

Equality Impact Assessment – Template 4 – Summary Report

Department: Library & Information Service (Culture, Communities & Rural Affairs)	Date: February 2010
Completing Officer's Name: Julie Edyvean	
Policy, Strategy, Service or Plan that was Impact Assessed: Fast Track Interim Project – the introduction of self service using RFID (radio frequency identification) technology in 6 Hampshire libraries and discovery centres	
Summary of findings: (Full report available) This is an interim project, the intention being to introduce the option of self service to customers throughout Hampshire's library service. There will be benefits for both customers and staff. For example, customers will experience enhanced levels of confidentiality when borrowing items with self service facilities that are easy to use and inclusive. They will also be able to manage financial transactions independently. For those who have limited time, they can self serve rather than wait for the attention of a member of staff. The removal of traditional counters will bring improvements to floor layout, creating more welcoming public spaces and better areas for stock display. Staff will not need to carry out repetitive counter tasks but will be able to interact more effectively with customers especially about recommendations for reading and more complex enquiries. They will continue to provide support for those with specific access needs. For example, helping visually impaired readers choose audio books. More effective strategic decision making for stock management will be possible through the enhancements to the quality of information provided by RFID technology	
Summary of Recommendations: (Action plan/s attached) Race Self service instructions can be displayed in 4 languages other than English. Confirm recommendations at each library mindful of the need of the local community. Disabled There are no audible instructions. It must be ensured that unaccompanied customers with a severe visual impairment receive assistance from staff on the floor in the same way that any customer benefits from the presence of staff who are not confined to counters. Working with people with a specific level of learning disability, test the operation of self service facilities in order to confirm, or otherwise, that the images are clear and easy to use.	

The completed impact assessment needs to be published. Please send this to the relevant person in your department to ensure that it is up-loaded onto your departmental website.