Leicestershire County Council

Equality & Human Rights Impact Assessment (EHRIA)

This Equality and Human Rights Impact Assessment (EHRIA) will enable you to assess the **new, proposed or significantly changed** policy/ practice/ procedure/ function/ service** for equality and human rights implications.

Undertaking this assessment will help you to identify whether or not this policy/ practice/ procedure/ function/ service** may have an adverse impact on a particular community or group of people. It will ultimately ensure that as an Authority we do not discriminate and we are able to promote equality, diversity and human rights.

Before completing this form please refer to the EHRIA guidance, for further information about undertaking and completing the assessment. For further advice and guidance, please contact your Departmental Equalities Group or equality@leics.gov.uk

**Please note: The term 'policy' will be used throughout this assessment as shorthand for policy, practice, procedure, function or service.*

Key Details	
Name of policy being assessed:	Implementation of Smart Library technology
Department and section:	Adults & Communities, Communities & Wellbeing Service.
Name of lead officer/ job title and others completing this assessment:	Linsey Vincent Project Manager Transformation Unit Liz Evans Locality Manager Communities and Wellbeing
Contact telephone numbers:	0116 305 6155
Name of officer/s responsible for implementing this policy:	Nigel Thomas Head of Service Communities & Wellbeing
Date EHRIA assessment started:	20th December 2016
Date EHRIA assessment completed:	

Section 1: Defining the policy

Section 1: Defining the policy
You should begin this assessment by defining and outlining the scope of this policy. You should consider the impact or likely impact of the policy in relation to all areas of equality, diversity and human rights, as outlined in Leicestershire County Council's Equality Strategy.

1	What is new or changed in this policy? *What has changed and why?* Smart library technology allows a library to open and function in self-service mode by: 1. Enabling customers to "swipe" their library card to obtain entry to and exit from the library when staff are not present. 2. Provision of self-service issue and discharge kiosks which enable customers to borrow, return and renew items (including the payment of charges). This enables reductions in staffing requirement and the delivery of associated savings whilst also offering the potential to increase opening hours. Self-service issue and discharge kiosks have been in place in the council's 16 market town and shopping centre libraries since 2009/10 and the current contract for their provision expires at the end of February 2018. However, due to "wear and tear" and future support and maintenance costs these kiosks now require replacement.
2	Does this relate to any other policy within your department, the Council or with other partner organisations? *If yes, please reference the relevant policy or EHRIA. If unknown, further investigation may be required.* The implementation of smart library technology contributes to MTFS line AC21 – Implementation of the Revised C&W Service. Smart libraries are one of the transformation projects to be delivered as part of the delivery of AC21. The delivery of AC21 is informed by the Communities & Wellbeing Strategy ("Providing Less: Supporting More – Our Vision and Strategy for Communities & Wellbeing 2016-20) which was approved by Cabinet in July 2016. The strategy identifies that exploring "the use of technology to increase self-service at some venues" is one of the ways in which people can be supported to access services.
3	Who are the people/ groups (target groups) affected and what is the intended change or outcome for them? Potentially, all current and future users of the Council's market town and shopping centre libraries will be affected. The likely changes or outcomes for users are: 1. Improved performance, reliability and user friendliness of self service kiosks. 2. Increased accessibility of the library due to increased opening hours. 3. Increased opportunities for libraries to be used as a meeting space for community groups due to increased opening hours. 4. Availability of contactless card payment facilities at self service kiosks. 5. Requirement to register and receive an induction in order to access the library when it is operating in self-access mode. 6. Access to support from library staff during staffed hours only.

		However, in order to test both the technology and the potential outcomes for users and staff, an early implementation of smart library technology at Syston Library was proposed by the C&W Strategy Board in May 2016. This was subsequently agreed by Cabinet in November 2016. The early implementation Started on 14th March 2017. It is anticipated that the key target groups who may be most affected by the strategy are: • Older people: who may be reluctant to use the self-access technology • Children under 16: who due to safeguarding issues would not be able to register for use of self service, and would not be able to gain access to the library in self-access mode unless accompanied by a responsible adult. • People with disabilities			
4		Will this policy meet the Equality Act 2010 requirements to have due regard to the need to meet any of the following aspects? **(Please tick and explain how)**			
			Yes	**No**	**How?**
		Eliminate unlawful discrimination, harassment and victimisation		X	
		Advance equality of opportunity between different groups	X		The Council's market town and shopping centre libraries are available to all Leicestershire residents. The implementation of smart library technology will enable the continued provision of targeted support and/or services for specific groups. Without this groups may not otherwise be able to access these services.
		Foster good relations between different groups	X		The Council's market town and shopping centre libraries are available to all Leicestershire residents thereby attracting people from different communities and groups.

Section 2: Equality and Human Rights Impact Assessment (EHRIA) Screening

Section 2: Equality and Human Rights Impact Assessment Screening
The purpose of this section of the assessment is to help you decide if a full EHRIA is required.

If you have already identified that a full EHRIA is needed for this policy/ practice/ procedure/ function/ service, either via service planning processes or other means, then please go straight to Section 3 on Page 7 of this document.

Section 2

A: Research and Consultation			
		Yes	**No***
5.	Have the target groups been consulted about the following? a) their current needs and aspirations and what is important to them;		**X**
	b) any potential impact of this change on them (positive and negative, intended and unintended);		**X**
	c) potential barriers they may face		**X**
6.	If the target groups have not been consulted directly, have representatives been consulted or research explored (e.g. Equality Mapping)?	**X**	
7.	Have other stakeholder groups/ secondary groups (e.g. carers of service users) been explored in terms of potential unintended impacts?		**X**
8.	*If you answered 'no' to the question above, please use the space below to outline what consultation you are planning to undertake, or why you do not consider it to be necessary.		

Although no specific consultation activity has been undertaken in relation to the implementation of smart library technology, a formal 12 week consultation on the draft Communities and Wellbeing Strategy was held between 8th February and 2nd May 2016. This consultation included a survey questionnaire, stakeholder events and a public event. In addition a designated telephone helpline and email address to enable people to receive further information about the consultation, support to complete the survey questionnaire or register any comments.

The consultation identified that:
- People place a high value on services. Libraries were valued (a great deal or to some extent) by 96% of respondents.
- 44.3% of respondents agreed with the option to introduce self-access technology to allow access to library venues. This is compared with low levels of support (less than 25%) for reducing the number of council libraries and/or opening hours. This option may need to be considered should a decision be made not to implement smart library technology or if it does not deliver the required level of savings.
- Supporting children's learning and vulnerable people were identified as key areas of activity.
- Respondents identified that the introduction of self-access technology may present barriers for some groups such as older people or those with disabilities.

In addition, council officers have been working with colleagues from Peterborough City Council and Stockport Council to share experiences and lessons learned regarding the implementation of smart library technology.

During the early implementation of smart library technology at Syston library

<table>
<tr><td>feedback will be sought from those registering as "smart library users". This will provide information about users' experiences and help to identify any potential barriers to using the library.

This feedback received will be used to inform the report to Cabinet in Autumn 2017 regarding the Syston early implementation and recommendations regarding the wider implementation of smart library technology.</td></tr>
</table>

Section 2 B: Monitoring Impact		

9.	Are there systems set up to:	**Yes**	**No**
	a) monitor impact (positive and negative, intended and unintended) for different groups;	X	
	b) enable open feedback and suggestions from different communities	X	

Note: If no to Question 8, you will need to ensure that monitoring systems are established to check for impact on the protected characteristics.

Section 2 C: Potential Impact

10.

Use the table below to specify if any individuals or community groups who identify with any of the 'protected characteristics' may potentially be affected by this policy and describe any positive and negative impacts, including any barriers.

	Yes	**No**	**Comments**
Age	X		Analysis of library user data indicates that 36% of all users of market town and shopping centre libraries are aged 0-17. In comparison 20% of all library users are aged 60 plus. The Smart Libraries Project Board has agreed that in order to mitigate risks relating to health and safety and the safeguarding of children and young people, it will not be possible for under 16s to register as "smart library users" However, they would be able to visit the library with a registered user aged over 16 during these times. In addition, increased library opening hours as a result of self-access would provide

				additional opportunities for young people to visit the library (e.g. with a parent/carer before school). Therefore, consideration would need to be given to the timings of staffed opening hours to consider the possible correspondence with those times children and young people use the library the most. Analysis of library user data indicates that this would be 3-5pm. Similarly, analysis indicates that older people, who may require additional support to use self-access technology, are more likely to use the library between 10am – 12 noon. Again, the library service would need to take this into account when making decisions on staffed opening hours. In addition, attention should also be paid to formatting of information and other materials regarding smart library technology in order to effectively engage with users of different age groups.
	Disability	**X**		Analysis of library user data indicates that 3% of all users of market town and shopping centre libraries identify being disabled. Therefore, in order to provide the necessary support to disabled users, the service would need to take this into account when deciding on staffed opening hours. Analysis of library user data indicates that this would be 10am -12 noon or 3-5pm. However, extending (unstaffed) opening hours has the potential

				to increase accessibility for some disabled users by enabling them to use the library at times that meet their needs. For example, those with learning disabilities or autistic spectrum disorders may prefer to use the library at the beginning or end of the day when it is less busy. In addition, attention should also be paid to formatting of information and other materials regarding smart library technology in order to effectively engage with users with different types of disability. Attention should also be paid to the health and safety risks associated with people with disabilities accessing the libraries if there are no members of staff present in the event of an emergency.
	Gender Reassignment	X		Analysis of current library user data suggests that there are 4 users who identify as transgender. Extending opening hours could increase or decrease accessibility for transgender users by impacting on feelings of vulnerability and preferences about when to use the library.
	Marriage and Civil Partnership		X	No disadvantage identified.
	Pregnancy and Maternity	X		Libraries provide a useful information point for women in pregnancy and during maternity. Although this type of information may be provided elsewhere e.g. GP surgeries, pregnancy/maternity services. Therefore, extending opening hours could increase or decrease accessibility depending upon preferences about when to use the library.

	Race	**X**		Analysis of current library user data indicates that approximately 10% of users are non-white. However, this varies between the different library locations. The C&W Service is committed to providing culturally and racially appropriate services across its libraries (and all other services). Therefore, attention should also be paid to formatting of information and other materials regarding smart library technology in order to effectively engage with users from different races.
	Religion or Belief	**X**		Analysis of current library user data indicates that approximately 70% of users identify as having a religion. Of these the most commonly recorded religions is Christian. The C&W Service is committed to providing services across its entirety appropriate to those of all religions and beliefs. Therefore, extending opening hours could increase accessibility for those of particular religions allowing them to visit outside the times of religious observance. Similarly when undertaking user engagement activities (e.g. induction open evenings) attention needs to be paid to days/times of religious observance in order to engage with users of different religions.
	Sex		**X**	Analysis of library user data shows that approximately 60% of all library users are female and 40% are male.

			Therefore, any potential impacts of smart technology may be disproportionately greater on female rather than male library users. Although this will have to be further investigated following early implementation at Syston as the increased opening hours may attract a different audience
Sexual Orientation		X	Analysis of library user data shows that approximately 3% of library users identify as being gay, lesbian or bisexual. The C&W Service is committed to providing services across its entirety appropriate to those of all sexual orientations. Therefore, any potential impacts of smart technology on this group of users will need to be further investigated following early implementation at Syston.
Other groups e.g. rural isolation, deprivation, health inequality, carers, asylum seeker and refugee communities, looked after children, deprived or disadvantaged communities	X		Smart library technology could potentially impact on a number of other groups, but it could have a positive or negative impact depending on how and when those groups choose to access a library. Potentially these could include those at risk of rural isolation, deprived or disadvantaged communities, those with particular health conditions and carers.
Community Cohesion	X		Libraries provide an opportunity for individuals, groups and communities to come together to share experiences and learn from each other. These types of cultural activities enable people to find out about themselves and where they have come from as well as leading to greater understanding of other groups and communities. Thereby enhancing people's quality of life by developing their sense of belonging and by bringing communities together and

				making them stronger. Self-access technology may provide additional opportunities for community groups to use the library, but it will also restrict the social interaction with staff.

11.

Are the human rights of individuals <u>potentially</u> affected by this proposal? Could there be an impact on human rights for any of the protected characteristics? **(Please tick)**

Explain why you consider that any particular <u>article in the Human Rights Act</u> may apply to your policy/ practice/ function or procedure and how the human rights of individuals are likely to be affected below: [NB. Include positive and negative impacts as well as barriers in benefiting from the above proposal]

	Yes	No	Comments
Part 1: The Convention- Rights and Freedoms			
Article 2: Right to life		X	
Article 3: Right not to be tortured or treated in an inhuman or degrading way		X	
Article 4: Right not to be subjected to slavery/ forced labour		X	
Article 5: Right to liberty and security		X	
Article 6: Right to a fair trial		X	
Article 7: No punishment without law		X	
Article 8: Right to respect for private and family life	X		Libraries are an important source of information, knowledge and opportunities to assist some people (e.g. in low income households) to enjoy a similar quality of home life to more wealthy neighbours.
Article 9: Right to freedom of thought, conscience and religion	X		Libraries are an important source of impartial information which may be difficult to obtain elsewhere, e.g. concerning legal rights for minority cultures and religions.
Article 10: Right to freedom of expression		X	
Article 11: Right to freedom of assembly and association		X	
Article 12: Right to marry		X	

Article 14: Right not to be discriminated against		X	
Part 2: The First Protocol			
Article 1: Protection of property/ peaceful enjoyment		X	
Article 2: Right to education	X		Libraries provide access to a range of educational resources which may be difficult to obtain elsewhere.
Article 3: Right to free elections		X	

Section 2 **D: Decision**				
12.	Is there evidence or any other reason to suggest that:	**Yes**	**No**	**Unknown**
	a) this policy could have a different affect or adverse impact on any section of the community;	X		
	b) any section of the community may face barriers in benefiting from the proposal	X		
13.	Based on the answers to the questions above, what is the likely impact of this policy			
	No Impact ☐ Positive Impact ☐ Neutral Impact ☐ Negative Impact or Impact Unknown **X**			
	Note: If the decision is 'Negative Impact' or 'Impact Not Known' an EHRIA Report is required.			
14.	Is an EHRIA report required?	Yes **X**		No ☐

Section 2: Completion of EHRIA Screening

Upon completion of the screening section of this assessment, you should have identified whether an EHRIA Report is requried for further investigation of the impacts of this policy.

Option 1: If you identified that an EHRIA Report is required, continue to Section 3 on Page 7 of this document to complete.

Option 2: If there are no equality, diversity or human rights impacts identified and an

EHRIA report <u>is not required</u>, continue to <u>Section 4</u> on Page 14 of this document to complete.

Section 3: Equality and Human Rights Impact Assessment (EHRIA) Report

Section 3: Equality and Human Rights Impact Assessment Report

This part of the assessment will help you to think <u>thoroughly</u> about the impact of this policy and to critically examine whether it is <u>likely</u> to have a positive or negative impact on different groups within our diverse community. It is also to identify any barriers that may detrimentally affect under-represented communities or groups, who may be disadvantaged by the way in which we carry out our business.

Using the information gathered either within the EHRIA Screening or independently of this process, this EHRIA Report should be used to consider the impact or likely impact of the policy in relation to all areas of equality, diversity and human rights as outlined in Leicestershire County Council's Equality Strategy.

Section 3 **A: Research and Consultation**	
When considering the target groups it is important to think about whether new data needs to be collected or whether there is any existing research that can be utilised.	

15.	Based on the gaps identified either in the EHRIA Screening or independently of this process, <u>how</u> have you now explored the following and <u>what</u> does this information/data tell you about each of the diverse groups?
	
	    a) current needs and aspirations and what is important to individuals and community groups (including human rights);
	
	    b) likely impacts (positive and negative, intended and unintended) to individuals and community groups (including human rights);
	
	    c) likely barriers that individuals and community groups may face (including human rights)

Analysis of the user profile of those library customers who registered for library plus is shown in the table below and compared to the existing profile of Syston library:

	% of Syston library members	% of Syston Library Plus members
Under 12	31.2%	0%
Under 15	3.7%	0%
Under 18	1.5%	4%
18-60	37.8%	38%
60+	19.2%	44%
Disabled	2.6%	3%
Housebound	0.9%	0%
Staff	0.6%	10%
Unwaged / student	0%	0.60%
Children in care	0.1%	0%
Online	1.6%	0%
CYPS groups	0.5%	0%
Adult groups	0.1%	0%

Following the Syston library pilot, a survey was commissioned to gather views on self-access libraries, whether or not members have used Syston library during the Library Plus hours. The survey was made available on the council website from 8th May 2017 and closed on 23rd June 2017. A printed (offline) version was also made available. A freepost return address was provided for completed surveys to encourage responses.

The survey asked people for feedback on their use of the library service, their awareness and current use of Library Plus, and their likely use of the scheme in the future.

Communications and media activity
The council communicated the Syston Library Plus Survey in a number of ways, including:
- Email to all Syston library users (with a recorded email address)
- Publicity in Syston library
- Publicity during induction events for people signing up to use Library Plus
Communications activity was carried out as part of a wider communication plan about the pilot at Syston Library. This includes local television and press releases, library posters, e-blasts to a range of stakeholders, information on the County Council website and leaflet distribution to the local community.

Responses and respondent profile
Overview of responses
During the consultation period, 46 people responded to the survey. The majority (41) took part by completing an online survey, with the remainder returning a paper response (5).
Respondent profile
The questionnaire included a range of demographic questions.
The sample size does not allow for statistical analysis of results across different demographic groups; however the demographic profile of those responding to the

survey is as follows:

Age

7% under 24

16% 25-44

25% 45-64

52% 65 plus

Disability

16% had a long standing illness or disability

Gender reassignment

No respondents had a different gender identity to that which they had been assigned at birth

Race

100% white

Religion or belief

56% Christian

44% No religion

Sex

65% female; 35% male

Sexual orientation

100% heterosexual

Other groups

9% of respondents were carers of individuals aged 18 or over

Key themes from the feedback received can be summarised as follows:

Current aspirations:

- 31 out of the 46 respondents had signed up for the self-access scheme, giving the following reasons:

  To be able to visit the library more often (19)

  The Library Plus hours suit me more than current staffed opening hours (14)

  Because using the library during the current staffed opening hours is difficult for me (10)

  To try something new (9)

  Because I think the library will be quieter during the Library Plus hours (4)

  To be able to take my children to the library after work/school (3)

  To be able to take my children to the library before school/work (1)

Impact:

- Most respondents felt that the introduction of smart library technology made no difference to how easy or difficult it was to access the service. Activities that were more likely to be affected were using the library to access information or to photocopy/print.
- There were 19 positive responses to using the library during self-access, and 5 negative concerning equipment not working or staff not being available for help.
- 18 out of 22 respondents rated their experience of using the library in self-access as good or very good
- Of the 8 respondents who hadn't yet used the library in self-access, 6 hadn't had the need, 2 hadn't yet been on the induction and 1 didn't have the confidence
- 35 out of 46 people said they would be likely or very likely to use the system again. 5 people said they wouldn't

Barriers:

- When asked about concerns regarding the use of self-access people cited being on their own, security, issues with other members, no staff being available, issues

with equipment and the risk of vandalism

The proposal to roll out smart library technology across 15 council run libraries would enable the Library Service to meet some of the MTFS savings targets by reducing the number of hours staff are present in the library. Respondents were asked what impact a reduction of staffed hours to 3 hours a day and an increase in self-access hours would have on their library use. Over half the respondents (24 out of 44) said it would make no difference to the likelihood of them using the library. Accessing information or using public computers were the activities which received most responses indicating they might find this harder.

Respondents were asked to select up to 10 Library Plus hours and up to 3 staffed hours. The most popular times for staffed hours were between 10am and midday.

Additional evaluation of the pilot revealed that no incidences of anti-social behaviour, security or theft were reported during self-access times at the library.

16.	Is any further research, data collection or evidence required to fill any gaps in your understanding of the potential or known affects of the policy on target groups?

It is intended to undertake a dialogue with local communities where a rollout of library self-access takes place. The purpose of this would be to contact specific groups in the area in order to inform decisions on when the staffed hours at each library should be focussed. The intention is to reflect this in the staffed hours as far as is practically possible, allowing for workable opening hours for the public and staff timetabling.

It would also be beneficial to undertake more detailed analysis of data relating to the age group 8 – 15, in particular to consider the potential impacts on library use during school holidays

When considering who is affected by this proposed policy, it is important to think about consulting with and involving a range of service users, staff or other stakeholders who may be affected as part of the proposal.

17.	Based on the gaps identified either in the EHRIA Screening or independently of this process, how have you further consulted with those affected on the likely impact and what does this consultation tell you about each of the diverse groups?

See 16

18.	Is any further consultation required to fill any gaps in your understanding of the potential or known effects of the policy on target groups?

	As part of the roll out there will be engagement with local communities, to help inform the development of the individual action plan for each library affected, to ensure that it best reflects the needs of that community.

Section 3	
B: Recognised Impact	
19.	Based on any evidence and findings, use the table below to specify if any individuals or community groups who identify with any 'protected characteristics' are <u>likely</u> be affected by this policy. Describe any positive and negative impacts, including what barriers these individuals or groups may face.

		Comments
	Age	Children under the age of 16 are not able to register for self-access due to concerns around health and safety and safeguarding. However they are able to access the library during these times if accompanied by an adult. In addition, the survey revealed that some adults had registered with the scheme so that they could take advantage of the additional hours, which enabled them to take their children to the library both before and after school. So an increase in convenience may lead to an increase in use. Children aged 8 and above are currently allowed to access the library in staffed hours on their own, so a replacement of staffed hours with self-access hours may affect their use of the library. However, there are no statistics available to inform how many children this is likely to affect. The proportion of young people aged 16-17 who registered to use the library during self-access is higher than that found in the general profile of Syston library users, which suggests that it may be more popular with this age group. Anecdotal evidence suggests that this may be due to the library being less busy and better for study / homework. Older people (aged 60 plus) accounted for 44% of those registering for self-access. This compares to only 19% of the general customer profile for Syston library which would suggest that this age group were not as reluctant to use self-access as anticipated. Some responses to the survey might suggest that barriers could involve lack of confidence in using a self-access solution and worries over security, although the survey report does

		not link specific answers with any particular demographic group.
	Disability	The proportion of people with a disability using self-access was slightly higher than that of the general profile of Syston library users (3% as against 2.6%). This would seem to suggest that using a self-access system was not a barrier to the existing disabled library users. In addition, the further telephone consultation undertaken with users who have a disability profile revealed that they were happy with the system. However the numbers are small and it is difficult to know the level of disability experienced by these users. There may therefore still be disabled users who might have concerns over self–evacuation, security or lack of staff support to access services.
	Gender Reassignment	Analysis of current library user data suggests that there are 4 users who identify as transgender. No one who registered for self-access identified as transgender so no further information is available on this group, Whilst there is no evidence to indicate whether extending opening hours would increase or decrease accessibility for transgender users. The change could impact on feelings of vulnerability, as well as individual preferences about when to use the library.
	Marriage and Civil Partnership	No specific impacts or barriers identified.
	Pregnancy and Maternity	Libraries provide a useful information point for women in pregnancy and during maternity. Although this type of information may be provided elsewhere e.g. GP surgeries, pregnancy/maternity services. There is no evidence to indicate whether extending opening hours would increase or decrease accessibility. However, it is acknowledged that a library user in the later stages of pregnancy may feel less comfortable using a library with no staff present.
	Race	Analysis of current library user data indicates that approximately 10% of users are non-

		white. However, this varies between the different library locations. 11% of the general Syston library user base is non-white, but analysis of the self-access users reveals only 6% as being non-white. As none of the respondents to the survey were non-white it is difficult to draw conclusions about how this section of the community view self-access and whether they would be more or less likely to use the library during these times.
	Religion or Belief	Analysis of current library user data indicates that approximately 70% of users identify as having a religion. Of these the most commonly recorded religion is Christian. The percentage for Syston library is slightly higher at 73%. Of those people who registered for self-access only 29 had answered the question on religion. Of these 48% were Christian, 10% Hindu and 41% had no religion. With numbers so small it is difficult to be able to draw any definite conclusions. Extending opening hours could increase accessibility for those of particular religions allowing them to visit outside the times of religious observance.
	Sex	Analysis of library user data shows that approximately 60% of all library users are female and 40% are male. The Syston library user base has a slightly higher percentage of females and the self-access user base is higher still at almost 69% female. However when considering actual visits during self-access hours, 46% of visits were by males. This may be related to preference for different ways of using the library. Any potential impacts of smart technology may still be disproportionately greater on female library users, although fears over personal security which might be assumed to be higher amongst females has not seemed to have translated into fewer registrations for the service.

	Sexual Orientation	Analysis of library user data shows that approximately 3% of library users identify as being gay, lesbian or bisexual. None of the library users who registered for self-access identified as LGBT, but as only 6% registered any kind of sexual orientation at all it is difficult to draw any conclusions from this data. No evidence has been forthcoming that would suggest a disinclination on the part of the LGBT community to use the library during self-access. Extending opening hours could increase or decrease accessibility for these users by impacting on vulnerability and preferences about when to use the library.
	Other groups e.g. rural isolation, deprivation, health inequality, carers, asylum seeker and refugee communities, looked after children, deprived or disadvantaged communities	Smart library technology could potentially impact on a number of other groups, but it could have a positive or negative impact depending on how and when those groups choose to access a library. Potentially these could include those at risk of rural isolation, deprived or disadvantaged communities, those with particular health conditions and carers.
	Community Cohesion	Libraries provide an opportunity for individuals, groups and communities to come together to share experiences and learn from each other. These types of cultural activities enable people to find out about themselves and where they have come from as well as leading to greater understanding of other groups and communities. Thereby enhancing people's quality of life by developing their sense of belonging and by bringing communities together and making them stronger. Self-access provides an opportunity to extend opening hours and increase community use of the space in the evenings and during day time closed periods. This could therefore have a positive effect on community cohesion. Evidence from other authorities suggests that self-access can foster a sense of community and personal responsibility for the library space which isn't present when the library is staffed.

20.	Based on any evidence and findings, use the table below to specify if any particular Articles in the Human Rights Act are <u>likely</u> apply to your policy. Are the human rights of any individuals or community groups affected by this proposal? Is there an impact on human rights for any of the protected characteristics?

	Comments
Part 1: The Convention- Rights and Freedoms	
Article 2: Right to life	Unlikely to apply
Article 3: Right not to be tortured or treated in an inhuman or degrading way	Unlikely to apply
Article 4: Right not to be subjected to slavery/ forced labour	Unlikely to apply
Article 5: Right to liberty and security	Unlikely to apply
Article 6: Right to a fair trial	Unlikely to apply
Article 7: No punishment without law	Unlikely to apply
Article 8: Right to respect for private and family life	Whilst there is no evidence this policy will impact this article, it is acknowledged that libraries are an important source of information, knowledge and opportunities to assist some people (e.g. in low income households) to enjoy a similar quality of home life to more wealthy neighbours.
Article 9: Right to freedom of thought, conscience and religion	Whilst there is no evidence that this policy will impact this article, libraries are an important source of impartial information which may be difficult to obtain elsewhere, e.g. concerning legal rights for minority cultures and religions.
Article 10: Right to freedom of expression	Unlikely to apply
Article 11: Right to freedom of assembly and association	Unlikely to apply
Article 12: Right to marry	Unlikely to apply
Article 14: Right not to be discriminated against	Unlikely to apply
Part 2: The First Protocol	
Article 1: Protection of property/ peaceful enjoyment	Unlikely to apply

	Article 2: Right to education	Libraries provide access to educational resources, however for most children the main responsibility for education lies with schools. Some home educated children might be affected and extended opening hours could have a positive effect. Similarly adults using the library for educational purposes may find it easier due to increased opening hours or harder to use the library during self-access according to their preferences and need for staff support.
	Article 3: Right to free elections	Unlikely to apply

Section 3
C: Mitigating and Assessing the Impact

Taking into account the research, data, consultation and information you have reviewed and/or carried out as part of this EHRIA, it is now essential to assess the impact of the policy.

21.	If you consider there to be actual or potential adverse impact or discrimination, please outline this below. State whether it is justifiable or legitimate and give reasons.

Self-access technology presents many opportunities, but there is potential for it to have an adverse effect on some individuals with protected characteristics, in particular those over 60, 16 and under and those with a disability. The Library Service will seek to mitigate any negative impact in the following ways:

- By maintaining some staff presence at the library and prioritising this time to coincide with those times most often used by people over 60, people with a disability and families with children 16 and under. Analysis of usage patterns by subsets of the customer profile has identified these times as being 10am – 12 noon and 3pm-5pm. This was further endorsed by the data from the pilot evaluation survey

- By providing a CCTV system which is monitored during self–access hours to enhance security.

- By providing a phone for use in an emergency or for reporting issues with the building.

- By providing a feedback system which enables users to alert staff to any concerns about the use of the building.

- By installing additional safety devices such as a fire alarm which is both audible and with visible flashing beacons to ensure all users are adequately warned in the event of evacuation.

- Through the provision of a toilet controlled by a radar key. Toilets are usually locked during self-access times and this will enable people with a radar key to be able to access the toilet.

- By encouraging use of the system by community groups and local public sector workers, for instance the PCSO and other council staff during Library Plus hours.

- By providing a thorough induction to the self-access system which explains all the measures above, provides refresher information on how to access the self-service kiosks and pcs / photocopier without staff assistance and outlines the evacuation procedures for the building.

- By providing inductions at times which are suitable for people to attend and which are inclusive in their delivery.

- By providing information and other materials in a format which is useful to all customers.

- By reconsidering the ICT infrastructure provided for libraries with the aim of reducing the number of current issues and making it easier to use without staff support.

- By replacing and upgrading the self-service kiosks.

N.B.

i) If you have identified adverse impact or discrimination that is <u>illegal</u>, you are required to take action to remedy this immediately.

ii) If you have identified adverse impact or discrimination that is <u>justifiable or legitimate,</u> you will need to consider what actions can be taken to mitigate its effect on those groups of people.

22.	Where there are potential barriers, negative impacts identified and/or barriers or impacts are unknown, please outline how you propose to minimise all negative impact or discrimination. a) include any relevant research and consultations findings which highlight the best way in which to minimise negative impact or discrimination b) consider what barriers you can remove, whether reasonable adjustments may be necessary, and how any unmet needs that you have identified can be addressed c) if you are not addressing any negative impacts (including human rights) or potential barriers identified for a particular group, please explain why

Individual improvement plans for each library where self-access is installed, will allow for the consideration of the specific make-up of that local community and for any necessary mitigation measures to be identified.

Section 3
D: Making a decision

23.	Summarise your findings and give an overview as to whether the policy will meet Leicestershire County Council's responsibilities in relation to equality, diversity, community cohesion and human rights.

Following analysis of existing user data and feedback from the Syston pilot, it is felt that this policy will meet the County Council's responsibilities in relation to equality, diversity, community cohesion and human rights, because the: -

- network of 16 libraries will be retained
- the number of hours when people can access the library will increase
- measures will be put in place to ensure that the library is a safe space during Library Plus hours

However, it is still recognised that there is potential for negative impact for young people and those with a disability, this will be mitigated through the production of individual actions for each library where the technology will be introduced, informing when the staffed hours will be targeted.

Section 3
E: Monitoring, evaluation & review of your policy

24.	Are there processes in place to review the findings of this EHRIA and make appropriate changes? In particular, how will you monitor potential barriers and any positive/ negative impact? Further monitoring of any library customer user profiles will be undertaken to estimate if the introduction of self –access has had an effect on the profile of people using the library and any implications for future service provision. In addition, feedback mechanisms introduced as part of the pilot (forms, email address, feedback to staff when available, white board in the library) will continue to be monitored in order to address any particular issues with access. A post implementation review of smart library technology should be undertaken after a suitable period of operation, e.g. 1 year, to assess its overall impact on library use.
25.	How will the recommendations of this assessment be built into wider planning and review processes? *e.g. policy reviews, annual plans and use of performance management systems* Recommendations from the review process will be addressed through the C&W Service Annual Plan and where appropriate reflected in individual library business plans

Section 3:
F: Equality and human rights improvement plan

Please list all the equality objectives, actions and targets that result from the Equality and Human Rights Impact Assessment (EHRIA) (continue on separate sheets as necessary). These now need to be included in the relevant service plan for mainstreaming and performance management purposes.

Equality Objective	Action	Target	Officer Responsible	By when
ALL	Engagement/dialogue with library users and stakeholder in advance of Smart library technology being implemented	To inform understanding of individual community needs, so these can be reflected in library plus and staffed hours	Nigel Thomas / Liz Evans	Dec 2018
ALL	Development of individual action plans for each library where smart library technology will be implemented	To ensure the model for staffed and library plus hours best reflect local need; to ensure any other mitigation measures are identified	Nigel Thomas / Liz Evans	Dec 2018
ALL	Undertake post implementation review of Smart library technology after 1 year of operation	To identify successes and weaknesses and seek to address within resources available	Nigel Thomas / Liz Evans	Dec 2019

Section 4: Sign off and scrutiny

Upon completion, the Lead Officer completing this assessment is required to sign the document in the section below.

It is required that this Equality and Human Rights Impact Assessment (EHRIA) is scrutinised by your Departmental Equalities Group and signed off by the Chair of the Group.

Once scrutiny and sign off has taken place, a depersonalised version of this EHRIA should be published on Leicestershire County Council's website. Please send a copy of this form to louisa.jordan@leics.gov.uk, Members Secretariat, in the Chief Executive's department for publishing.

Section 4
A: Sign Off and Scrutiny

Confirm, as appropriate, which elements of the EHRIA have been completed and are required for sign off and scrutiny.

Equality and Human Rights Assessment Screening | X |

Equality and Human Rights Assessment Report | X |

1st Authorised Signature (EHRIA Lead Officer): …………………………………………………

Date: …………………………….

2nd Authorised Signature (DEG Chair): ………………………………………………………….

Date: ………………………………

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