

Equality Impact Assessment



Hampshire
County Council

Library fines and charges policy effective from April 2019

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Department: Culture, Communities and Business
Services

Date of
assessment: 27/03/2019

Description of current service/policy

Charges apply to reservations and requests, hiring of DVDs, music CDs and audiobooks, and replacement costs for lost or damaged items. Fines levied for the late return of items can be avoided but in addition special rates apply to under 18s and concessions ensure that everyone can access services. It remains free to join, borrow books and use computers or public Wi-Fi. Also online resources, eBooks and eMagazines are free to use. The management team will review the policy every three years with the level of fines and charges reviewed annually.

Geographical impact: All
Hampshire

Description of proposed change

The proposal is to implement a revised but simplified charging policy for the relevant aspects of library services. The proposed changes from April 2019 affect adult customers and apply specifically to the following library services: daily overdue fee, maximum accrued overdue charges, hire of physical audiobooks, reservations for items held in Hampshire stock to be collected from the specified pick up location, requests for items not held in Hampshire's stock or the Interlibrary loan services and performance sets hired by music and choral groups.

Impacts of the proposed change

This impact assessment covers Service users

Engagement and consultation

Has engagement or consultation been carried out? Yes

It was stated in the Library strategy consultation Nov 2015 to Jan 2016 that fines and charges would be reviewed annually.

Statutory considerations	Impact	Mitigation
<p>Age: Low</p>	<p>The proportion of Hampshire library customers aged 60 and over is 32% and compares with 26% for the Hampshire population. The proportion of children (0-17) is 27% for all Hampshire library customers and 21% for the population of Hampshire. Broadly speaking there is good representation of all age ranges and therefore the impact on the adults is spread across the customer profile. Less than 1% of the students or young people under age 18 years use the interlibrary loan service so there are no impacts to this group of people.</p>	
<p>Disability: Low</p>	<p>It is not possible to extract data about the disabilities of library customers but, due to the availability of concessions, it is assessed that the impact of the changes to fines and charges is low. Reductions apply for those receiving disability living allowance, personal independence payment or with verification of a long standing disability. Supporting evidence might be a Gateway card, Disability card or letter from a GP, optician, etc.</p>	
<p>Sexual orientation: Neutral</p>		

Race: Neutral		
Religion and belief: Neutral		
Gender reassignment: Neutral		
Gender: Neutral		
Marriage and civil partnership: Neutral		
Pregnancy and maternity: Neutral		
Other policy considerations	Impact	Mitigation

<p>Poverty: Low</p>	<p>There is a significant increase for the cost of inter library loans for titles not held in Hampshire's stock to better cover the costs of providing this service. Less than 1% of library customers used the interlibrary loan service in 2016/17 which received 4000 requests and fulfilled just under 2000 inter library loans (0.03% of loans). Analysis of the postcodes of the customer that used this highly valued service confirmed that only 4% of ILLs were placed by customers that live in in the 20% most deprived areas</p> <p>in Hampshire. 75% of customer using this service were men aged 60 or over which is a different demographic to library customers that use the public library service. While the majority of customer use this ILL service rarely such as once every 5 years to source a specific item, there are about 5 individuals that borrow over 20 items each year who will be impacted on the price increases.</p> <p>However, the Library Service will continue to provide a large subsidy to all customers that borrow a title not held in Hampshire's stock in order ensure that library services are accessible to everyone that live, work or study in Hampshire. Using the interlibrary loan service will still be cheaper than for customers to purchase a specialist non-fiction item.</p>	
<p>Rurality: Neutral</p>		

Neutrality statement (if all considerations have a neutral impact)

Any other information