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Under the Equality Act 2010 Protected characteristics are Age, Disability, Sex, Gender Reassignment, Race, Religion or Belief, Sexual Orientation, Civil Partnerships and Marriage, Pregnancy and Maternity.	

Name of policy, service or function. If a policy, list any associated policies:	Library Strategy 2020-2025
Name of service and Directorate	Libraries and Neighbourhood Hubs, Regeneration & Environment
Lead manager	Zoe Oxley
Date of Equality Analysis (EA)	15th November 2019 & ongoing
Names of those involved in the EA (Should include at least two other people)	Gina White Zoe Oxley

Aim/Scope

The current Library Strategy covers the period 2016-2019. The trends in service usage have changed over recent years, and whilst there has been an increase in active borrows and visitors during 2018/19, our customers are generally borrowing fewer physical books, using the internet more, and accessing services digitally.

Over recent years the financial pressure on the Council budget has not lessened and this has meant a reduction in the library budget However, the service has still seen an upturn in users with more groups and partner organisations using their local library as a valuable base at the heart of their community for their activities.

In addition, there have been organisational changes separating Libraries from Customer Services and aligning them more clearly with wider Culture, Sport & Tourism services.

The new Strategy for 2020 -2025 will set out the direction of the Library Service during this period of transformation, ensuring that the Council is meeting its statutory duty to provide a "comprehensive and efficient" service for all those wanting to use it (Public Libraries and Museums Act, 1964), while at the same time implementing any associated efficiencies.

What equality information is available? Include any engagement undertaken and identify any information gaps you are aware of. What monitoring arrangements have you made to monitor the impact of the policy or service on communities/groups according to their protected characteristics?

In order to develop a new strategy, stakeholder engagement has been or proposed to be carried out on the following dates to establish a future service delivery model for the service:

1 April 2019 to 30 April 2019 - Proposal to relocate the town centre library from Riverside House to a new community/cultural hub within the Markets, Guardian Centre, Drummond Street, Rotherham, which is being planned as part of the Town Centre Masterplan. The hub would form part of the markets development and it is imagined that it would house a range of community services and functions that would benefit the whole community as well as

benefiting people that work and study in Rotherham.

3 June 2019 to 14 July 2019 - This consultation explored how residents use their library service and what is important to residents in the future. As well as hearing residents' views and ideas on how the library service could be delivered more efficiently, the Council also wanted to hear from residents who do not currently use the library service to find out what would make them more likely to visit.

3 February 2020 to 26 April 2020 - The draft Library Strategy 2020-2025 and the associated service offer will be considered in the January 2020 Cabinet meeting and will include a request for approval to go out to a final phase of consultation. This consultation will deliver the proposed final service offer and draft Library Strategy, after analysing residents' views and those of staff, stakeholders and unions on how the library service could be delivered more efficiently.

The Assessment of Local Need which describes local needs for a library service, including the general and specific needs of adults and children who live, work and study in the borough has been updated. It provides data to inform the engagement process and develop a new Library Strategy.

The following data is available on existing library users.

Usage of Libraries

The table below provides library usage statistics over the last 3 years.

Library	2016/17			2017/18			2018/19		
	Visits	Active Borrowers	Issues / Renewals	Visits	Active Borrowers	Issues / Renewals	Visits	Active Borrowers	Issues / Renewals
Aston	37165	1717	35054	31604	1617	31670	44246	1692	32775
Booklink	5408	387	25957	3800	362	24158	3723	331	22011
Brinsworth	12265	508	10535	7104	485	9509	6523	417	9420
Dinnington	40288	1581	38538	32881	1472	35080	32392	1576	36527
Greasbrough	23542	871	23320	23410	871	20967	20542	899	17961
Kimberworth	8415	531	17230	8592	499	15301	8965	526	15104
Kiveton Park	14665	790	24306	17563	845	23758	19085	862	28341
Maltby	38046	1351	27254	27681	1222	24967	43296	1560	31443
Mowbray Gardens	30231	746	17626	33338	1116	18523	32219	1286	20750

Rawmarsh	40962	789	20922	30050	786	18922	33738	834	19174
Riverside (Central)	202038	4057	93865	191315	3768	87722	176996	3461	79403
Schools Loans Service	0	929	N/A	0	849	N/A	0	781	N/A
Swinton	54815	1110	26648	53654	973	24413	48981	1043	23836
Thorpe Hesley	8604	392	10299	7463	376	10505	7788	396	11293
Thurcroft	11427	459	9946	8054	389	7959	4454	264	6774
Wath	79035	2191	39226	74345	2173	37642	72931	2362	38408
Wickersley	58731	2104	44720	53865	1967	43229	60508	1979	42765
Online Library (customers only using digital)	N/A	463	7227	N/A	346	7030	N/A	384	6314
Totals	**665637**	**20976**	**472673**	**604719**	**20116**	**441355**	**616387**	**20653**	**442299**

Age Profile

2018-2019	Registered	Active
Age 0-3	3.71	1.44
Age 4-11	29.01	21.38
Age 12-17	7.05	13.23
Age 18-25	3.89	7.93
Age 26-40	11.97	19.16
Age 41-65	20.75	23.72
Age 66+	23.62	13.14
Unknown	0	0

The 4 -11 age range make up the biggest group of registered users across the service, although the 41-65 year olds are proportionally the most active in the borough.

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Gender Profile

2018-2019	Registered (%)	Active (%)
Male	39.02	42.21
Female	60.58	57.27
Unknown	0.4	0.52

There are more female registered library users in Rotherham than there are male.

Ethnicity Profile

2018-2019	Registered (%)	Active (%)
White	67.36	68.22
Black or Black British	1.49	1.17
Dual Heritage	0.42	0.46
Asian or Asian British	4.20	3.62
Other	1.98	1.48
Unknown	24.55	25.05

The highest percentage of registered and active borrowers within the Rotherham borough are White.

Disability Profile

2018-2019	Registered	Active
Self-declared disabled	2433	775

Monitoring of library users asks whether they consider themselves disabled.

The number of active borrowers who consider themselves disabled is small compared to the total number of active borrowers.

Engagement undertaken with customers. (date and group(s) consulted and key findings)	Communications have focused on utilising the key external communication channels included a press release, online content and social media. Engagement with the general public has taken place across the 15 libraries, offering a series of drop in

sessions. Specific engagement has taken place with the following key audiences:

- Sight and Sound
- Older Peoples Forum
- Different but Equal
- Rainbow Project
- Rotherham Ethnic Minority Alliance
- Voluntary Action Rotherham
- Faith Leaders Forum
- Member seminar
- Youth Cabinet
- Town and Parish Councils
- Looked after Children Council
- Rotherfed

Targeted briefings were undertaken with elected members (through the Members Briefing) and officers at the Council across directorates. It is important that internal audiences understand their role in helping to raise awareness amongst audiences and to support enquiries.

MPs were also briefed on the consultation.

Findings

Drop-in sessions held across the 15 libraries in Rotherham revealed that customers wanted the number and range of books available to be improved, this was not specific to any particular libraries. This is reflective of the online survey, which demonstrated that a good range of books and stock rotation is a high priority for most library users.

Rotherham Opportunities College attended one of these drop-in sessions at Riverside library, where the students commented that they liked the friendly and helpful people, good selection of books and the relaxed atmosphere. They would like to see more displays, as well as activities and books for people with additional needs. The tutors were keen to partner up with the Library service and have regular visits, so that the students could develop their independence in the library and were interested in developing volunteering opportunities for the students for work experience.

At the library staff drop-in sessions several suggestions were made, these included the need to have arts and

	heritage as part of the library offer, pockets of I.T. scattered around the library instead of one specific area, the need for meeting rooms within the central library provision. Staff questioned whether the use of volunteers is going to be promoted, and how digital services are going to be enhanced. On receiving notification of this consultation, Brinsworth Parish Council responded advising that they consider a library provision to be a central factor in community life, offering a wide range of services including books of various formats, internet and a space to simply sit and relax. For this reason, they state that the current Brinsworth library, which is no longer fit for purpose and welcomed the move to a position adjacent to the new community hub in the area. The Parish Council is keen to support the implementation of this and envisage a library with additional space to allow activities, groups and a children's area. At a drop-in session at Brinsworth library, a knitting group said that they welcomed the new library in Brinsworth. Sessions were carried out targeting non-library users. Those who had not visited a library within the past 12 months were asked to provide the reason why, with almost a third advising that it does not offer any service that they wish to use. Respondents also spoke of a lack of need, due to them buying their own books or accessing online information at home. Others referred to a poor choice of books. Some respondents said that they are unsure what services are available, or that they don't know what's on offer. When asked what would encourage them to use the library, some respondents said that the library should be moved to a more convenient location, while others wanted more events and activities for adults and children. Some said a better selection of books could convince them to use the library, while others said different opening times or improved parking would be helpful.
Engagement undertaken with staff about the implications on service users (date and group(s) consulted and key findings)	As aforementioned, discussions took place with staff at all 15 Libraries to gather feedback on the implications the proposals would have on service users. Internal communications channels were also used to encourage council staff to engage in the consultation. A series of engagement workshops have been undertaken with staff during the consultation period to discuss the implications on users further.

	Findings
	Over 50 staff members from the service attended the workshops and gave thoughts and feedback on the future service offer and revised library strategy, discussing the impact this could potentially have on customers.
	Concerns were raised regarding the accessibility element of the offer whereby we may look at enhancing service hours with self-service functionality. Staff concerns were that the approach may not be suitable for all due to restrictions in the process to enrol customers. An additional comment was made, again, relating to technology, querying if there would be wireless printing available at all Libraries, which my encourage people with only basic IT skills to use the services for printing.
	A comment was made regarding accessibility, and the fact that if Libraries were co-located, they would be more accessible to the public. Also that if we were reviewing locations of our libraries that we ensure they are in a prominent area in that particular community.

The Analysis

How do you think the Policy/Service meets the needs of different communities and groups? Protected characteristics of Age, Disability, Sex, Gender Reassignment, Race, Religion or Belief, Sexual Orientation, Civil Partnerships and Marriage, Pregnancy and Maternity. Rotherham also includes Carers as a specific group. Other areas to note are Financial Inclusion, Fuel Poverty, and other social economic factors. This list is not exhaustive.

The Strategy is intended to fulfil the statutory requirement to provide a comprehensive and efficient library service for all who want to use it.

It presents the following as fundamental to our service offer:
- Libraries Connected nationally accepted Universal Offers: Culture & Creativity, Health and Wellbeing, Information & Digital, Reading, Six Steps Promise and Children's Promise.
- DCMS Libraries Taskforce "Libraries Deliver" report: Cultural and creative enrichment, Increased reading and literacy, improved digital access and literacy, helping everyone achieve their full potential, Healthier and happier lives, Greater prosperity, Stronger, more resilient communities
- Arts Council England "Envisioning the Library of the Future" report priorities: Place the library as the hub of the community, Make the most of digital technology and creative media, ensure libraries are resilient and sustainable, Deliver the right skills for those who work in libraries

The Service provides a hub at the heart of the local community and for those areas without access to a local building, there is a mobile and home delivery service.

The stock policy aims to provide a broad range of material in a variety of formats: material in

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print (hardback and paperbacks, newspapers and magazines) audio visual and electronic formats. The service may focus on particular needs and demands when setting annual priorities, so it is therefore possible to find the same title in ordinary print, large print – for the visually impaired – spoken word CD, downloadable spoken word and e- book.

Overall 8% of residents in Rotherham Borough describe themselves as from a non-white UK population. 1.1% of the population in Rotherham, 2,700 people, report that they cannot speak English well or at all. The library service ensures that materials in a variety of community languages are available, particularly within the catchment areas of the Central library at Riverside and Mowbray Gardens library and access to online content is free of charge. Mowbray Gardens Library is very successful in working with community groups and delivers a variety of ESOL classes weekly. Mowbray Garden's also host Asian male social gatherings weekly which involves supporting socialising and support/advice services and also the monthly Anglo Polish Society group which supports new arrivals from Poland & helps them settle in the town, build friendships/history & celebrates Polish culture in Rotherham.

Every library offers free Wi-Fi access to the internet and all libraries have computers available free of charge to library members.

The service has invested in online resources including a wide selection of e-books, e-magazines and downloadable spoken word titles. The service participates in a co-operative partnership with a number of other library authorities which has significantly increased the number of e-book titles available to our borrowers at no extra cost to the service.

This section will be reviewed once the final phase of engagement has been undertaken.

Analysis of the actual or likely effect of the Policy or Service:
Does your Policy/Service present any problems or barriers to communities or Group? Identify by protected characteristics **Does the Service/Policy provide any improvements/remove barriers?** Identify by protected characteristics

The Library Strategy will provide the roadmap for the next five years' service delivery. As such our core offers, underpinned by nationally accepted minimum standards, will ensure a service that is comprehensive, efficient and accessible by all those wishing to use it.

Further work is required to ensure the service offer is appropriate and accessible for minorities within the overall population, but the core service offer ensures all sectors are addressed.

Public consultation ensures that users and non-users of the service feedback on what they require from a library service. The Strategy will reflect this, as it is revised to meet customer needs while also seeking efficiencies of service delivery.

What affect will the Policy/Service have on community relations? Identify by protected characteristics

It is not anticipated that there will be any adverse impact on community relations. This is because the service intends to undertake a thorough analysis of community feedback, which will enable us to put appropriate solutions in place with the resources available to us.

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Please list any **actions and targets** by Protected Characteristic that need to be taken as a consequence of this assessment and ensure that they are added into your service plan.

N/A

Website Key Findings Summary: To meet legislative requirements a summary of the Equality Analysis needs to be completed and published.

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<p style="text-align:center">**Equality Analysis Action Plan**</p>

<p style="text-align:center">**Time Period 2019/2020**</p>

Manager: Zoe Oxley Service Area: Libraries & Neighbourhood Hubs………………………………… Tel:……334233………….

Title of Equality Analysis:

If the analysis is done at the right time, i.e. early before decisions are made, changes should be built in before the policy or change is signed off. This will remove the need for remedial actions. Where this is achieved, the only action required will be to monitor the impact of the policy/service/change on communities or groups according to their protected characteristic.

List all the Actions and Equality Targets identified

Action/Target	State Protected Characteristics as listed below	Target date (MM/YY)
Assessment of Local Need refreshed	**A, D, S, GR, RE, RoB, SO, PM, CPM, C and O.**	**04/19**
Public Consultation completed	**A, D, S, GR, RE, RoB, SO, PM, CPM, C and O**	**Phase one 07/19 Phase two 04/20**
Library strategy renewed	**A, D, S, GR, RE, RoB, SO, PM, CPM, C and O.**	**11/20**
Stock Policy renewed	**A, D, S, GR, RE, RoB, SO, PM, CPM, C and O**	**11/20**
Name Of Director who approved Plan	**Polly Hamilton**	**Date. 15/05/19**	

*A = Age, D= Disability, S = Sex, GR Gender Reassignment, RE= Race/ Ethnicity, RoB= Religion or Belief, SO= Sexual Orientation, PM= Pregnancy/Maternity, CPM = Civil Partnership or Marriage. C= Carers, O= other groups

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Website Summary – Please complete for publishing on our website and append to any reports to Elected Members SLT or Directorate Management Teams

Completed equality analysis	Key findings	Future actions
Directorate: Regeneration and Environment Services Function, policy or proposal name: Libraries and Neighbourhood Hubs - Library Strategy Function or policy status: Changing (new, changing or existing) Name of lead officer completing the assessment: Zoe Oxley Date of assessment: 15th November 2019	The Libraries & Neighbourhood Hubs Service will continue to fulfil the statutory requirement. The Strategy will take account of public consultation as a key element of the Library Review process. The core Library offer as contained in the Strategy will align with nationally agreed universal offers and the refreshed Assessment of Local Need. Delivery of the Library Strategy must take account of service efficiencies and budget limitations.	Commence the final phase of stakeholder engagement. Create new Library Strategy for 2020 - 2025 Refresh Stock Policy