



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):

Library Regulations changes.

Following the last update in 2007, the Library Regulations have been changed and will now be updated annually. The regulations govern the use of the Library by all University of Edinburgh registered staff and students, and registered external reference and borrowing users.

Update 2016: Review of existing EqIA

Update 2017: Review of existing EqIA

B. Reason for Equality Impact Assessment (delete as applicable):

- Proposed change to an existing policy/practice

C. Person responsible for the policy area or practice:

Name: Barry Croucher

Job title: Head of Help Services

School/service/unit: Information Services

Update 2016: Review undertaken by Barry Croucher

Update 2017: Review undertaken by Laura Shanahan

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 EqIA? - Yes

E. Equality Groups

To which equality groups is the policy/practice relevant and why? (delete any that are not relevant):

- Age
- Disability
- race (including ethnicity and nationality)
- religion or belief
- sex
- sexual orientation
- gender reassignment
- pregnancy and maternity
- marriage or civil partnership¹

The library regulations govern use of the library by all staff, students and the public and therefore have the potential to impact on all 9 protected characteristics. All regulations which we believe may have the potential to impact on a protected characteristic are discussed in depth below. .

Add notes against the following statements where applicable/relevant:

Update 2016: There were no changes made to the Library regulations additional to those recorded below.

Update 2017: The regulations have only been updated pertaining to the governance of the University, which will be covered under a higher level EqIA, and in updating the names of the Codes of Conduct.

Reg. 4 – This regulation requires all users of the library to have membership cards. Membership cards can be issued to any helpers that may accompany disabled users. The EqIA titled [Digital_Images_All_Students_Online_Submissions_2014\(IS\) PDF \(412Kb\)](#) deals with the equality and diversity issues related to digital images used on the cards.

Reg.5 – This regulation deals with the notification by email regarding overdue notices: if users are unable to be notified by email reasonable adjustments will be put in place to alert them in an alternative manner.

The previous regulation 10 disallowing the removal of borrowed items from the UK without special permission has been removed. This has a particular on the protected characteristic of race and reflects the needs of international students.

Reg. 9 – This regulation states that users must follow the borrowing procedures. Borrowing procedures: normal practice is self-service or borrowing at the desk, but reasonable adjustments are made to facilitate borrowing of behalf of users who are unable to attend in person for reasons relating to disability (books are collected by staff, and can be passed to a proxy user).

Reg. 11 – This regulation states that borrowed items must be returned by the date/time specified. This may have an impact on, in particular, the disability and pregnancy and maternity protected groups. A fine appeals process exists where items are returned overdue, and fines are accrued, and disputed. There is a grace period applied to two of the three lending types. The Student Disability Service advise the Library on students who have a requirement for extended loan periods due to a disability, and this is applied. Librarians are permitted to use discretion in the application of fines.

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.

Reg. 13 – This regulation refers to blocking user accounts due to fines: with our new Library Management Platform, fines and fees that are disputed may be temporarily set aside, to allow continuation of borrowing. This relates back to the previous note regarding fine appeal.

Reg. 16 – This regulation deals with the consultation of Special Collections items only within a designated area. Reasonable adjustments will be made for disabled users, which can include digital copies being created.

Reg. 18 – This regulation deals with users having to leave the premises immediately in the event of an emergency and when requested to do so. Emergency evacuation procedures have been put in place and reasonable adjustments made for users who cannot self-evacuate. These provisions are operational for all hours during which the library is open.

Reg. 24 – Use of personal devices: this regulation has been adjusted to take in to account the need of some disabled users to use, e.g., assistive technology such as audio-readers. The previous regulation stated that the use audio-visual devices was not permitted, in order to avoid disturbance to users but the new regulation allows for this in open areas as long as they do not disturb other users. There is the provision within the Main Library for accessible study rooms where disabled students who require separate quiet areas can study – this is arranged by the Student Disability Service (SDS).

Reg. 26 – Assistance dogs: this regulation has been expanded from 'guide dogs and listening dogs' to all assistance dogs which we believe will have a positive effect on the protected characteristic of disability by clarifying that all assistance dogs are welcome at the University

Reg. 27 This regulation refers to user conduct: consideration would be made of the personal circumstances of a disabled user if their conduct was related to a reason related to their disability.

Reg. 28 – Lockers can be inspected at any time and items removed. There is an allocation of the lockers in the Main Library set-aside for students with disability, allocated by SDS. There are also lockers available for use on a daily basis. Clearly labelled medication will not be removed from lockers without consultation with the user.

We have removed the previous regulation (Reg 33) relating to 'Certificate of personal sickness' where users are appealing against fines on the basis of illness, as we believed it discriminated against non staff/student users, where such a similar form does not exist. The fines appeal process is open to all users. Librarians have the discretion to deal with fines taking into consideration an individual's personal circumstances.

- On any available information about the needs of relevant equality groups: -Any gaps in evidence/insufficient information to properly assess the policy, and how this be will be addressed:

The number of students disclosing a disability to the University in 2014 was 3017. The number of students who have had contact with SDS is 2775. But we have no knowledge of external disabled users. There are figures on numbers of disabled staff but these are very low and we believe they do not reflect the true situation, steps are being taken elsewhere within the University to address this.

Update 2016: The number of students disclosing a disability to the University in 2015/16 was 3644. Source: <http://www.ed.ac.uk/student-disability-service/about/facts-figures>

Update 2017: The latest figures of the numbers of students disclosing a disability to the university in 2016/2107 have not yet been published.

We have informed the SDS and International Office and Chaplaincy about the changes to Regulations and have consulted with the IS Disability Information Officer.

Surveys of student use of mobile devices demonstrating a greater need to allow use of such devices. The EqIA titled Replacement_of_Hardware_Public_Response_System (Information Services) PDF (102Kb) suggest that smart phone ownership is about 90% and that of the 10% not owning a smart phone virtually all own an alternative web-enabled device.

Update 2016: Surveys of student use of mobile devices demonstrating a greater need to allow use of such devices. The EqIA titled Replacement_of_Hardware_Public_Response_System (Information Services) PDF (339Kb) updated February 2016 suggest that smart phone ownership is about 90% and that of the 10% not owning a smart phone virtually all own an alternative web-enabled device.

Library staff feedback on the application of the Library Regulations has been taken into account – based on their knowledge of users and user experience. All feedback from staff and students will be monitored for any issues relating to equality and diversity.

Update 2016: There has been no feedback on the Library regulations relating to equality and diversity and no request for reasonable adjustments.

Update 2017: There has been no feedback on the Library regulations relating to equality and diversity and no request for reasonable adjustments.

At this stage we feel we have sufficient information to proceed.

- If application of this policy/practice leads to discrimination (direct or indirect), harassment, victimisation, less favourable treatment for particular equality groups:

We do not believe that this practice change (update to the regulations) will lead to any form of prohibited conduct. Many of the changes to the regulations may have a positive effect on protected characteristics such as the change from “guide dogs” to “assistance dogs” which hopefully will clarify that the University Library welcomes all assistance dogs.

- If the policy/practice contributes to advancing equality of opportunity²

Staff who engage with users benefit from having up to date Library Regulations that take account of equality and diversity as when the application of the regulations is queried, staff are able to refer to those regulations which are fit-for-purpose – creating a consistency in management and user experience, and reduces potential for tension between users and staff due to an unfair impact.

The practice change is expected to positively impact at least two of the protected groups – race: in relation to removing the restriction on the use of library materials outside of the UK and disability: by ensuring it is clear all assistance dogs are welcome on the premises.

- If there is an opportunity in applying this policy/practice to foster good relations:

Our staff aim to foster good relations in the Library at all times between people in any

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

protected group and those who are not, and also aim to tackle prejudice and/or promote understanding. Staff undertake customer service training, including Equality & Diversity (mandatory), Managing Student Behaviour, Delivering Quality Service, Cultural Awareness, Disability Awareness Training

The Student Disability Services, International Office and Chaplaincy have been notified of the updates to the Library Regulations.

The overall updating of the regulations has been designed to ensure an inclusive environment within the Library and reasonable adjustments have been put in place to ensure no disadvantage.

By considering the impact of the regulations on protected characteristics we hope to demonstrate the commitment and seriousness with which the University considers Equality and Diversity issues.

- If the policy/practice create any barriers for any other groups?

There are no anticipated barriers for other groups identified with the changes to Library Regulations.

- How the communication of the policy/practice is made accessible to all groups, if relevant?

The Library Regulations will be made available on the IS website, and these pages meet the Web Content Accessibility Guidelines version 2 AA standard (which is the basis of the University of the University Web Content Accessibility Policy). Prior to the publicising of these changes on the IS website, the Library Committee webpage will be updated in advance with the paper notifying the change to University and Edinburgh University Students Association representatives. The Library regulations will contain a note regarding their availability in alternative formats upon request.

Update 2016: The Library Regulations are available on the IS website at <http://www.ed.ac.uk/information-services/about/policies-and-regulations/library-regulations>

- How equality groups or communities are involved in the development, review and/or monitoring of the policy or practice?

The Student Disability Services, International Office and Chaplaincy have been notified of the updates to the Library Regulations. Should any of these groups make recommendations for further changes to the Regulations, this would be considered in the review process, which will now take place annually. In addition, the IS Disability Information Officer was consulted about the changes and involved in the EqIA.

Update 2016: There have been no requests to amend the Library Regulations and no requests for any reasonable adjustments

Update 2017: There have been no requests to amend the Library Regulations and no requests for any reasonable adjustments

Feedback from future user surveys will be monitored to identify any impact as a result of the changes to the regulations, and will assist in informing any future changes. All feedback from staff and students will be monitored for any issues relating to equality and diversity.

Library staff feedback on the application of the Library Regulations has been taken into

account – based on their knowledge of users and user experience. Any gaps in evidence arising from future staff and user feedback will be addressed.

Update 2016: There has been no feedback on the Library regulations relating to equality and diversity and no requests for reasonable adjustments.

Update 2017: There have been no requests to amend the Library Regulations and no requests for any reasonable adjustments

- 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:

See above -as outlined above we do not believe the changes will lead to any form of prohibited conduct.. We believe there are positive improvements promoting equality and good relations.

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. (Delete the options that do not apply):

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

Based on the information as stated above.

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).

Communication on the web.

Notifications to the Student Disability Service, the International Office and Chaplaincy. We will update the EqIA and make any amendments necessary following feedback from any of these parties.

Notifying staff who engage with users (Helpdesk, Helpline, CRC, Facilities) of the changes.

Continuation of the Customer Services training for staff, including Equality & Diversity (mandatory), Managing Student Behaviour, Delivering Quality Service, Cultural Awareness, Disability Awareness Training

Reviewing of all feedback for any equality issues and acting accordingly

Advising staff of the need to provide information in alternative formats upon request and reminding them of the need to make reasonable adjustments and a reminder of the standard reasonable adjustments the library already has in place.

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

The regulations will now be reviewed Annually (June 2016).

Update 2016: The regulations will now be reviewed Annually (June 2017).

Update 2017: The regulations will be reviewed upon any change to the regulations or when we receive any positive or negative feedback related to any of the nine protected characteristics i.e. a request is made for reasonable adjustment associated to the regulations.

H. Publication of EqIA

Can this EqIA be published in full, now? Yes

I. Sign-off

EqIA undertaken by (name(s) and job title(s)):

Barry Croucher, Head of Help Services, IS
Laura Shanahan, Head of Collections Development & Access, IS

Accepted by (name): Jeremy Upton, Director of L&UC
Date: 08.09.15

EqIA update undertaken by Barry Croucher, Head of Help Services, IS
Update accepted by: Jeremy Upton, Director of L&UC
Date: October 2017

EqIA update undertaken by Laura Shanahan, Head of Collections Development & Access, ISG
Date: 28.09.17

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