

## Equality Impact Assessment - Optional EqlA Review

Reference: EQIA159252232

Submitted: 30 January 2020 12:05 PM

### Executive summary

**Title of policy or decision:** To agree on procurement approach for a new Libraries Management System for the Library service and its customers

**Describe the main aims, objectives and purpose of the policy (or decision):** Essex Future Libraries Service Strategy 2019-2024 commits to implementing an up-to-date and flexible library management system (LMS). We are requesting a the decision on the approach to procurement from a range of options.

**What outcome(s) are you hoping to achieve?:** Help create great places to grow up, live and work

**Which strategic priorities does this support? - Help create great places to grow up, live and work:** Help to secure stronger, safer and more neighbourly communities

**Is this a new policy (or decision) or a change to an existing policy, practice or project?:** a change to an existing policy, practice or project

**Please provide a link to the document / website / resource to which this EqlA relates:**

<https://libraries.essex.gov.uk/libraries-consultation/essex-future-library-services-strategy-2019-2024/>

**Please upload any documents which relate to this EqlA, for example decision documents:**

<https://libraries.essex.gov.uk/libraries-consultation/essex-future-library-services-strategy-2019-2024/>

### Assessing the equality impact

**Use this section to record how you have assessed any potential impact on the communities likely to be affected by the policy (or decision):** The Library Management System is used by all library staff and volunteers across the service. In addition, there is a public interface which is available to all registered library users. The procurement process will incorporate a comprehensive specification and requirements exercise. This will include consideration with regard to meeting accessibility standards and delivering an intuitive and user-friendly experience for all user groups.

**Does or will the policy or decision affect:**

**Service users:** Yes

**Employees:** Yes

**The wider community or groups of people, particularly where there are areas of known inequalities:** Yes

**Which geographical areas of Essex does or will the policy or decision affect?:** All Essex

**Will the policy or decision influence how organisations operate?:** Yes

**Will the policy or decision involve substantial changes in resources?:** No

Is this policy or decision associated with any of the Council's other policies?: No

## Description of impact

**Description of Impact.** If there is an impact on a specific protected group tick box, otherwise leave blank. You will be given the opportunity to rate identified impacts as positive, negative or neutral on the next page: Age, Disability - learning disability, Disability - physical impairment, Disability - sensory impairment

**I confirm that I have considered the potential impact on all of the protected characteristics:** I confirm that I have considered the potential impact on all of the protected characteristics

**Describe any actions that have already been taken to mitigate negative impacts on any of the protected characteristics:** A public consultation was held on the draft library strategy was held from November 2018 - February 2019. The feedback from the consultation has informed the final strategy and its priorities. We will be implementing an up to date and flexible library management system that will enhance the customer experience for all user groups.

## Age

**Nature of impact:** Positive

**Please provide more details about the nature of impact:** 27% of active library users in Essex are over the age of 60 (see attached EqlA for Future Libraries Strategy). 47% of the survey responses from the public consultation were from residents who were over the age of 60.

Our requirements will specify that the new LMS will:

1. Meet central government accessibility standards.
2. Deliver intuitive and user-friendly experience
3. Will be available on a range of devices.

On the third point, the use of range of devices is likely to enhance the library user experience for young people.

**Extent of impact:** Low

**Please provide more details about the extent of impact:** As a result of these changes, this will have a positive impact on this user group. For example they shall require less support from library staff to search, reserve, hire or renew any library stock.

## Disability - learning disability

**Nature of impact:** Positive

**Please provide more details about the nature of impact:** 2% of the Essex population have a learning disability. 1% of the survey responses from the public consultation were from residents who have a learning disability.

Our requirements will specify that the new LMS will:

1. Meet central government accessibility standards.
2. Deliver intuitive and user-friendly experience
3. Will be available on a range of devices.

**Extent of impact:** Medium

**Please provide more details about the extent of impact:** As a result of these changes, this will have a positive impact on this user group. For example they shall require less support from library staff to search, reserve, hire or renew any library stock.

## Disability - physical impairment

**Nature of impact:** Positive

**Please provide more details about the nature of impact:** 6% of the Essex population have a physical impairment. 8% of the survey responses from the public consultation were from residents who had a physical impairment.

Our requirements will specify that the new LMS will:

1. Meet central government accessibility standards.
2. Deliver intuitive and user-friendly experience
3. Will be available on a range of devices.

**Extent of impact:** Low

**Please provide more details about the extent of impact:** As a result of these changes, this will have a positive impact on this user group. For example they shall require less support from library staff to search, reserve, hire or renew any library stock.

## Disability - sensory impairment

**Nature of impact:** Positive

**Please provide more details about the nature of impact:** 6% of the residents in Essex have a sensory impairment. 3% of the survey responses from the public consultation were from residents who had a sensory impairment.

Our requirements will specify that the new LMS will:

1. Meet central government accessibility standards.
2. Deliver intuitive and user-friendly experience
3. Will be available on a range of devices.

**Extent of impact:** Medium

**Please provide more details about the extent of impact:** As a result of these changes, this will have a positive impact on this user group. For example they shall require less support from library staff to search, reserve, hire or renew any library stock.

## Action plan to address and monitor adverse impacts

**Does your EqIA indicate that the policy or decision would have a medium or high adverse impact on one or more equality groups?:** No

## Details of person completing the form

**I confirm that this has been completed based on the best information available and in following ECC guidance:** I confirm that this has been completed based on the best information available and in following ECC guidance

**Date EqIA completed:** 30/01/2020

**Name of person completing the EqIA:** Michelle Brown

**Email address of person completing the EqIA:** Michelle.Brown@essex.gov.uk

**Your function:** Corporate and Customer Services

**Your service area:** Transformation, Delivery and Support

**Your team:** Future Libraries Programme Team

**Are you submitting this EqIA on behalf of another function, service area or team?:** Yes

**Name of person completing the EqIA:** Michelle Brown

**Function:** Corporate and Customer Services

**Service area:** Customer Services

**Team:** Library Services

**Email address of Head of Service:** Juliet.Pirez@essex.gov.uk