



Equality Impact Assessment Template

Before carrying out EqIA, you should familiarise yourself with the University's EqIA Policy Statement and Guidance and Checklist Notes, and undertake our online training on Equality and Diversity and EqIA. These, along with further information and resources, are available at www.ed.ac.uk/schools-departments/equality-diversity/impact-assessment

EqIA covers policies, provisions, criteria, functions, practices and activities, including decisions and the delivery of services, but will be referred to as 'policy/practice' hereinafter.

A. Policy/Practice (name or brief description):

Name: IS Main Library Book Self Issue

Description: The Main Library has a printed book collection and includes a general lending collection of items which includes a High Use Books collection of 53,000 items made up of 'Reserve' (3 hour loan) and Short Loan (7 day loan). Library users with borrowing rights (Staff, Students, Visitors, Library Member Borrowers) can issue lending items using self-service kiosks. In 2017/18 278,630 books were borrowed, of which 290,261 (96%) were by self-issue.

As part of the re-investment to upgrade self-issue kiosks and ensure they are supported and maintained by the supplier, 9 of the 12 kiosks are being replaced Summer 2019; the remainder in 2019/20 subject to funding.

The kiosks are of a new design featuring a colour 22" touchscreen display in portrait mode. Seven kiosk components will be fitted into existing kiosk free standing cabinet furniture replacing existing components with the touchscreen bracketed to the existing touchscreen arm. Two kiosks are free standing and height adjustable using a powered control: one kiosk of this type is already in use at the Law Library, for which an EqIA was completed and published in January 2019.

B. Reason for Equality Impact Assessment (Mark **yes against the applicable reason):**

- Proposed new policy/practice **Yes**
- Proposed change to an existing policy/practice
- Undertaking a review of an existing policy/practice
- Other (please state):

C. Person responsible for the policy area or practice:

Name: Barry Croucher

Job title: Head of Help Services

School/service/unit: User Services, Information Services Group

D. An Impact Assessment should be carried out if any of the following apply to the policy/practice, if it:

- affects primary or high level functions of the University **Yes**
- is relevant to the promotion of equality (in terms of the Public Sector Equality Duty 'needs' as set out in the Policy and Guidance)? **Yes**
- It is one which interested parties could reasonably expect the University to have carried out an EqlA? **Yes**

E. Equality Groups

To which equality groups is the policy/practice relevant and why? (add notes against the following applicable equality group/s)

- Age
- Disability
- Race
- Religion or belief
- Sex: N/A
- Sexual orientation
- Gender reassignment
- Pregnancy and maternity
- Marriage or civil partnership¹:

Add notes against the following applicable statements:

- On any available information about the needs of relevant equality groups:
The Library is open to all staff, students, Visitors, Library members including Alumni and the public and therefore has the potential to impact all nine protected characteristics. However, we feel that the protected characteristics of disability and race are the most likely to experience an impact.
 - Disability: The Main Library is accessible to disabled users. There were 4750 students registered with the University Student Disability Service in 2017/18, 11.5% of the student population. Source: https://www.ed.ac.uk/files/atoms/files/2017-18_sds_statistics_factsheet.pdf Prior to purchasing the kiosks, as part of the procurement, the IS Disability Information Officer was consulted, and contributed an Accessibility Audit as part of the procurement process. The height adjustable kiosk is accessible to persons in a wheelchair: the height adjustable kiosk operates within the range of 1476 mm to 1771 mm from ground level to top of touchscreen. The cabinet kiosk is recessed to allow a wheelchair user to approach close to the counter and touchscreen. For both the cabinet kiosk and the height adjustable kiosk, user interactions with the touchscreen are limited to the lower half of the touchscreen. Each screen follows a consistent layout to offer user guidance and the interface is clear and concise, using large illustrated icon buttons. Instructions are provided by simple onscreen messages, video animations and audible prompts to allow students to complete their transactions easily and quickly. Font size can be enlarged. Library lending policy allows extended borrowing periods for students with a disability as an adjustment authorised by the University Student Disability Service: the kiosks facilitate this policy and users can optionally print a receipt showing the extended due date. The library helpdesk is staffed for 66 hours per week over 7 days in term time and for 55 hours over 6 days in Summer vacation, allowing users to go to the helpdesk to loan books if they prefer and staff would assist any user using the kiosks as required.

¹ Note: only the duty to eliminate discrimination applies to marriage and civil partnership. There is no need to have regard to advancing equality or opportunity or fostering good relations in this respect.

Any further reasonable adjustments would be made as appropriate. The library building is open 24/7.

- Race (including ethnicity and nationality): The Main Library is accessible by persons of all ethnic and national groups. In 2017/18 there were 11,991 students domicile in Scotland on entry; 10,710 domicile in other parts of the UK; 5,258 in the EU; 13,280 overseas; 70 in the Channel Islands and Isle of Man (total student population 41,309). Source:

http://www.docs.sasg.ed.ac.uk/gasp/factsheet/Student_Factsheet_31072018.pdf

Both of the kiosk's touchscreens are presented in English, English being the language of teaching at the University. The kiosks may be configured to present text in over 60 languages and can offer up to 3 configured top language options on the touchscreen for the user to choose from, alternatively the user can select 'More' to view all enabled languages for that kiosk. This functionality has not been enabled at the time of assessment. As this is a new service, take up of the service is unknown. Usage will be monitored through the first year of operation, and any feedback relating to the protected characteristics noted and acted upon where reasonable.

- Any gaps in evidence/insufficient information to properly assess the policy, and how this be will be addressed:
 - At this stage we feel we have sufficient evidence to proceed. A free standing kiosk has operated in the Law Library since January 2019 and no issues relating to the 9 protected characteristics have been identified by library staff or raised by users.
- If application of this policy/practice leads to discrimination (direct or indirect), harassment, victimisation, less favourable treatment for particular equality groups:
 - It is not expected that the kiosks will lead to any form of prohibited conduct for the reasons detailed above and below. We will monitor usage and all comments for any feedback positive or negative related to the nine protected characteristics and act accordingly.
- If the policy/practice contributes to advancing equality of opportunity²
 - The kiosks have the facility to be configured to present text in over 60 languages and can offer up to 3 configured top language options on the touchscreen for the user to choose from, alternatively the user can select 'More' to view all enabled languages for that kiosk. This functionality has not been enabled at the time of assessment but will be investigated by Library helpdesk staff and in consultation with the International Office being representative of non-UK domicile students, as a potential enhancement which may benefit persons of ethnicity and nationality. An adjustable height kiosk has been purchased to improve accessibility of the kiosks. The book issuers allow books to be returned at any point during the 24 hours a day the library is open, this will ensure flexibility for users and may assist those with caring/parental responsibilities, some disabled users and those who observe times of religious observance to loan books at a time that suits them.
- If there is an opportunity in applying this policy/practice to foster good relations:
 - By improving the ease with which books can be issued it is hoped this will demonstrate how the University is constantly seeking to find ways to improve access for users from across the protected characteristics. In addition, it is hoped that by demonstrating that consideration was given to the various protected characteristics would require from the units it is hoped that we demonstrate the commitment ISG and the wider University has to Equality and Diversity.

² This question does not apply to the protected characteristic of marriage or civil partnership

- If the policy/practice create any barriers for any other groups?
 - There is no charge for Library users associated with using the kiosks, but not all categories of Library members are entitled to borrow books without paying a small membership fee. High Use Books collection may only be borrowed by Staff and Students because of the high demand on these core teaching texts. For any users who, due to a reason related to their age, disability or ethnicity or nationality, cannot use the kiosks, they will be able to seek assistance from Library helpdesk staff, who are on duty 66 hours per week over 7 days in term time and for 55 hours over 6 days in Summer vacation; the staff service point is in close proximity to the kiosks on the Ground floor.
- How the communication of the policy/practice is made accessible to all groups, if relevant?
 - The kiosks are a new version of a previously existing self-service, and as such no specific communication will be made available to users. However, the Main Library collections, Library patron borrowing entitlement, Library joining policies and procedures, and Law Library facilities and services are promoted and made available to users utilising a wide variety of electronic and print methods. Any communication about the service on the University web must comply with the University Web Accessibility Policy which is based on the Web Content accessibility Guidelines 2.1 AA standards. Disabled users may request the information in an alternative format and this will be provided free of charge.
- How equality groups or communities are involved in the development, review and/or monitoring of the policy or practice?
 - The Information Services Disability Information Officer has been involved in reviewing the development of the new service.
 - The University Student Disability Service has been informed of the development of the new service.
 - We will continue to monitor all feedback for any comments positive or negative related to the nine protected characteristics and act accordingly.
- Any potential or actual impact of applying the policy or practice, with regard to the need to eliminate discrimination, advance equality and promote good relations:
 - None other than that mentioned above.

F. Equality Impact Assessment Outcome

Select one of the four options below to indicate how the development/review of the policy/practice will be progressed and state the rationale for the decision

Option 1: No change required – the assessment is that the policy/practice is/will be robust.

- For the reasons stated above. The new service will be monitored through its first year of operation, and any feedback taken into account and changes made where reasonable.

G. Action and Monitoring

1. Specify the actions required for implementing findings of this EqIA and how the policy or practice will be monitored in relation to its equality impact (or note where this is specified above).
 - All available means of monitoring usage of the kiosks will be used to ascertain the usability of the kiosks. Monitoring methods will include: documented user feedback (e.g. 'Have your say' University website, complaints received through the Complaints

Handling Procedure); user conversations with Library helpdesk staff (enquiries, anecdotal feedback); Library helpdesk staff observations of user interactions with the kiosks; national and University Student Surveys; liaison with the University Student Disability Service.

- Staff will be made aware of the need to provide information about the service in alternative formats and to make reasonable adjustments.
- We will monitor all feedback (positive and negative) for any comments related to the nine protected characteristics and act accordingly.

2. When will the policy/practice next be reviewed?

- For review when we receive any positive or negative feedback related to any of the 9 protected characteristics or when there is a change of policy.

H. Publication of EqIA

Can this EqIA be published in full, now? **Yes**

If No – please specify when it may be published or indicate restrictions that apply:

I. Sign-off

EqIA undertaken by Barry Croucher, Head of Help Services, User Services, Information Services Group

Accepted by Gosia Such, Director of User Services, Information Services Group

Date: 28th May 2019

Retain a copy of this form for your own records and send a copy to equalitydiversity@ed.ac.uk