INTEGRATED IMPACT ASSESSMENT SUMMARY REPORT TEMPLATE FOR EMERGENCY DECISIONS

1.   Title of proposal

Library Service – adaptation and renewal (re-opening phase) of libraries following closure in response to Covid-19 virus

2.   What will change as a result of this proposal?

The first phase of reopening libraries will see a selection of branches across the city opening on Tuesday 6 October, for a range of services.

The initial service offer will include access to library buildings for browsing and borrowing, returning items, free access to computers, internet and WiFi, support with National Entitlement Card online applications, Hey Girls free sanitary provision, collection of hearing aid batteries, printing and photocopying.

The 6 libraries are Central, Kirkliston, McDonald Road, Fountainbridge, Stockbridge and Newington.

The choice of locations for the first phase of reopening is a pragmatic one, based upon the availability of space to manage an expected early surge in demand. We also wanted to avoid (initially at least) library hub buildings where critical resilience services are operating

3. Briefly describe public involvement in this proposal to date and planned

In planning the reopening of Edinburgh's libraries our top priority is the health of residents and colleagues, and the process is directed by Scottish Government guidance and Safer Workplace Guidance for Public Libraries. Planning has taken into account the specific considerations for each library building and we have examined different approaches adopted by our colleagues in many services across Scotland and more widely afield.

The date and rationale for re-opening has been communicated via notices on buildings, library account email, library web page, mainstream media, library social media and main Council web page and social media communications.

As part of monitoring and evaluating the impact of this library reopening, we will seek customer and staff feedback.

4.   Date of IIA

05/10/2020

5.   Who was involved in carrying out the IIA? (please list lead officer and other staff)

Name	Job Title
Louise Graham	Lifelong Learning Strategic Development Officer (Libraries)
Paul McCloskey	Lifelong Learning Service Manager (CLD and Libraries)

6. Evidence available at the time of the IIA

Evidence	Available – detail source	Comments: what does the evidence tell you about different groups who may be affected?
Data on populations in need	Scottish Index of Multiple Deprivation (SIMD); 2011 census data; free school meals and school clothing grants; RNIB sight loss data tool; the number of individuals in key demographics within Edinburgh, accessing specific Council care packages and services.	Identifies small area concentrations of multiple deprivation across all of Scotland in a consistent way; declared ethnic group; local authority register of areas of need; figures for Edinburgh compared to Scotland http://www.rnib.org.uk/knowledge-and-research-hub ; the percentage of vulnerable communities and individuals likely to be impacted by a loss of service
Data on service uptake/access	Library Management System; E-service supplier platforms People's Network (public access computer) usage	Loan figures for physical stock e-audio issues e-book issues PressReader statistics RB Digital e-magazine issues Number of library members Number of virtual users
Data on socio-economic disadvantage e.g. low income, material/area-based deprivation.	Scottish Index of Multiple Deprivation (SIMD); free school meals and school clothing grants; DWP Universal Credit application data	Identifies small area concentrations of multiple deprivation across all of Scotland in a consistent way; local authority register of areas of need; number of residents per locality accessing benefits/seeking employment
Data on equality outcomes	https://scvo.org.uk/digital https://www.microsoft.com/en-us/accessibility	Digital equality – SCVO - Confidence, skills, access and affordability may prevent people from being online. Accessibility equality - tools to provide digital solutions which reflect the diversity of a wide range of issues.
Research/literature evidence	*The Place of Kindness: Combating Loneliness and Building Stronger Communities* Carnegie UK, 2017 *Shining A Light: Country Factsheet (Scotland)* Carnegie UK, 2017 *Ambition and Opportunity: A Strategy for Public Libraries in*	Libraries' positive role in social inclusion and mental wellbeing. A summary of Scottish data on attitudes to and use of public library services.

Evidence	Available – detail source	Comments: what does the evidence tell you about different groups who may be affected?
	Scotland 2015-2020 Scottish Library and Information Council (SLIC) and Carnegie UK, 2015	National strategy – sets out the vision, mission and outcomes for public libraries across Scotland.
	The Next Chapter SLIC and Young Scot, 2018	Insights, ideas and recommendations for policy and practice in public libraries following co-design process with SLIC and Young Scot panel members.
Public/patient/client experience information	Council complaint and compliment process; library enquiries email; library membership account help; e-services account help	Customers are able to contact staff, request help and feedback on issues in a variety of ways.
Insight from public / service user engagement	Libraries enquiries email accounts; Libraries social media accounts; event and activity evaluation and feedback	Active web and social media presence – monitoring customer requests and feedback.
Evidence of unmet need	N/A	
Good practice guidelines	*Ambition and Opportunity: A Strategy for Public Libraries in Scotland 2015-2020* Scottish Library and Information Council (SLIC) and Carnegie UK, 2015	National strategy – sets out the vision, mission and outcomes for public libraries across Scotland.
	How Good Is Our Public Library Service – A Public Library Improvement Model for Scotland SLIC, 2014	A framework designed for public library managers and staff to evaluate the quality and effectiveness of their service provision, identify areas for improvement, and demonstrate their contribution to overall corporate performance.
Carbon emissions generated/reduced	Business support library van run schedule; Mobile library van routes; Library Link journeys to libraries.	Drop in carbon emissions indicates a proportionate drop in service delivery – and types of services used by more vulnerable customers
Environmental data	N/A	
Risk from cumulative impacts	N/A	
Other (please specify)	N/A	
Additional evidence required?	N/A	

7. In summary, what impacts were identified and which groups will they affect?

Equality, Health and Wellbeing and Human Rights	Affected populations
Positive Restricted movement of people – customers and staff throughout the city in line with government and council instructions not to travel unnecessarily: phased opening approach allows impact of opening to be measured and rolled back if necessary. Citywide staffing approach supports reduced travel where appropriate. Staffing has been considered in discrete cohorts (bubbles) to limit transmission. Social distancing measures enforced in library buildings supports staff and customer health and safety e.g. altered layouts, reduced capacity, protective barriers, booking system, PPE. Increased access through technology to greater choice and improved accessibility (in some cases) to information and resources. Improved staff skills in use of technology and development of these life skills in the population (increasingly essential for employability). New developments and innovation in service delivery methods and programme development. Increased engagement with audiences via social media. Renewed access to physical book stock. Enable fulfilment of customer reservations from open branches. Physical, welcoming space – hub of community and place of social inclusion re-opens – positive impact on local community.	All
Negative Location of 6 sites (three are city centre locations) does not support the library and information needs of other communities which may not be able to easily travel to the open libraries. Stage 2 plans to prioritise libraries in areas of social disadvantage. Booking system in place – at least initially – off-putting to some and barriers to some for online and/or telephone booking. Reduction in availability of specialist resources: health, rights, law, community languages etc. – not all services fully functioning yet and expectations raised.	All

Social isolation and lack of support for mental wellbeing, community support, peer mentoring and neighbourhood networks – not able to fully support with short booked appointments and current social distancing guidelines. Necessary cancellation/postponement of programmed live events, festivals and group activities – until otherwise indicated by relaxation in Scottish Government guidelines.	

Environment and Sustainability including climate change emissions and impacts	**Affected populations**
Positive Drop in carbon emissions as library van run is reduced, Mobile Library vans and Library Link transfers stop during restricted opening. Majority of library buildings (24) remain closed – reduction in water, power and lighting. Less use of paper-based resources. **Negative** Minerals and natural resources (e.g. Cobalt) used for new and emerging technologies has environmental impacts. Six Library buildings re-open – water, power, lighting. Library van run and stock transfer re-starts in a limited form. New stock deliveries re-start. Having six open may encourage people to travel across the city by car thereby increasing carbon emissions.	All

Economic including socio-economic disadvantage	**Affected populations**
Positive Access to the People's Network (free computer and internet access) will support employability and training initiatives. Staff training packages developed to be delivered remotely and online – investment in webcams to continue this type of delivery – part of service adaptation and renewal. Development of free "face to face" digital skills sessions for customers delivered using learning and teaching digital platforms – also including signposting to self-help for customers in essential digital skills - lack of one-to-one help available in line with social distancing rules	All

Programme of activities and events tailored for online delivery and lockdown conditions continued as part of service offer. Bespoke Children and Young People Libraries Facebook page created to support parents. E-issues have no fines and no fees. E-learning content is free. E-services are free. E-resources offers e.g. family history e-resources available to use from home – usually only available within libraries. **Negative** Libraries in areas of low SIMD scores (social and economic disadvantage) remain closed. The intention in Stage 2 is to prioritise those libraries located in areas which have low SIMD scores. Extra investment in digital technology and e-services in order to deliver library services effectively – laptops/tablets ordered per branch in order to improve customer experience. Loss of income generation to Library Service from community group room bookings. Loss of income generation to Library Service from event ticket bookings. Significant loss of fines and loans charges income to the Council	All

8. **Is any part of this policy/ service to be carried out wholly or partly by contractors and if so how will equality, human right, including socio-economic disadvantage, environmental and sustainability issues be addressed?**

    No.

9. **Describe how you will communicate information about this policy/ service change to children and young people and those affected by sensory impairment, speech impairment, low level literacy or numeracy, learning difficulties or English as a second language?**

    We will communicate the reasons and process around libraries re-opening in various ways: with posters, via web, social media and mainstream media. Messages will also be conveyed through Government issue leaflets and mainstream media. We will promote the services that are available, advertise how to make a booking, and how to contact the libraries that are open. We will continue to communicate with Communities and Families staff, partners in adult learning, youthwork and disabilities organisations.

10. **Is the policy likely to result in significant environmental effects, either positive or negative**? If yes, it is likely that a <u>Strategic Environmental Assessment</u> (SEA) will be required and the impacts identified in the IIA should be included in this.

No.

11. **What, if any, actions are recommended in response to the impacts identified above?** This can include keeping the proposal under review, gathering more data, or specific actions to mitigate identified impacts.

Specific actions (as a result of the IIA which may include responding to financial implications, mitigating negative impacts, action to manage the risk of cumulative impacts)	Who will take them forward (name and job title)	Deadline for progressing	Review date
Development of basic essential digital skills updates for staff including self-help signposting links.	Libraries Digital team **Lead Officer:** Eamonn Glancy, Libraries Development Leader (Digital)	06th October 2020	30th November 2020
Continued programme of activities and events tailored for online delivery and lockdown conditions.	Libraries CYP team, Libraries Development Leaders, Libraries Digital team **Lead Officer(s):** Louise Graham, Lifelong Learning Strategic Development Officer (Libraries) Cleo Jones, Lifelong Learning Strategic Development Officer (Libraries)	6th October 2020	03rd January 2021
Library booking system to be sourced/developed and implemented.	Libraries Digital team **Lead Officer:** Louise Graham, Lifelong Learning Strategic Development Officer (Libraries)	06 October 2020	03rd January 2021
Bespoke Children and Young People Libraries Facebook page curated and	Libraries CYP team, Libraries Digital team	06 October 2020	03rd January 2021

Specific actions (as a result of the IIA which may include responding to financial implications, mitigating negative impacts, action to manage the risk of cumulative impacts)	Who will take them forward (name and job title)	Deadline for progressing	Review date
Children and Young People offer further developed to support families during limited opening.	**Lead Officer:** Diane Yule, Lifelong Learning Development Leader (CYP)		
Housebound delivery service and customer care calls continued to support our most vulnerable customers	**Lead Officer:** Cleo Jones, Lifelong Learning Strategic Development Officer (Libraries)	06 October 2020	03rd January 2021
Investment in e-resources to support sustained increase in issues and use.	Libraries Digital team **Lead Officer:** Louise Graham, Lifelong Learning Strategic Development Officer (Libraries)	06th Oct 2020	03rd January 2021
Proposal to adapt and renew mobile library services in development. This could significantly mitigate the impact of libraries remaining closed in areas of the city furthest away from an open library.	**Lead Officer:** Cleo Jones, Lifelong Learning Strategic Development Officer (Libraries)	09 November 2020	03 January 2021
Use partnerships with organisations supporting employability so that the People's Network access can be prioritised to those in greatest need.	**Lead Officer:** Louise Graham, Lifelong Learning Strategic Development Officer (Libraries)	26 October 2020	03 January 2021
Review the requirement for a booking system (which is a barrier) for browsing visits once the initial weeks of opening are underway.	**Lead Officer:** Louise Graham, Lifelong Learning Strategic Development Officer (Libraries)	26 October 2020	

Specific actions (as a result of the IIA which may include responding to financial implications, mitigating negative impacts, action to manage the risk of cumulative impacts)	Who will take them forward (name and job title)	Deadline for progressing	Review date

Are there any negative impacts in section 7 for which there are no identified mitigating actions?

12.   The fact that 6 libraries out of 28 are open cannot be easily mitigated for those people living in areas of the city distant from a library. While the revised mobile library programme in development will have some impact, this will be limited. However, we are living through a pandemic and reopening of six city libraries, with a range of services for customers, with public, staff and volunteer safety as a priority, is a positive step forward for the world's first City of Literature and its people.

13.   **How will you monitor how this proposal affects different groups, including people with protected characteristics?**

Through existing Council, partners and third sector organisational contacts for groups with protected characteristics. In addition, monitoring channels of customer engagement and feedback e.g. complaints and compliments process, library emails and library social media channels.

14.   **Sign off by Head of Service**

Name

Andy Gray

Date

12 October 2020

15.   **Publication**

Completed and signed IIAs should be sent to strategyandbusinessplanning@edinburgh.gov.uk to be published on the IIA directory on the Council website www.edinburgh.gov.uk/impactassessments