

Equality Impact Assessment – Summary Report

Department: Culture, Communities and Rural Affairs	Date: 16 th June 2009
Completing Officer's Name: Kirsty Robinson	
Policy, Strategy, Service or Plan that was Impact Assessed: Spydus Library Management System Implementation An Equality Impact Assessment was carried out in September 2008 and was updated in June 2009.	
Summary of findings: The previous Library Management System (Galaxy, from DS) has been replaced by a more up-to-date system with development potential, running over the Hantsnet system. This includes the system used by staff to effectively manage the work of the library service and the connected website for public use. At the same time the dedicated Galaxy PCs and printers were replaced with Hantsnet equipment. The Spydus system from Civica was selected as the replacement and is a Windows and web-based system, which is a change from the Galaxy text-based system. The online services will either provide benefits or have a neutral impact on all equalities groups. Increased detail available when searching by both staff and customers will allow material relevant to each equalities group to be found more easily. Staff can then also create special stock collections for events or for long-term use. Improved recording and retrieval of borrower characteristics in Management Information will allow staff to identify gaps in service provision and target services more effectively. Service from mobile libraries will be standardised by the use of Spydus laptops. This will benefit all mobile library users, who generally include a high proportion of equalities groups, such as people with mobility problems and those whose geographic location makes it difficult for them to access library buildings. There will be an increased emphasis on staff and customers using computers. Use of computers can be difficult for people with various disabilities, particularly as the new system requires the use of a mouse. The system only uses written English throughout both on the staff and public sides and in all help screens. Anyone who does not have email will not be able to benefit from the improvements available to those who choose to be contacted by email e.g. quicker receipt of overdue, possibility of being reminded before books go overdue. Loss of certain borrower categories like 'Good Neighbour' may result in staff not being aware of and therefore not offering these services.	

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Summary of Recommendations:

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.