

Everyone different,  
everyone matters



Equality & Community Cohesion Impact Assessment (EIA)

<b>Directorate:</b> Public Services	<b>Lead Officer:</b> David Duffy
<b>Service Area:</b> Libraries	<b>Date completed:</b> 13 February 2024
<b>Service / Policy / Function or Procedure to be assessed:</b>  <b>Library Stock Policy</b>	
<b>Is this:</b> New / Proposed <input checked="" type="checkbox"/> Existing/Review <input type="checkbox"/> Changing <input type="checkbox"/> (Please tick appropriate box)	<b>Review date:</b> April 2027

## Part A - Initial Assessment to determine if a full Impact Assessment is required

### What are the aims and objectives/purpose of this service, policy, function, or procedure?

The Library Stock Policy sets out the principles by which books, electronic and other resources should be acquired, managed, and made available for the maximum benefit of the people of Calderdale within the budget available. In developing the Stock Policy Calderdale Libraries considers the Council's Priorities and Values and the Priorities of the Public Services Directorate.

The policy covers how Library Stock will be managed to provide resources that customers want, when they want them, in a format appropriate for their needs. Beyond that, stock should be provided, promoted, and made available in such a way as to interest, inform and excite our customers and provide a modern service with relevant diverse collections that support reading, information, learning, culture, and creativity.

### Please indicate its relevance to equality by selecting yes or no

	Yes	No
Eliminating unlawful discrimination, victimisation, and harassment	X	
Advancing equality of opportunity	X	
Fostering good community relations	X	

**If not relevant and this is agreed by your Head of Service**, the Impact Assessment is now complete - please send a copy to your Directorate Equality Champion & to the Cohesion and Equality Team. **If relevant**, a full Impact Assessment needs to be undertaken (PART B below).

## PART B: Full Impact Assessment

### Step 1 – Identifying outcomes and delivery mechanisms (in relation to what you are assessing)

What outcomes are sought and for whom?	To meet the requirements of legislation and the aspirations of policy, a good library service needs sufficient and professionally managed resources. Library resources in all media (print, audio–visual, digital, on-line) should be contemporary, provide a wide range of information, ideas and works of creative imagination and be of sufficient quantity
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	<p>and diversity to meet the needs of library users. This includes those who borrow materials, use them in the library or receive them on their desk top or personal device.</p> <p>The updated Stock Management Policy draws together several service improvements made over the last few years. It recognises the changing market place and will act as a solid foundation for the delivery and development of a good library service for the people of Calderdale.</p> <p>Stock is purchased to meet the needs and demands of the whole community, for all ages and reading levels. It is provided in the most suitable formats matched to the requirements of individual communities and users. The reservation service will source and supply items that are requested, which may not be in stock.</p> <p>Via the Libraries Webpages and App online transactions can take place 24/7 enabling users to search the catalogue and make reservations. E-books; E-audio books; eMagazines and eNewspapers are available to borrow 24/7</p>
<p><b>Are there any associated policies, functions, services, or procedures?</b></p>	<p>There are also several legislative and related influences on the policy which include:</p> <p>The Public Libraries and Museums Act 1964 (section 7) which states: "It shall be the duty of every library authority to provide a comprehensive and efficient library service for all persons desiring to make use thereof".</p> <p>And</p> <p>" a library authority shall in particular have regard to ... the keeping of adequate stocks, by arrangements with other library authorities, and other appropriate means, that facilities are available for the borrowing of, or reference to books, and other printed matter... and other materials, sufficient in number range and quality to meet the general requirements and any special requirements both of adults and children".</p> <p>Many other areas of legislation and guidelines have a direct impact on stock provision and policies:</p> <ul style="list-style-type: none"> <li>• Equality Act 2010</li> <li>• Obscene Publications Act 1959, amended 1964</li> </ul>

	<ul style="list-style-type: none"> <li>• Health and Safety at Work, etc Act 1974 and other relevant H&amp;S legislation</li> <li>• Sex Discrimination (Gender Reassignment) Regulations 1999</li> <li>• Race Relations Act 1976 and (Amendment) Act 2000</li> <li>• Video Recordings Act 1984</li> <li>• Copyright, Design and Patents Act 1988, Copyright (Visually Impaired Person's) Act 2002 and Copyright Act Guidelines 2003</li> <li>• Local Government and Housing Act 1989</li> <li>• The Children Act 1989</li> <li>• Local Government Act 1992</li> <li>• Disability Discrimination Act 1995</li> <li>• Human Rights Act 1998</li> <li>• Protection from Harassment Act 1997</li> <li>• Terrorism Act 2006</li> <li>• CILIP Managing Safe and Inclusive Public Library Services 2023</li> </ul> <p>Council's Equality and Diversity Policy Statement</p>
<b>How will this service be delivered? (e.g. direct service delivery, commissioned/outsourced etc)</b>	Direct service delivery.
<b>If partners (including external partners) are involved in delivering the service, who are they?</b>	<p>Yorkshire &amp; North West Book Purchasing Consortium.</p> <p>Contracted stock suppliers</p> <p>A wide range of national, regional and local organisations and groups support specific aspects of the delivery of the policy</p>

## Step 2 – What does the information you have collected, or that you have available, tell you?

**What evidence/data already exists about the service and its users?** (In terms of its impact on the 'equality strands,' i.e. age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, maternity/pregnancy, marriage/civil partnership and other socially excluded communities or groups) and **what does the data tell you?** e.g. are there any significant gaps?

Currently age, and gender are gathered as part of the library enrolment process. The level of use of the service by people who consider that they have a disability and people's ethnicity is monitored through use of survey's/research. Information and data produced by the ONS is used also data and information from Calderdale Data Works, CIPFA, Arts Council England (ACE) and a range of other sources.

Specific information in terms of disability can be added to a library user's record, if necessary, in terms of any specialist materials needed. Age information was compiled from member information for each library. By the very nature of their inclusiveness there is a broad representation of the population using libraries. Communities vary geographically, the most diverse communities living in the Central Halifax neighbourhood, with a substantial number of the LGBT+ community residing in Hebden Bridge and Todmorden area.

Library stock is selected to reflect the profile of the local community and issues monitored to ensure continuing relevance. Suggestions from service users are received and acted upon, to cater for local and changing needs. Library Stock is support by a range of displays, events and activities which promote equality and diversity.

As part of our Stock Management process and alongside the Library Management System (LMS) We have recently started using the evidence-based Stock Management software Collections HQ Lite(cHQLite). It is particularly useful in this context as the Diversity, Equality, and Inclusion Analysis (DEI) module analyses the collection across industry accepted DEI topics and all items included in cHQLite are analysed across Fiction, Non-Fiction, eBooks and eAudio Books. The evidence is presented via a Dashboard and in more detailed data reports, making collection management generally and for specific communities/area of interest more effective, more client-driven, less wasteful, and more measured and performance based.

Comprehensive data and information about all library service points is collected, assembled, and reviewed.

**Has there been any consultation with, or input from, service users, staff, or other stakeholders?** If so, with whom, how were they consulted and what did they say? If you have not consulted yet and are intending to do so, please list which specific groups or communities you are going to consult with and when.

The Council held a public consultation asking people to share their feedback on updated proposals for how library stock is managed. The consultation started on the Monday 8 January 2024 and the deadline for surveys to be received was 31 January 2024. It was important to capture the opinions of the different demographic groups in Calderdale, to ensure the information collected was representative of the local population. The survey was distributed to the Council's Talkback Citizens' Panel which has 355 members and includes representation from all Calderdale wards. The survey was also shared amongst local networks. It was publicised through newsletters (including the Council's internal E-call bulletin) and via a public social media campaign. Posters were also printed and distributed to all Calderdale libraries. Paper copies of the survey and policies were made available in all Calderdale libraries. This aimed to include people who had less access to digital media or were less confident completing an online survey.

A total of 198 people completed the survey. Most people completed the survey online, but this figure also includes 16 paper surveys completed in libraries. Consultation with Library Staff (2 January 2024 and ongoing); consultation with Arts Council England (ACE) (9 January 2024, 16 January 2024, 12 February 2024); consultation with Chartered Institute of Library & Information Professionals (CILIP) ( 2 February 2024, 7

February 2024, and 8 February 2024) and consultation with the contracted Library Book Suppliers (24 January 2024, 5 February 2024, and 6 February 2024).

Feedback from customers received either formally or informally. The Library Service regularly receives compliments whilst getting very few complaints about stock. Additionally, we positively welcome and act on suggestions for items of stock from both individuals and groups within our local communities. We see this as part of our commitment to public involvement in service development.

Ongoing engagement with partners helps shape specific collections and stock breadth. This is done via a range of library staff and feeds into stock selection and budget setting. There is additionally engagement with groups representing people with protected characteristics.

**Are there any complaints, compliments, satisfaction surveys or customer feedback that could help inform this assessment? If yes, what do these tell you?**

Over three quarters of people who read the policy thought it was comprehensive and covered everything people might need to know. A few did feel it was too long or complex and suggested providing a shorter version or a summary. A few made comments about wording or references to specific points in the policy. A small but sizeable number highlighted the purchase, stock, and promotion of texts some might consider sensitive, contentious, or offensive. This included gender identity, gender-critical, feminist, and other texts. Many people were anti-censorship, but there were also lots of specific questions raised. These comments might have been influenced by the recent press and social media debate regarding gender critical books being placed in the Library Store.

## Step 3 – Identifying the impact

### a. Is there any impact on individuals or groups in the community?

(Think about age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, maternity/pregnancy, marriage/civil partnership and other socially excluded communities or groups)

#### **Barriers:**

What are the potential or known barriers/impacts for the different 'equality strands' set out below? Consider:

- **Where** you provide your service, e.g., the facilities/premises.
- **Who** provides it, e.g., are staff trained and representative of the local population/users?
- **How** it is provided, e.g., do people come to you or do you go to them? Do any rules or requirements prevent certain people accessing the service?
- **When** it is provided, e.g., opening hours?
- **What** is provided, e.g., does the service meet everyone's needs? How do you know?

\* Some barriers are justified, e.g., for health or safety reasons, or might actually be designed to promote equality, e.g., single sex swimming/exercise sessions, or cannot be removed without excessive cost. If you believe any of the barriers identified to be justified, then please indicate which they are and why.

#### **Solutions:**

What can be done to minimise or remove these barriers to make sure everyone has equal access to the service or to reduce adverse impact? Consider:

- Other arrangements that can be made to ensure people's diverse needs are met.
- How your actions might help to promote good relations between communities.
- How you might prevent any unintentional future discrimination.

Protected Characteristic	Barriers/Impacts identified.	Solutions (Ways in which you could mitigate the impact)
<b>Age</b> (including children, young people, Children Leaving Care, and older people)	The Materials Fund is not enough to purchase all the stock required for the libraries.  Age specific collections.  Older people may lack digital skills and access to	Materials Fund -This is addressed by moving stock between Libraries so that more expensive or specialist items can be shared by our different communities. Customers also benefit by moving collections of stock targeting specific interests and

	<p>the digital devices and the internet at home</p>	<p>national promotions (e.g., Booker Displays, Black History, Holocaust Memorial Day etc.).</p> <p>More contentious material may be held in adult fiction and non-fiction, but this collection should also reflect equality and diversity issues e.g., regular changing displays marking contemporary movements such as 'Black Lives Matter' and other protected characteristics e.g., LGBT History Month and Disability Awareness.</p> <p>Age specific collections are provided for babies, toddlers, children, young adults, and adults including older people. These collections are accessible by all age groups in line with legal restrictions (in relation to certification of DVDs). There are collections of books for children in difficult situations which are written for a wide range of ages.</p> <p>The policy indicates how it is important children's stock reflects the diversity of Calderdale, positive representations of all protected characteristics are essential in this material.</p> <p>The service is introducing a digital device loan scheme, which includes 'lending data'. Library staff and IT volunteers help customers who are unable to access the internet/ have limited digital literacy to ensure fair access to services.</p>
<b>Disability</b> (including carers)	<p>The Materials Fund is not enough to purchase all the stock required for the libraries.</p> <p>Providing stock in the required format.</p> <p>Providing access for people who want to read but cannot easily access a library.</p>	<p>Materials fund- This is addressed by moving stock between Libraries so that more expensive or specialist items can be shared by our different communities. Customers also benefit by moving collections of stock targeting specific interests and national promotions (e.g., Booker Displays, Black History, Holocaust Memorial Day etc.).</p>



	<p>Some people may lack digital skills and access to the digital devices and the internet at home</p>	<p>Stock is provided in a variety of formats (physical audio books, large print, eBooks, eAudio Books, eMagazines and eNewspapers which enable hearing impaired and sight impaired users to enjoy Library collections. We provide stock for adults and children with basic skills, Dyslexia, Dyspraxia, Dementia and mental health and other well-being needs.</p> <p>We provide stock for our Home Library Service to ensure access to a variety of books and other appropriate formats. This service is not age restricted; any one with mobility problems can apply. We offer free reservations and no fines for late return of items.</p> <p>E-books; E-audio books; eMagazines and eNewspapers are available to borrow 24/7. The service is introducing a digital device loan scheme, which includes 'lending data'.</p> <p>Library staff and IT volunteers help customers who are unable to access the internet/ have limited digital literacy to ensure fair access to services.</p>
<p><b>Race</b> (including Gypsies &amp; Travelers and Asylum Seekers)</p>	<p>The Materials Fund is not enough to purchase all the stock required for the libraries.</p> <p>People may not be able to find material that lets them see a reflection of themselves and celebrate the differences.</p> <p>Lack of stock to cover demand could have adverse impact. Where we do not have items in stock we will borrow from other Libraries or purchase if demand justifies this. Several barriers have been removed by the work to achieve Library of Sanctuary accreditation.</p> <p>The Materials Fund is not enough to purchase all the stock required for the libraries. This is</p>	<p>Materials fund- This is addressed by moving stock between Libraries so that more expensive or specialist items can be shared by our different communities. Customers also benefit by moving collections of stock targeting specific interests and national promotions (e.g., Booker Displays, Black History, Holocaust Memorial Day etc.).</p> <p>Stock is provided in languages other than English in libraries with an identified need based on their community profile or expressed demand or usage from customers. Individual titles in languages not kept in stock can be obtained via specialist book suppliers. We also offer an Inter Library Loans service which we use to obtain specific titles for our</p>

	addressed by move stock between Libraries so that more expensive or specialist items can be shared by our different communities. Customers also benefit by moving collections of stock targeting specific interests and national promotions (e.g., Booker Displays, Black History, Holocaust Memorial Day etc.).	readers where possible (at a standard charge as stated in libraries and on our web page).
<b>Religion or Belief</b> (including people of no religion or belief)	<p>Language and possible cultural barriers are considered. Any complaints would be addressed most seriously. Where we do not have items in stock we would borrow from other libraries or purchase if usage justifies it.</p> <p>The Materials Fund is not enough to purchase all the stock required for the libraries.</p> <p>Some women may not engage with the service/the opposite gender due to faith/cultural reasons</p>	<p>A range of opening hours/days a week are available to allow access to stock for all people of different religious / faith groups, and for those with no religion. There is also always access to services on-line. Key religious festivals are celebrated, and whenever possible include a suitable display of stock.</p> <p>Where we do not have items in stock we would borrow from other libraries or purchase if usage justifies it. Donations of stock are accepted from time to time from different faith organisations.</p> <p>Materials Fund - This is addressed by moving stock between Libraries so that more expensive or specialist items can be shared by our different communities. Customers also benefit by moving collections of stock targeting specific interests and national promotions (e.g., Booker Displays, Black History, Holocaust Memorial Day etc.).</p>
<b>Gender Reassignment</b> (those that are going through transition: male to female or female to male)	<p>People may not be able to find material that lets them see a reflection of themselves and celebrate the differences. Some trans people may lack confidence in accessing services.</p> <p>The Materials Fund is not enough to purchase all the stock required for the libraries.</p> <p>There is no known direct or indirect negative impact in respect to gender re-assignment</p>	<p>Relevant stock is purchased whenever possible. Both local and national promotions and events are supported via displays and social media activity. Library staff have completed Equalities awareness and Trans awareness training courses and have been encouraged to use the on-line videos and training materials provided by Work Force Development to keep up to date. We try to ensure that Library Staff refresh this knowledge at least every 3 years.</p>
<b>Pregnancy and Maternity</b>	Availability or prominence of stock to meet the needs of this group.	Parent Support collections have been refreshed at all libraries.

	<p>The Materials Fund is not enough to purchase all the stock required for the libraries.</p> <p>No other adverse impact identified at this time</p>	<p>Materials fund- This is addressed by moving stock between Libraries so that more expensive or specialist items can be shared by our different communities. Customers also benefit by moving collections of stock targeting specific interests and national promotions (e.g., Booker Displays, Black History, Holocaust Memorial Day etc.).</p>
<b>Sex</b> (either male or female and including impact on men and women)	<p>The Materials Fund is not enough to purchase all the stock required for the libraries.</p> <p>We know that from sample data and national surveys that more women than men use libraries.</p> <p>Recently local data has become difficult to collect</p>	<p>Materials fund- This is addressed by moving stock between Libraries so that more expensive or specialist items can be shared by our different communities. Customers also benefit by moving collections of stock targeting specific interests and national promotions (e.g., Booker Displays, Black History, Holocaust Memorial Day etc.).</p> <p>Provision of stock is designed to meet the needs of both women and men.</p> <p>To continue to use a combination of local and national data.</p>
<b>Sexual Orientation</b> (including gay, lesbian, bisexual and heterosexual)	Limited data available on number of current users who fall into this category.	We provide material covering all orientations where available and highlight specific areas of stock with promotions, both local and national.
<b>Additional Characteristic</b>	<b>Barriers/Impacts identified.</b>	<b>Solutions (Ways in which you could mitigate the impact)</b>
<b>Socio-economic</b> (low wage/low income)	A range identify the impact on people who are disadvantaged due to factors like family background, educational attainment, neighbourhood, employment status can influence life chances	<p>Library services and access to stock are available to all. Where fees are charged concessions are available for a range of services (e.g. external internal library loans and DVDs) where this is an appropriate response to need.</p> <p>Stock is purchased to enable and empower people, providing advice on employment, education, health, and well-being.</p>

**b. Is there/will there be any impact on staff or potential recruitment of staff?**

(Think about the diversity of the workforce delivering the service, relevant training and development needs and opportunities for Children Leaving Care alongside initiatives to encourage applications from other equality strands to help build a workforce reflective of the communities we serve).

<b>Employee Protected Characteristic</b>	<b>Barriers/Impacts identified</b>	<b>Solutions (Ways in which you could mitigate the impact)</b>
<b>Age</b>	No adverse impact identified	
<b>Disability</b>	No adverse impact identified	
<b>Gender Reassignment</b>	No adverse impact identified	
<b>Pregnancy &amp; Maternity</b>	No adverse impact identified	
<b>Marriage and Civil Partnership</b>	No adverse impact identified	
<b>Race</b>	No adverse impact identified	
<b>Religion or Belief</b>	No adverse impact identified	
<b>Sex</b>	No adverse impact identified	
<b>Sexual Orientation</b>	No adverse impact identified	
<b>Additional Characteristic</b>	<b>Barriers/Impacts identified.</b>	<b>Solutions (Ways in which you could mitigate the impact)</b>
<b>Socio-economic</b> (low wage/low income)	No adverse impact identified	

#### **Step 4 – Changes or mitigating actions proposed or adopted**

**Having undertaken the assessment are there any changes necessary to the existing service, policy, function, or procedure? What changes or mitigating actions are proposed?**

Changes to the policy were made following specific comments made in the consultation.  
A few of the ideas and suggestions raised in the consultation are being given further consideration.

## Step 5 – Monitoring

### How are you going to monitor the existing service, policy, function, or procedure?

Feedback from customers received either formally or informally.

Issues of books: Issue figures are expressed 'per 1000 population' to make comparisons with other library services

Stock turnover: this refers to the number of issues divided by the number of items in stock and is a measurement of how hard the stock is working.

Items added to stock: these figures are expressed 'per 1000 population' to make comparisons with other library services.

Cost per use of online resources applying to all electronic/digital stock.

Data from our LMS and the evidence-based stock management tool is also used to identify stock that is not issuing well, is out of date or is potentially in bad condition.

Identifying gaps in subject coverage or of titles is a continuous process and all library staff contribute to this process.

Study best practice from elsewhere

## Part C - Action Plan

Barrier/s or improvement/s identified	Action Required	Lead Officer	Timescale
Stock and Management information reports to be requested. Revisit profiles (population profiling) for each library catchment area served.	Look at borrower break down for each Library – start with Mixenden because of new site. Compare with population profile of area served. Revisit the stock profile section of the supplier selection specification for each library to reflect needs of current users.	Library Senior Team	Mixenden: March -April 2024 All other libraries: the work to be completed in 2024/25.

	Establish communication through local community channels to publicise services. Use the information gathered to tailor services to the needs and demands of the community.		
Parts of the Library Service stakeholder information, may be out of date or information missing	Revisit and update information stakeholder information that was produced for the Library Service Review.	Library Senior Team	The work to be completed in 2024/25.
We need to know a little more about how many people are using library stock and whether it is meeting their needs.	Revisit the sources of available data and information about stock usage. Consider further a general and/or targeted consultation.	Library Senior Team/Reading & Development Team	The work to be completed in 2024/25.

**EIA approved by:**

Relevant Head of Service:	Date:
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**Please send an electronic copy of the EIA to the Cohesion and Equality Team and unless the EIA contains sensitive or confidential information ensure the document is uploaded to the EIA Register on the Intranet.**

**A brief summary of the EIA will be placed on the Council's website.**

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Updated July 2023