Full EQIA Record

Function:	Library Services
Service Unit Lead	Culture and Community Learning
Names & roles of officers/ partners undertaking EQIA:	EQIA Lead Officer, Janet Westcott, Equal Access Librarian; John Lane, Library Development Manager (Strategic); Jenny Oliver, Reading and Learning Librarian; Chas Rowling, Library Development Manager (Operational); Lisa Wells, Library ICT Manager
Date completed:	15th January 2009

Aims of the Function

The aims of the function are to provide a high-quality library service for all the people of Poole. This is delivered through:

- Stock management
- Information provision
- Access to buildings and ICT
- Promotion of reading and learning
- Events and activities
- Social integration

Library Service Managers (Strategic and Operational) are responsible for the function and it is implemented by a team of library staff (73 fte).

It supports the following Council corporate objectives:

- Supporting children and young people
- Promoting health and well-being
- Strengthening our communities
- Developing a dynamic economy

And its priorities:

- Revitalising our town centre
- Transforming our schools for the future
- Meeting the needs of our ageing population
- Improving efficiency and effectiveness

The local authority has a statutory duty to provide a comprehensive and efficient library service under the Public Libraries and Museums Act 1964.

Equality Strand	EQIA Evidence	SMART Actions[1]	Performance Measures
People from different age groups	General satisfaction with Library Services - PLUS (Public Library Users) survey 2006 - % of people who think the library is good or very good by age: - 15 – 19 = 92.1% - 20 – 24 = 95.3% - 25 – 34 = 94.9% - 35 – 44 = 86.2% - 45 – 54 = 93.2% - 55 – 64 = 91.2% - 65 – 74 = 95.1% - 75 + = 97.7% Opening hours – all libraries but one open till 6pm one evening per week and Saturday mornings (2 also Saturday afternoons). Daytime hours more difficult for working people to access service.		

[1] Mitigating actions and SMART performance measures are to be fed into service units business plans

Equality Strand	EQIA Evidence	SMART Actions[1]	Performance Measures
Older People	**Key findings: Evidence highlights older people as a priority group for the library service because the number of active borrowers over 65 are under-represented in comparison to the community as a whole.** 5080 active borrowers aged 65+ / 28000 people aged 65+ in Poole (18%). Reading and social interaction through libraries contributes to well-being and reduces social isolation. **Current mitigating actions / positive activities** - 283 housebound readers have books delivered by volunteers (2845 people helped to live at home) (9.95%) - Large print and audio books available - Mobile library service visits 29 sheltered housing complexes and bulk loans delivered to 36 residential homes; all sheltered housing and residential homes have been offered a library service - New table top service delivers personalised service to people in residential care - Equal Access Librarian focussing on services to older people - All staff attend equality and diversity training covering 6 equality strands	To promote library services to 12 pre-retirement groups and other groups of older people per year To identify resources required to extend table top service, by March 09 and offer table top service to 16 residential homes by March 10 To continue to monitor specific equalities stock take up and take action where necessary To continue to provide diversity training for new staff	Increase nos of people receiving delivered library service from 445 to 500 by March 10

Equality Strand	EQIA Evidence	SMART Actions[1]	Performance Measures
Children and young people	**Key findings: Children and young people are a priority group for the library service service because reading is a key life skill and libraries encourage a love of reading from an early age, contributing to the development of engaged citizens**. It is also a Council priority to supporting children and young people. 6751 active borrowers under 16 (26.2%) in comparison to 25724 children under 16 in Poole. **Current mitigating actions / positive activities** - Bookstart – 2006/07, 93% of babies in Poole given Bookstart packs at 8 month check (above national average of 87%), 96% given Bookstart + at 2yrs (above national average of 84%), 100% given treasure chests at 3-4 yrs (above national average 92%). - Summer Reading Challenge –2328 (16.8%) of eligible children start, 1195 completing (51% of starters) - Provide reading groups, reading promotions and online resources to support children's reading - Children's Librarian and Libraries Literacy Officer posts - Children's books do not incur fines when overdue - Children need parental consent to access library computers	To undertake at least 6 consultations with children and young people by Mar 10 To launch 'Read a Million Words' in Apr 09	Increase numbers of under-15s joining the library by 1% per year Enrol 750 active members under 12 on Read a Million Words in by Apr 10

Equality Strand	EQIA Evidence	SMART Actions[1]	Performance Measures
Disabled people	**Key findings: EQIA has highlighted that for people with visual impairments (VIPS) the library service needs to consult and explore further considerations.** - 5.56% of library users have disability compared to 3.4% of Poole population - 1 written inquiry and 1 complaint in 08 from people with visual impairments. Issues were access to the audio catalogue, computers with screen readers and numbers of audio book titles held. **Current mitigating actions / positive activities** - All buildings and mobile library DDA compliant. - Provide books in large print and audio for visually impaired people, software installed on computers for VIPs and people with learning disabilities. Free audio books for VIPs. - Support a reading group for VIPs. - Removed the need to complete a form when joining the library - Self issue in central library – 1 paragon at height suitable for wheelchair users (and children), staff will help anyone who has problems using them. - Books on prescription service – joint initiative with PCT and Dorset Healthcare Trust – GPs can prescribe a book for people with moderate mental health problems. Collections held in all libraries, users can join with no other proof of ID to borrow the prescribed books - Mobile library visits Seaview Day Centre every four weeks and is used by approx 25 of their clients with learning disabilities	To consult with approx 20 Dorset Blind members by Dec 08 To investigate provision of audio catalogue with Talking Newspapers Association and Dorset Blind by Jun 09 To train staff on visual impairment awareness by Mar 09 and in future inductions To install screen readers on computers in 4 libraries by Mar 10	Increase number of VIP users by 10% by Mar 10

Equality Strand	EQIA Evidence	SMART Actions[1]	Performance Measures
People of different faith or belief	- No statistics are collected from library members about their faith **Current mitigating actions / positive activities** - Stock available on a range of religions - Links with the faith community through Chaplaincy and Hope FM	To develop links with 6 agencies representing different faiths and religions by Mar 10 To use corporate festivals calendar to inform activities and events by Apr 09[2] and create structured events plan annually	
Gender / Trans people	- Not able to obtain statistics about gender of library users from Library Management System (Talis). Anecdotal evidence would suggest that use is balanced between men and women. - PLUS survey 2006 – 95.4% of females and 92.9% of males think their local library is good or very good. 95.2% of females and 89.8% of males think the information service is good or very good. - Staffing profile – predominantly female, especially frontline staff	To explore with Talis possibility of obtaining gender by Mar 10 To develop plan to attract more diverse applicants for all posts by Sep 09	

[2] To cover all 6 equality strands as appropriate

Equality Strand	EQIA Evidence	SMART Actions[1]	Performance Measures
Black and minority ethnic people	6% of library users are from black and ethnic minorities, 4% of Poole population. Dec 2008, Poole Town has 30% BME. Main languages are Bengali, Polish, Malayalam, but Poole schools have 40 different languages. Staffing profile – predominantly white **Current mitigating actions / positive activities** - 6 foreign language collections available - Discussions underway re mobile library visiting new gypsy and travellers' site at Mannings Heath - BigWord available in all libraries from Jan 09, and translation website can change language on library computers - Events held for Black History Month, and International Week (May 07) targeted ESOL learners (mainly Polish).	To consult with at least 2 BME communities and purchase stock by Dec 09 To develop guidelines for provision of new language collections by Sep 09 To develop plan to attract more diverse applicants for all posts by Sep 09	
Lesbian, Gay or Bisexual people	No statistics collected about sexual orientation of library users. Stock quality health check 2005 – range of gay/lesbian titles approx. average compared with other library authorities **Current mitigating actions / positive activities** - Collections of stock by LGBT authors - Unrestricted access to LGBT websites on library computers	To consult with LGB community re service delivery and stock purchase by Jun 09.	

Review date[3]:	October 2010	**Sent record to PERD Rep and Improvement and Policy Officer – Equalities**	Yes

[3] In at least 3 years time