Full Equality Impact Assessment Form

Equality Relevance   High ☐   Medium ☐ Low **X**

1. Name of the policy or practice?

Library Services staffed opening hours

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

- Providing guidance on future plans for staffed opening hours   - Aim to develop consistency across sites for staffed opening hours   - Effective use of the library staff resource to better enable us to meet the demands of our customer base ; evidence demonstrates majority of people require our help 8.30am-6.30pm, so we will target this time with our library staff   - Ability to develop new technologies to provide customers with 24/7 support   Key objectives: - Matching demand with resource   - Having in place a well trained security presence whilst library staff not on duty   - Enhancing our relationship with Facilities (greater interaction over security)   - Facilitating work streams identified by the Library's Help and Enquiries Review

3. Who is responsible for developing the policy?

Library Senior Management Team in consultation with the wider Library team.

4. Who is responsible for implementing the policy?

Library Campus Managers

5. Who is the policy intended to benefit?

Library staff: - Easier management of TOIL, f/l and annual leave – ability to take leave without a negative impact on services   - Helps those reliant on public transport get buses home in the evening without having to leave work early.   - Better work life balance for all staff, particularly those with caring responsibilities   UWE Students and Staff: - Consistency of services provision across libraries   - Library staff help targeted when demand most needed, but with the ability to offer appointments outside of these core hours for help   - New technologies developed, e.g. Chat, enabling better response to enquiries 24/7   - More library staff time available for developing relationships within Faculties   Widening Participation: - Library staff available for work with widening participation during the day   - Ability to continue Saturday surgeries for NHS Students at Glenside   Security: - Better able to support customers through an improved training programme and monitoring of guards by Security and Operations

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

Consistent, evidence based service provision with continued development in new technologies. Improved levels of service from security in extended opening times when library staff are not on

duty.

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

• NSS and other Library surveys • Using existing monitoring / evaluation mechanisms, e.g. comments forms and email feedback • Programme Student Staff Liaison Groups • Ongoing review of changes including user focus groups

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 people	Staff - potential issues for those with caring responsibilities to get into work for 8.30am. Potential issues for those relying on public transport to get into work for 8.30am.		
Black and minority ethnic groups	Students - some international students whose first language is not English may face difficulties as they become familiar with where to find help in the Library		
Disabled people	Staff – differing needs of disabled staff may be affected by change of opening hours. Consideration of reasonable adjustments and working patterns for this group.		
Younger or older people		✓	
People of different religion and beliefs			Further research needed to identify impact on this group.
Lesbian, gay and bisexual people	Staff - any changes in team or reporting lines may impact this group.		

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,	Potential issues for those with		

		✓	
transgendered people	caring responsibilities to get into work for 8.30am. Potential issues for those relying public transport to get into work for 8.30am. Consideration of flexible working.		
Black and minority ethnic groups	Some international students whose first language is not English may face difficulties as they become familiar with where to find help in the Library		
Disabled people	Staff – 5.% of Library staff (as at 2008) have declared a disability compared to 3.8% for UWE in 2009. Consideration of reasonable adjustments and working patterns for this group.		
Younger or older people		✓	
People of different religion and beliefs	Staff - UWE data as at 31/12/09 26% of staff declared a religious belief, 22.2% of these as Christian.		Further research needed to identify impact on this group.
Lesbian, gay, bisexual people	Staff – as at 31/12/09 2% of UWE declared as LGB. Any changes in team or reporting lines may impact this group.		

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?

This change in working practice will lead to an improved work life balance for library staff and an improved relationship between Facilities and Library Services.

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

- HR informing Unison of proposed changes
- Library staff discussed the issues at consultation events
- Library staff have discussed with Facilities
- Students' Union feedback being gained

All areas of consultation have been covered.

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

See above

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.

Library staff will be encouraged to discuss with their line managers any individual issues/needs

they have which might affect their ability to start work at 8.30am under the flexible working policy. This will only affect staff on a contract which states an 8.30am start.

UWE Students and staff will have access to 24/7 Chat (instant messaging) so although library staff will finish earlier in the evening they will still be able to contact a librarian to discuss issues. Updated webpages, FAQs, and a new search interface for resources will also facilitate the self help culture amongst students. The Programme Staff Student Liaison Groups will be publicised as a route for raising issues. Increasing purchases of e-books will also help mitigate problems for students trying to access material.

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

Library Senior Management Team in consultation with Library Campus 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.

The EIA has been used to inform the development of the policy on library staffed opening hours

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

To review the changes at the end of each undergraduate term

Equality Impact assessment completed by:

Name	Ellie Clark-Webster, Caroline Plaice, Fay Dowding
Post title	Customer Services Manager, Glenside Campus Manager, Senior Assistant Librarian
Faculty / service	Library Services
Date	28.04.2011

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	
Date	

ACTION PLAN – Name of Policy: Library staff opening hours   Service/Faculty: Library Services

Issues	Actions Required	Responsible Person	Resources required	Target date	Success Indicators	What progress has been made?
Information/data required	Further EIA data required to inform impact equality groups, particularly related to religious beliefs.	Ellie Clark-Webster		Summer 2011	Data collected	
Consultation	Awaiting feedback from Students' Union. Will receive feedback from HR regarding Unison response. Consultation with library staff already occurred.	Amanda Conway HR		March 2011 April 2011	Feedback received Feedback received Staff have been involved in consultation	Achieved
Monitoring and review arrangements	Focus groups to be set up.

Monitor feedback from customers and investigate usage statistics.

Review NSS and other survey data at appropriate times.

Assess individual impact (equality group) and identify measures to address / overcome | Campus Managers

Ellie Clark-Webster

Amanda Conway | | Spring 2012

Ongoing

Ongoing | Groups set up and useful feedback obtained | |
| Publication | | | | | | |
| Other actions | | | | | | |