

## Equality Impact Assessment – Template 4 – Summary Report

<b>Department:</b> Culture, Community & Rural Affairs	<b>Date:</b> 14 September 2010
<b>Completing Officer's Name:</b> Julie Edyvean	
<b>Policy, Strategy, Service or Plan that was Impact Assessed:</b>  The introduction of advance notification of return date for library material. This will ensure the timely return of items in order for library material to be available for loan by other customers as soon as the current borrower has finished with it, thereby improving overall stock circulation. It will be achieved by sending a reminder by e-mail, generated a couple of days in advance of the return date, to around 30% of active customers who have provided an e-mail address. In the longer term, and when it's technically possible, the reminder will be sent via text message to mobile or land line.	
<b>Summary of findings:</b> (Full report attached)  There is no current system of notification for overdue loans. The impact of the e-mail reminder will be improved availability of stock for customers due to a reduction in the amount of material not returned to the library on time.  It has been necessary to set the inequality of a benefit only available to those with access to online services with the universal benefit of a system which promotes improved circulation and availability of stock to customers.  Reminders sent in advance, rather than once an item is overdue, have the potential to increase the number of renewals with a positive impact on the number of library issues recorded.	
<b>Summary of Recommendations:</b> (Action plan/s attached)  No particular group has been identified as at specific disadvantage but it is acknowledged that there are people across all groups who do not have an e-mail address and are unable to receive notifications. Currently no customers receive reminders.  <u>Low or no income</u> Reminders sent in advance of return date will offer the opportunity for customers to avoid incurring fines.	