilitated opening hours are available including Saturdays and Sunday (at Deal).	Children under the age of 16 will still be able to attend with an adult who has signed up to the pilot.  Staffed opening hours will be available at all 3 libraries on Saturday under the new opening hours model. Unaccompanied under 16-year olds will be able to access the library during part of Saturday	Children can still visit the site during Library Extra hours, providing they are with someone else who is above the age of 16 and signed up to the pilot.	N/A	N/A	N/A
	Older people may be less likely to access library services during technology assisted opening hours owing to reluctance to use and mistrust of technology.	Staff will demonstrate the technology to all customers who are interested or whom it may benefit, however ultimately this is a pilot for additional service that customers do not	Older customers (or any customer who is unsure about the technology) will have the opportunity to	Philip Downing/Local teams	Induction guidance sent to staff prior to launch. Local teams to monitor on	Staff time

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	<p>Deal library only, during normal opening hours, public toilets are available, this facility will not be open during Library Extra opening hours which may affect certain age groups.</p>	<p>need to use. The library will continue to operate at its current normal opening hours so customers who do not sign up to the pilot will be unaffected.</p> <p>Customers at Deal will be made aware of this caveat and can act on that information as they wish. This policy could be reviewed if customer feedback indicated there was a strong demand/justification for this.</p> <p>Customer feedback, comments &amp; complaints during the pilot has not indicated a strong demand for toilets or significant levels of dissatisfaction. With them not being</p>	<p>receive a demonstration and to sign up if they wish; if not, they will still be able to access these services during the core opening hours as they normally would.</p> <p>Customers will be aware of the lack of toilet facilities during Library Extra hours and can make plans, accordingly, e.g. use of public toilets elsewhere.</p> <p>No change</p>		<p>an on-going basis</p>	
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		available.				
<b>Disability</b>	<p>At Deal library only, during normal opening hours, a changing place facility and public toilets are available, these facilities will not be open during Library Extra opening hours which may affect certain groups.</p> <p>Visually impaired customers may find it difficult to access library services during Library Extra opening hours</p> <p>Customers with learning disabilities may find it difficult to</p>	<p>Customers at Deal will be made aware of this caveat and can act on that information as they wish. This policy could be reviewed if customer feedback indicated there was a strong demand/justification for this.</p> <p>Customer feedback, comments &amp; complaints during the pilot has not indicated a strong demand or significant levels of dissatisfaction.</p> <p>Customers will undergo an induction when signing up to the pilot to ensure they are aware of (and agree to) the terms and conditions, and to check that they are able to operate any systems they need to,</p>	<p>Customers will be aware of the lack of toilet/changing facilities during Library Extra hours and can make plans, accordingly, e.g. use of public toilets elsewhere.</p> <p>No change</p> <p>Customers will feel comfortable in making use of library services during Library Extra opening hours; if they do not, they will still be able to access these services</p>		N/A	N/A

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	access library services during Library Extra opening hours	e.g. scanning their library card to enter the building, how to exit the building normally and where the fire exits are in case of emergency. There will be a series of audio and visual queues when the library is due to close, i.e. the lights dim slightly and a tannoy makes an announcement advising customers they have a certain amount of time to finish and leave the building.	during the core opening hours as they normally would.			
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**Have the actions been included in your business/ service plan?**

No, these will be monitored as part of the project and pilot



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