



Policy Screening Template for
ReConnect

Date: *16 June 2020*

LNI Policy Screening Template

Part 1. Policy Scoping

Information about the policy

Name of the policy ReConnect
Is this an existing, revised or a new policy? This is a new strategy
What is it trying to achieve? (intended aims/outcomes) <p>The purpose of this strategy is to set out Libraries NI's approach to re-opening branch libraries after the Covid 19 lockdown and to providing alternative services and online services which will reconnect customers with Libraries NI. During the period from mid-March, Libraries NI has been required to close libraries and withdraw from a wide range of services. Advice on re-opening and providing alternative models is based on public health advice and best practice elsewhere.</p> <p><u>Re-Opening Branch Libraries</u></p> <p>The aim of the programme of reopening might be expressed in terms of seeking to maximise sustainable access in a safe way that takes account of equality, rural and other needs and of geographic spread. The main criteria for reopening branch libraries is to ensure the health and safety of staff and minimise the risk to customers.</p> <p>The approach will be piloted in 17 libraries opened over a three-week period (planning for 20 July to 7 August inclusive). This will provide the learning to inform the programme of reopening all libraries (from 24 August to 11 September inclusive). There is a geographic spread with some libraries opening in all Council areas.</p> <p>In identifying which services can be provided, the main factor which was identified was minimal staff intervention which was because of health and safety considerations. Given this, in the short term the only practical services which can be provided are book borrowing/browsing/return of open access materials and IT access which is not supported by branch staff (e.g. excluding printing).</p> <p>In re-opening branch libraries, Libraries NI will originally open with a more limited selection of opening hours, including some hours outside 'office hours', in order to create a sustainable pattern of opening.</p>

Online Services

There will also continue to be online service delivery. This will take the form of two types of service

- Digital transactional services - this includes eBooks, eMagazines and newspapers, virtual membership – which do not require staff input
- Digital relational and broadcast services -this includes Rhythm and Rhyme, Craft, Book groups.

Alternative Service Models

Other service models include

- BookBox –this is a Homecall plus type service, extending the current homecall service to other users e.g. people who are shielding. Delivery will start from week beginning 20 July
- Book and Collect- providing a service from all closed branch libraries where individuals (or their 'library buddies') can collect staff-selected collections of books at their local branch library. This approach will be piloted week beginning 6 July with service delivered from all branch libraries week beginning 20 July.

**Are there any Section 75 categories which might be expected to benefit from the intended policy?
If so, explain how.**

The intended strategy offers benefits to all persons, including the Section 75 categories. Libraries NI is committed to an inclusive approach to service planning and delivery and recognises that individual aspects of the strategy such as opening hours have previously been subject of consultation.

Who initiated or wrote the policy?

The strategy was initiated to ensure that Libraries NI has a planned approach to reconnecting customers with Libraries NI. It was written by the Heads of Service.

Who owns and who implements the policy?

The Chief Executive, the Director of Library Services and the Director of Business Support own the strategy. Heads and Deputy Heads of Service are responsible for its implementation.

Implementation Factors

Are there any factors which could contribute to/detract from the intended aim/outcome of the policy/decision?

If yes, are they

- | | |
|-------------------------------------|--|
| <input checked="" type="checkbox"/> | financial |
| <input checked="" type="checkbox"/> | legislative |
| <input checked="" type="checkbox"/> | other, please specify public health |

Main stakeholders affected

Who are the internal and external stakeholders (actual or potential) that the policy will impact upon?

- | | |
|-------------------------------------|---|
| <input checked="" type="checkbox"/> | Staff |
| <input checked="" type="checkbox"/> | Service users |
| <input checked="" type="checkbox"/> | Other public sector organisations (in relation to access to government online services and room hire) |
| <input checked="" type="checkbox"/> | Voluntary/community/trade unions (in relation to access to online services and room hire e.g. Macmillan) |
| <input checked="" type="checkbox"/> | Other, please specify
service delivery partners e.g. providers of programmes
service users in relation to meetings rooms;
public health |

Other policies with a bearing on this policy

What are they/Who owns them?

- Children and Young People's Policy (Service Development Manager)

- Engaging with Culture and Creativity Policy (Service Development Manager)
- Heritage Policy (Service Development Manager)
- Reading and Reader Development Policy (Service Development Manager)
- Stock Policy (Service Development Manager)
- Room Hire Policy (Service Development Manager)
- Opening Hours Policy (Director of Library Services)
- Digital Inclusion Policy (Service Development Manager)
- Information and Learning Policy (Service Development Manager)

Available evidence

What evidence/information (both qualitative and quantitative) have you gathered to inform this policy? Specify details for each of the section 75 categories.

Section 75 category	Details of evidence/information
Religious belief	Continuous Household Survey (CHS) 2018/19 – indicates recent use by religious belief. Monitoring information on staff by community background. List of equality consultees includes representation regarding religious belief.
Political opinion	Libraries NI does not collect data for this category. List of equality consultees includes representation regarding political opinion. No data from service delivery partners or suppliers.
Racial group	Library Management System data in relation to a range of measures such as <ul style="list-style-type: none"> • Use of public access terminals and Wi-Fi • Use of eBooks CHS 2018/19 relates to language List of equality consultees includes representation regarding race. No data from service delivery partners or suppliers.
Age	CHS 2018/19 indicates recent use by age (over 16 years) Young Persons' Behaviour and Attitudes Survey (YPBAS) 2016 – indicates use by young people 11-17 years. LMS data. Mid-year population estimates from 2018 List of equality consultees includes representation regarding age. No data from service delivery partners or suppliers.
Marital status	CHS 2018/19 indicates recent use by marital status. No data from service delivery partners or suppliers.
Sexual orientation	Libraries NI do not collect data for this category
Men women	Mid-year population estimate 2018 CHS 2018/19 indicates recent use by gender (male/female).

generally	<p>Monitoring information on staff by gender.</p> <p>LMS data.</p> <p>No data from service delivery partners or suppliers.</p> <p>Libraries NI's list of equality consultees includes representation regarding gender.</p>
Disability	<p>CHS 2018/19 indicates recent use by people with and without disabilities.</p> <p>No data from service delivery partners or suppliers.</p> <p>List of equality consultees includes representation regarding disability.</p>
Dependants	<p>CHS 2018/19 indicates recent use by adults with and without dependents.</p> <p>Information is not held relating to staff with dependants, however this is explored on an ongoing basis with staff and trade unions through consultation.</p> <p>List of equality consultees includes representation regarding dependants.</p> <p>No data from service delivery partners or suppliers.</p>

Needs, experiences and priorities

Taking into account the information referred to above, what are the different needs, experiences and priorities of each of the following categories, in relation to the particular policy/decision? Specify for each of the section 75 categories.

Section 75 category	Details of needs/experiences/priorities
Religious belief	<p>No evidence from CHS 2018/19 of any significant disparity in use of libraries (% of Catholics and Protestants who visited a library at least once a year: 25% and 24% respectively).</p> <p>The CHS 2018/19 indicates that Protestants are more likely to use online services than Catholics - eBooks (12% v 11%) and eMagazines (8% v 5%)</p> <p>No evidence of any potential adverse impact from proposed strategy.</p> <p>The delay in re-opening a library is mitigated by the provision of Book and Collect.</p>
Political opinion	<p>Responses to consultation on planned changes to Opening Hours 2016 included responses from political representatives. This indicated general opposition to reduction rather than specific evidence or information on impact by political opinion.</p> <p>No evidence of any potential adverse impact from proposed strategy.</p> <p>The delay in re-opening a library is mitigated by the provision of Book and Collect.</p>
Racial group	<p>LMS data would indicate there is a slightly higher % of BME users than in the population.</p> <p>There is evidence that racial minorities are adversely impacted by the restrictions to eBooks. However, the newspaper collection (PressReader) reflects a range of languages.</p> <p>Online programming in other languages is available from a range of sources.</p> <p>The delay in re-opening a library is mitigated by the provision of Book and Collect.</p>

Age	<p>Older people in the 'vulnerable group' are less likely to access branch libraries when they re-open as many have been shielding. However, a specific time is being identified when a more limited range of people is using the library. BookBox is specifically targeted at older people and those with disabilities who are less likely to access online services. There is currently no alternative provision for social inclusion programmes.</p> <p>Children form a disproportionately large part of the user group. Libraries NI invested heavily in eBooks for children, there has been ongoing programming and Libraries NI is part of the Summer Reading Challenge. Whilst children under 12 years will be temporarily unable to visit libraries without their parents, this will be kept under review. It does not prevent children accessing library services.</p> <p>The delay in re-opening a library is mitigated by the provision of Book and Collect.</p>
Marital status	<p>The Continuous Household Survey 2018/19 indicates no significant difference between % of users who are married and those who single or separated/divorced. Lowest % is those widowed which might align with age.</p> <p>No evidence of any potential adverse impact.</p>
Sexual orientation	<p>Libraries NI does not collect data on this group.</p> <p>No evidence of any potential adverse impact.</p>
Men women generally	<p>Continuous Household Survey 2018/19 Suggests that women (30%) more likely to use libraries than men (20%) and more likely to use eBooks and eMagazines (13% v10% and 8% v6% respectively).</p> <p>No evidence of any potential adverse impact. No evidence from HR of any adverse impact.</p>
Disability	<p>Continuous Household Survey 2018/19 indicates recent use by people with disabilities (22%) and without disabilities (26%).</p> <p>Some evidence that people with disabilities may be impacted by delays in re-opening however the online access to eBooks/eMagazines/eNewspapers would potentially positively impact on some people with disabilities. People with disabilities are more likely to use eBooks than those without disabilities (13% v 12%) although they are less likely to use eMagazines (6% v 8%)</p> <p>BookBox will be offered to people with disabilities which would mitigate any potential adverse impact.</p>

	Whilst public toilets will be closed, access would be provided on request for people with disabilities.
Dependants	<p>Continuous Household Survey 2018/19 indicates recent use by adults with dependents (31%) and without dependents (21%).</p> <p>Carnegie – Shining a Light (2016) report identified use is higher by households with children (59%) rather than without children (34%) and a decline in frequency of use by households without children (from 54% in 2011 to 38% in 2016).</p> <p>Some evidence from EQIA 2015 on Opening Hours that people with caring responsibilities may be impacted by any changes to opening hours and specifically adults with young children may be affected by changes to opening hours in morning.</p> <p>Opening hours will include a mix of morning, afternoon and evening. Book and Collect will mitigate any potential adverse impacts.</p>

Part 2. Screening questions

1 What is the likely impact on equality of opportunity for those affected by this policy, for each of the Section 75 equality categories?		
Section 75 category	Details of policy impact	Level of impact? Minor/major/none
Religious belief	None	None
Political opinion	None	None
Racial group	Some evidence of impact by restriction of eBooks to primarily English language texts. However this is mitigated by Book and Collect	minor
Age	Some evidence of impact for older people because of concerns about health which is mitigated by BookBox. Some evidence of impact for younger people by restrictions to children under the age of 12 visiting on their own however this does not prevent children accessing the service and is mitigated by the eBook offer	Minor
Marital status	None	None
Sexual orientation	None	None
Men women generally	None	None
Disability	Some evidence of impact from delays in re-opening but mitigated by online offer and provision of BookBox	Minor
Dependants	Some evidence of impact from changes to opening hours but mitigated by pattern of opening and provision of Book and Collect	Minor

2 Are there opportunities to better promote equality of opportunity for people within the Section 75 equality categories?		
Section 75 category	If yes, provide details	If no, provide reasons
Religious belief		Libraries NI is committed to an inclusive approach to service planning and delivery. This is a temporary change to service provision which is required by health and safety priorities.
Political opinion		Libraries NI is committed to an inclusive approach to service planning and delivery. This is a temporary change to service provision which is required by health and safety priorities.
Racial group		Libraries NI is committed to an inclusive approach to service planning and delivery. This is a temporary change to service provision which is required by health and safety priorities.
Age		Libraries NI is committed to an inclusive approach to service planning and delivery. This is a temporary change to service provision which is required by health and safety priorities.
Marital status		Libraries NI is committed to an inclusive approach to service planning and delivery. This is a temporary change to service provision which is required by health and safety priorities.
Sexual orientation		Libraries NI is committed to an inclusive approach to service planning and delivery. This is a temporary change to service provision which is required by health and safety priorities.

Men women generally		Libraries NI is committed to an inclusive approach to service planning and delivery. This is a temporary change to service provision which is required by health and safety priorities.
Disability		Libraries NI is committed to an inclusive approach to service planning and delivery. This is a temporary change to service provision which is required by health and safety priorities.
Dependants		Libraries NI is committed to an inclusive approach to service planning and delivery. This is a temporary change to service provision which is required by health and safety priorities.

3 To what extent is the policy likely to impact on good relations between people of different religious belief, political opinion or racial group? Minor/major/none		
Section 75 category	Details of policy impact	Level of impact Minor/major/none
Religious belief	The purpose of this strategy is to set out Libraries NI's approach to re-opening libraries after the Covid 19 lockdown and to providing alternative services and online services which will reconnect customers with Libraries NI. It will have no impact on good relations.	None
Political opinion	The purpose of this strategy is to set out Libraries NI's approach to re-opening libraries after the Covid 19 lockdown and to providing alternative services and online services which will reconnect customers with Libraries NI. It will have no impact on good relations.	None
Racial group	The purpose of this strategy is to set out Libraries NI's approach to re-opening libraries after the Covid 19 lockdown and to providing alternative services and online services which will reconnect customers with Libraries NI. It will have no impact on good relations.	None

4 Are there opportunities to better promote good relations between people of different religious belief, political opinion or racial group?		
Section 75 category	If yes, provide details	If no, provide reasons
Religious belief	The purpose of this strategy is to set out Libraries NI's approach to re-opening libraries after the Covid 19 lockdown and to providing alternative services and online services which will reconnect customers with Libraries NI. It will have no impact on good relations.	
Political opinion	The purpose of this strategy is to set out Libraries NI's approach to re-opening libraries after the Covid 19 lockdown and to providing alternative services and online services which will reconnect customers with Libraries NI. It will have no impact on good relations.	
Racial group	The purpose of this strategy is to set out Libraries NI's approach to re-opening libraries after the Covid 19 lockdown and to providing alternative services and online services which will reconnect customers with Libraries NI. It will have no impact on good relations.	

Additional considerations

Multiple identity

Provide details of data on the impact of the policy on people with multiple identities. Specify relevant section 75 categories concerned.

There is no evidence of additional impact on people with multiple identities. Mitigations in place for example for people who are older/younger and have disabilities will be impacted positively by the mitigations.

Part 3. Screening decision

If the decision is not to conduct an equality impact assessment, please provide details of the reason.

This screening assessment takes account of data from a range of sources including the Library Management System in terms of registered borrowers, the general public (from the Continuous Household Survey, Young Persons Behaviour and Attitude Survey and Carnegie UK Trust).

Libraries NI found no evidence to suggest that people with different community backgrounds, marital status, sexual orientation or gender will be differentially affected by the proposals.

The screening showed that there is potential for minor impacts for people in a number of Section 75 groups by the proposed temporary changes to services. The groups identified include:

- racial groups
- children and young people
- older people
- people with disabilities
- people with dependants.

The key mitigating measures identified by Libraries NI are

- the provision of BookBox to support older people and people with disabilities
- the provision of Book and Collect
- the provision of online services
- the range of opening hours for libraries re-opening

In addition, Libraries NI will ensure good communication of any changes to allow library users to plan how they access services. Libraries NI uses a range of resources both in the library building and through the website and social media (Facebook, Twitter and Google Plus) to alert customers to new services and the range of opening hours.

Libraries NI will engage with staff on an individual basis and through Unions.

If the decision is not to conduct an equality impact assessment, consider if the policy should be mitigated or an alternative policy be introduced.

Mitigations as identified above will address any potential adverse impacts in the short term whilst libraries re-open.

If the decision is to subject the policy to an equality impact assessment, please provide details of the reason.

N/A

Mitigation

Can the policy/decision be amended or changed or an alternative policy introduced to better promote equality of opportunity and/or good relations?

If so, give the **reasons** to support your decision, together with the proposed changes/amendments or alternative policy.

No

Timetabling and prioritising

If the policy has be '**screened in**' for equality impact assessment, then please answer the following questions to determine its priority for timetabling the equality impact assessment.

On a scale of 1-3, with 1 being the lowest priority and 3 being the highest, assess the policy in terms of its priority for equality impact assessment.

Priority criterion	Rating (1 - 3)
Effect on equality of opportunity and good relations	
Social need	
Effect on people's daily lives	
Relevance to a public authority's functions	

Note: The Total Rating Score should be used to prioritise the policy in rank order with other policies screened in for equality impact assessment. This list of priorities will assist in timetabling. Details of the Equality Impact Assessment Timetable should be included in the quarterly Screening Report.

The policy is NOT affected by timetables established by other relevant public authorities.

Part 4. Monitoring

Libraries NI collates data on participation by age and gender which informs monitoring. However library users are not always reflected as part of our customer base as they are not always active members.

Information is available through the annual Continuous Household Survey and the triennial Young Persons' Behaviour and Attitudes Survey. In some cases, respondents are asked about the impact of opening hours and online services on their use of the service.

Libraries NI monitors customer feedback and uses this information to inform policy development and revision.

Part 5. Approval and authorisation

Screened by:	Position/Job Title:	Date:
Trisha Ward Margaret Bell	Head of Service Deputy head of Service	30 June 20
Approved by: <i>Helen Osborn</i>	Director of Library Services	7 July 2020

Note: A copy of the Screening template, for each policy screened should be 'signed off' and approved by a senior manager responsible for the policy, made easily accessible on the website as soon as possible following completion and made available on request.

Appendix 1 (Extract from Libraries NI 2019 Audit of Inequalities)

Religious Belief

Libraries NI does not collect data for this category. However, the 2018/19 Continuous Household Survey indicates no significant disparity in the percentage of Catholics and Protestants who visited a library at least once a year: 25% and 24% respectively.

Political Opinion

Libraries NI does not collect data for this category.

Race

Libraries NI provides the option for members on joining to indicate “to which ethnic group do they belong?”. Groups listed are in line with those used in the Northern Ireland Census. In relation to ethnicity these show that the percentage of Black and Minority Ethnic (BME) active members in 2017/18 is higher than in the 2011 Census (3.93% BME active members compared to 1.79% in Census). White members (96.07%) was less than the Census percentage (98.21%). The use of Public Access Terminals (PATs) and Wi-Fi also demonstrated that BME users was higher (5.87% and 6.73% respectively) than the Census percentage (1.79%). Similarly, use of eBooks shows a higher percentage of users from the BME community (2.03%) than is represented in the Census (1.79%).

With regards to language, the 2017/18 figures show that 2.16% of active members have indicated a first language that is not English. This compares to 3.70% of active members in 2011/12 and to 3.1% of Northern Ireland residents aged 3 or over who indicated a first language that is not English. Libraries NI's 2017/18 figures show that 1.21% of Stock held is in a language that is not English.

Age

The age profile of active members remains in line with that reported in 2012/13. 2017/18 active membership shows a small increase in the percentage of children (0 – 11 years), from 30.41% to 32.53%, the percentage of teenagers (12 – 17 years) remaining the same at 8.74%, but the percentage of adults (18 – 59 years) falling from 46.33% to 44.97% and senior citizens falling from 14.53% to 13.76%.

Active membership compared to the 2018 mid-year Northern Ireland population estimate shows that whilst children (aged 0-16 years) represented 20.9% of the population, active membership stood at 32.53%. However, in contrast, whilst the adult population estimate stood at 62.7%, active membership in this group was 44.97% and whilst the senior citizen (over 65 years) estimate was 16.4% active membership represented 13.76%.

However, it is also worth noting, by age profile, the percentage of book loans compared to active membership and the 2018 mid-year Northern Ireland population estimate: children (42.06% [percentage of total book loans] – 32.53% [active membership] – 16% [population estimate]); teenagers (4.07% - 8.74% - 7%); adults (25.42% - 44.97% - 55%) and; senior citizens (26.93% – 13.76% - 22%).

Conversely, an examination, by age profile, of the use of Public Access Terminals shows that adult users accounted for 70.73% of sessions (adults represented 44.97% of active users and 55% of the population), children 10.68% (32.53% and 16%), teenagers 9.21% (8.74% and 7%) and senior citizens 8.75% (13.76% and 22%).

The Continuous Household Survey 2018/19 data indicates that over 50% of children have used a public library in the past 12 months, whilst the figure is lower for adults ranging from 34% of 35 – 44 year olds to 19% of 55 – 64 year olds.

Marital Status

Libraries NI does not collect data for this category. However, the 2018/19 Continuous Household Survey indicates that 25% of married people, 25% of single people, 20% of widowed people and 24% of separated or divorced people said they had used a library in the previous year.

Sexual Orientation

Libraries NI does not collect data for this category.

Gender

The 2017/18 gender profile of active members remains largely unchanged since 2011/12: 40.38% male and 59.62% female in 2017/18 compared to 40.34% and 59.66% respectively in 2011/12. However, the significant contrast to the 2018 mid-year Northern Ireland population estimate remains: 49% male and 51% female, highlighting again an under-representation of males in the active membership. The CHS data also indicates a differential (i.e. 20% males and 30% females).

When the gender profile is examined in more detail by age group it highlights that whilst for children, teenagers and senior citizens who are active members there is no significant difference in the percentage membership, the percentage of adults by gender who are active members is 15.69 for males and 28.30 for females. This confirms again that the group most under-represented amongst active members is adult males.

Disability

Libraries NI offers the opportunity for members on joining to indicate whether they have a disability under the following categories: hearing; sight; mobility; or other.

In 2017/18 3.15% of active members indicated that they considered themselves to have a disability. This represents a significant increase from users indicating a disability in 2011/12 (0.50%). However, loans by disabled users fell from 0.89% in 2011/12 to 0.83% in 2017/18 but PAT users increased from 0.40% in 2011/12 to 0.63% in 2017/18.

The 2011 Census indicates that 20.6 of the population consider themselves to have day-to-day activities limited by long-standing health problems and/or disabilities.

Dependants

Libraries NI does not collect data for this category. However, the 2018/19 Continuous Household Survey indicates that adults with dependents (31%) were more likely to have used the library in the past year than those who have no dependents (21%).

Appendix 2

Use of public library online services 2018/2019 (CHS, 2019)

% Downloaded free ebooks/audio

Gender	All	Male	Female
	12	10	13

Age	All	16-44	45/Over
	12	13	12

Religion	All	Catholic	Protestant
	12	11	12

Marital Status	All	Married/Cohabiting	Single	Separated /Divorced /Widowed
	12	13	9	11

Disability	All	Have a disability	Don't have a disability
	12	13	12

% Downloaded free magazines

	All	Male	Female
	7	6	8

	All	16-44	45/Over
	7	7	7

	All	Catholic	Protestant
	7	5	8

	All	Married/Cohabiting	Single	Separated /Divorced /Widowed
	7	8	6	6

	All	Have a disability	Don't have a disability
	7	6	8

Dependents			
	All	Have dependents	Don't have dependents
	12	15	9

Deprivation			
	All	Most deprived areas	least deprived areas
	12	10	15

	All	Have dependents	Don't have dependents
	7	8	6

	All	Most deprived areas	least deprived areas
	7	5	11