

Full Equality Impact Assessment Form

Equality Relevance Low ☐

1. Name of the policy or practice?

Introduction of RFID (Radio Frequency Identity) for circulation tasks at Library Services' campus libraries.

2. What is the aim, objective or purpose of the policy practice?

To enhance the student experience by developing a self service culture for straight forward tasks that frees up library staff time and resource:

- To focus on more complex tasks and service developments, e.g.
 - o at St Matthias library, coping with a reducing number of experienced staff as they apply for permanent posts elsewhere in advance of the closure of the campus
 - o at Glenside, as part of a refurbishment and a re-alignment of enquiry services
 - o at Bower Ashton library, developing new services such as Box of Broadcasts and digital images management
- To facilitate the possibility of extending library opening hours when library staff are not contracted to work
- To reduce queues at service desks and improve speed of issuing and returning books
- To contribute to the savings on staffing expenditure required by the university

3. Who is responsible for developing the policy?

Library Senior Management Team

4. Who is responsible for implementing the policy?

Library Campus Managers

5. Who is the policy intended to benefit?

- Students and staff, through the opportunities afforded by improved/newly developed services
- UWE SMT, by achieving savings on the staffing budget.

6. What is intended to be achieved by the policy?

Improved (and extended) service provision on a reduced staffing base.

7. How will you know if this policy has been successful?

Through the library's usual monitoring and evaluation mechanisms, including the library annual survey, comments system, feedback at student/staff programme meetings, etc.

8. Do the following equality groups have different needs, experiences, issues and priorities in relation to the intended outcomes of this policy? Please give information/ evidence to support your answer.

	Yes	No	Not known – Do you need to generate sources of information?
Women, men, transgendered		x	

people			
Black and minority ethnic groups	Some international students whose first language is not English may face additional difficulties as they become familiar with the new system, outside of staffed opening hours.		
Disabled people	RFID self issue/return could potentially help and hinder differently disabled people. Dyslexic students may find the on-screen instructions difficult to read and process. Deaf students, however, may prefer not having to interact with library staff at a desk (even though hearing loops are available).		
Younger or older people	The need for staff to undertake some bending in order to retrieve returned books from the bin may affect older staff more, depending on their flexibility.		
People of different religion and beliefs		x	
Lesbian, gay and bisexual people		x	

9. Is there potentially adverse impact on the following equality groups as a result of this policy? Please give information/ evidence to support your answer.

	Yes	No	Not known - Do you need to generate sources of information?
Women, men, transgendered people		x	

Black and minority ethnic groups	In order to keep the libraries open for longer hours they might be staffed, at quieter times, by security staff only. In such instances library staff will not be available to help people who do not have English as a first language. They may, therefore, benefit from pictorial signage/instruction.		
Disabled people	In order to keep the libraries open for longer hours they might be staffed, at quieter times, by security staff only. In such instances library staff will not be available to help disabled people with the RFID self service technology.		
Younger or older people	The need for staff to undertake some bending in order to retrieve returned books from the bin may affect older staff more, depending on their flexibility, and therefore it is essential that the spring mechanism works reliably.		
People of different religion and beliefs		x	
Lesbian, gay, bisexual people		x	

10. Is the policy designed or does it have the potential to promote equality for particular groups or good relations between groups? If so, how?

It reduces the need for a mediated issue/return system which may benefit people who wish to borrow books that they feel uncomfortable presenting at a staffed desk.

11. Do you need to carry out a formal/informal consultation internally or externally at this stage? Who you need to consult?

No formal mechanisms required as this is just an extension and improvement to existing self service technology available in some of the campus libraries. Informal feedback indicates that both staff and students using the system find it useful in enabling them to become more independent in undertaking mundane library transactions. It also frees up library staff to offer more support for enquiries and to help students (e.g. disabled, international) who might be struggling with more complex tasks within in the library.

12. What method or mechanism would be best suited for this consultation?

We will ensure we take into account ongoing feedback through our library comments systems, the annual library survey and being part of the university's quality enhancement and monitoring processes.

13. What action could be taken to mitigate any negative impacts identified or is there an opportunity to take steps to address different needs or promote equality of opportunity more effectively? If yes, please comment and complete action plan.

Any difficulties that students might have with the machines is mitigated by the fact that the machines have been designed to be very straight forward to use and that library staff are on hand to help out and offer training, during library staffed opening hours. The first year's experience has revealed very few issues with the operation of the machines.
In addition training is in progress for Security staff who will staff the library for the remaining hours. This training is designed to ensure that Security staff are able to provide basic assistance to students. A service level agreement has been drawn up on the increased level of input expected from the Security staff.
This applies only to GL as Bower Ashton does not operate with Security staff and St Matts will closing in summer 2012.

14. Who will be responsible for monitoring the implementation of the action plan?

Campus Library Managers.

15. Please outline how you have revised the policy (if necessary) in the light of the Equality Impact Assessment . If no change is to take place please give reasons.

No change as library users at Frenchay who have experience of these machines have found them extremely easy to use and are enthusiastic about the autonomy they offer.

16. Please indicate when you think this policy/practice should be reviewed next:

After one year of implementation.

Equality Impact assessment completed by:

Name	Jackie Chelin, Amanda Salter, Caroline Plaice and Tim O'Reilly-Bennett
Post title	Deputy Librarian, Campus Library Managers (SM, GL and BA)
Faculty / service	Library
Date	29 July 2010 (revised October 2010)

Please return this form to the Equality and Diversity Unit. The equality and diversity unit will provide feedback and will publish the final document.

Confirmed by the equality and diversity unit:

Name	Andrew McLean
Date	3 may 2011

ACTION PLAN – Name of Policy ...Self service issue and return... Service/Faculty...Library Services.....

Issues	Actions required	Responsible Person	Resources required	Target date	Success Indicators	What progress has been made?
Information/data required						
Consultation	<p>Will take place with users on a daily basis as library staff support people using the system.</p> <p>Dialogue with global student support, the disability service & disabled student society.</p>	SM, GL and BA Campus Librarians	Time	Ongoing	Almost all issues being undertaken through machines rather than via library staff	
Monitoring and review arrangements	Survey users at end of first term and/or as part of relevant M&E process in student staff programme committees.	Library staff at both sites	Time	January 2011	Library users happy with service and no technological problems encountered	
Publication						

Other actions	Check/confirm that messages and pictures supporting the technology are in plain English and use internationally understood signs/pictures.	Customer Services Manager	Time	November 2010	Word and pictures understood and unambiguous	
Other actions	Training of Security staff to enable them to provide basic assistance to all students	Customer Services Manager	Time	For start of 2011/12 academic year	Security staff trained to appropriate standard	Ongoing

Please return form to the Equality and Diversity Manager