# Culture and Communities Committee

## 10.00am, Tuesday, 26 January 2021

## Community Centres and Libraries reopening (update)

| | |
|---|---|
| **Executive/routine** | |
| **Wards** | |
| **Council Commitments** | 35 |

## 1. Recommendations

1.1 The Culture and Communities Committee is asked to:

1.1.1 Note the current use of community centres and libraries;

1.1.2 Note the current restrictions and challenges placed on community libraries and community centres due to Covid-19;

1.1.3 Note that the current necessary measures are a resource challenge for the Council and that maintaining a safe environment for citizens and staff across the estate is subject to resources being made available; and

1.1.4 Approve the continued, phased approach to safely re-open libraries and community centres in line with Scottish Government guidelines, allowing safe roll-back to previous phases of service delivery, or forward progression, depending on the prevailing Scottish Government levels.

**Andrew Kerr**

Chief Executive

Contact: Paul McCloskey, Strategic Manager CLD and Libraries

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# Report

## Community Centres and Libraries reopening (update)

## 2.    Executive Summary

2.1    This report outlines the present adaptation and renewal arrangements in community centres and libraries, including performance data for libraries.

2.2    It outlines the challenges faced by the Council to continue to provide a library service in line with government guidelines and public health guidance, alongside the key pressure that remains on facilities management.

2.3    It proposes next steps to improve service and protect health and safety: the re-introduction of online reservations;  upgrade of the current Library App to allow self-service from customer's own smart devices (i.e. mobile phone); resource request service from Central Library Art and Design, Music and Edinburgh and Scottish Libraries.

2.4    The key pressure on the Council remains the Facilities Management (FM) resource deployed across the schools' estate. Maintaining as far as possible a safe environment for pupils and staff requires a high level and quality of janitorial and cleaning services. The reopening of other Council buildings and services diverts this key FM resource from schools and the service has a consequent pressure in trying to address this gap in capacity.

## 3.    Background

3.1    The Council has 35 community centres and 28 libraries offering a wide range of community learning, information and leisure opportunities which are highly valued by citizens and community groups across the city. In addition to the 28 libraries there are targeted mobile library services, a prison library and hospital library.

3.2    On 6 August 2020 the Council approved a process to enable approval for Management Committees of CEC Community Centres to access centres for essential services. These were the hosting of essential voluntary or urgent public support services, such as food banks, homeless services, blood donation sessions,

regulated childcare, access to retrieve equipment for outdoor youth work. Policy and Sustainability Committee of 10 November approved the addition of youth work (as defined by Youthlink Scotland) and community services that support the vulnerable. Approval to reopen centres is on the basis that no Council resources are required.

3.3     The first phase of Library building re-opening was approved and on 6 October 2020 six library buildings reopened for public use, offering a range of services with visits controlled via a booking system. The libraries were: Central, Fountainbridge, Kirkliston, McDonald Road, Newington, and Stockbridge.

3.4     The second phase saw a further four libraries reopened:  Craigmillar, Drumbrae, Gilmerton, and Wester Hailes.

3.5     Selection of phase one libraries was pragmatic, based on available space for the large volume of returned items to be quarantined. The choice of phase two libraries prioritised as far as possible those communities which have low Scottish Index of Multiple Deprivation (SIMD) scores. Selection of libraries has also taken into consideration planned building works which would affect re-opening.

3.6     Some management committees have had approval to reopen community centres for the delivery of agreed essential services. Following the 10 November Policy and Sustainability Committee decision, a new Missive was developed by the Council's legal and estates teams, which enables indoor public activity to take place within centres without any requirement for Council resources. To date one Community Centre has signed this missive and reopened for indoor activity. Several other centres have expressed an interest but are not yet able to commit to signing a Missive.

3.7     Community Centres guidance was published by the Scottish Government 21 December 2020. It is worth noting that the document 'does not provide guidance for the wide range of activities that take place within a community centre. Referral needs to be made to the sector specific guidance for details on particular activities.'

3.8     The implementation of Level 4 in Scotland from 26 December 2020 has resulted in the Council reverting from what is permitted under Level 3, in line with Scottish Government guidance.

3.9     Since the announcement of further restrictions on 4 January, Community centres may continue to essential services only e.g. emergency shelter, medical services, meals for homeless. Officers have informed management committees of this change.

3.10    Libraries continue to always be open online to borrow ebooks, audiobooks, magazines and newspapers. Click and collect services may operate and we are preparing plans as to how we may be able operate this service in our libraries, subject to the teams not being required to provide critical/essential services elsewhere.

## 4. Main report

4.1 The challenge before the City and the Council cannot be underestimated in both the immediate and longer term. The national position regarding Covid-19 continues to evolve. Therefore, any programme arrangements put in place need to have the flexibility to adapt to changing circumstances and Public Health Guidance. Our ambition is to have a planned, phased re-opening of libraries and community centres as part of Phase 4 of the Scottish Government's Scotland's Route map through and out of the crisis.

**Libraries**

4.2 In accordance with Scottish Government guidance for public libraries and the capacity to support the safe use of the settings, the ten libraries offer a reduced service so as to maintain good infection controls: returning items, browsing and borrowing books, collecting hearing aid batteries, free sanitary protection, National Entitlement Card (bus pass) applications and access to public computers, internet, printing and photocopying.

4.3 Service performance, staff and customer feedback are being monitored: current data is included at Appendix 1. Officers are learning from each stage to inform the next stage.

4.4 An Integrated Impact Assessment on library service adaptation and renewal has been completed and is available at Appendix 2.

4.5 The Library A&R Team is preparing plans to propose the re-opening of four further libraries and the single Mobiles route in phase three if resources allow this. An updated outline route map for further re-opening of libraries is attached at Appendix 3.

4.6 Subject to available resources and prevailing national restrictions levels, the team is working towards an indicative date of 29 March 2021. This will mean that, all things being equal, Blackhall, Piershill, Morningside and Currie libraries plus the new mobile route will reopen on that date.

4.7 Improvements to the libraries offer have been developed in response to feedback from customers, while continuing to maintain safe use of services.

4.7.1 A Contact and Collect model has been developed to enable citizens to order a collection of resources (online, or via email or telephone) and collect them at a pre-arranged time and date from their local library, without entering the building. This could be introduced, subject to Facilities Management cleaning being available, should the city remain in level 4 for some time.

4.7.2 A bespoke request and collect service has been developed to enable loans from the collections within Central Library (Art and Design, Music and Edinburgh and Scottish). Current guidelines and restrictions do not allow for these areas to be open at present. However, customers will be able to request specific titles or subject matter from these departments and collect the items from Central Library.

4.6.3 Library officers have worked with software developers to enable the re-introduction of online reservations in the current restricted conditions. Customers will once again be able reserve specific items online via their library account and collect from a library which is open.

4.6.4 Collection of items will vary depending on the current public health Level. In Level 4 all items must be collected as part of Contact and Collect i.e. at the library door with no entry to the building. Despite the fact that there will no public access to the building, there is still a requirement for Facilities Management resource to open libraries to operate in this manner.

4.6.5 The current Library App has been updated to enable customer self-service borrowing through the App. Customers can borrow items using their own smart device (mobile phone, tablet). This maintains social distancing, reduces the number of people touching materials and allows staff to concentrate efforts elsewhere e.g. providing information, assisting with complex enquiries. Currently the return of all items must be controlled by library staff for quarantine procedures, however, looking to the future, this investment in digital technology will also allow customers to return their own items (reduces the needs for staff handling), allowing a much greater degree of simple account self-management.

**Community Centres**

4.7 Over November and December Virtual Teams meetings have been held with Management Committees (MCs). Over 20 MCs were represented across the meetings, along with third sector colleagues from Edinburgh Voluntary Organisations Council (EVOC) and Lothian Association of Youth Clubs (LAYC), representatives from Lifelong Learning, Facilities Management and Business Support. These meetings gave MC's an opportunity to question Officers directly and share experiences with each other, as well as hearing service updates from the Council, EVOC and LAYC.

4.8 A key theme from these meetings was how keen various MC's and third sector organisations were for centres to be reopened and the potential for Council guidance to support this. Council Health and Safety, Fire Safety and Facilities Management Officers will provide links to Health and Safety templates and signage via the Council website, signposting MC's to relevant Scottish Government Guidance.  Following the 10 November Policy and Sustainability decision, a new Missive was developed by the Council's legal and estate teams, which enables indoor public activity to take place within centres without a requirement for Council resources. Prior to the Management Committee signing the Missive, Officers will arrange an onsite induction for key MC officer bearers, so that they understand

what arrangements need to be in place prior to reopening. A trusted key holder procedure enables the MC to have responsibility for controlling who has access to their centre.

4.9 Many MC's asked for their contact details to be shared with other MC's, so that they can more easily support each other in addition to support offered through EVOC and LAYC. There is a commitment from Council officers and management committees to continue these regular meetings, which have been very useful in exploring the opportunities and challenges, in developing a mutual understanding and appreciation of people's different perspectives on adaptation and renewal.

4.10 Since the announcement of further restrictions on 4 January, Community centres may continue to provide essential services only e.g. emergency shelter, medical services, meals for homeless. Officers have informed management committees of this change.

## 5. Next Steps

5.1 Work will continue to adapt and renew community centre and library services.

## 6. Financial impact

6.1 The investment in the upgrade to the Library App has been contained within libraries revenue budget.

6.2 In library buildings there will be a daily cleaning requirement of FM supplemented by regular touch point cleaning by library staff during the day.

## 7. Stakeholder/Community Impact

7.1 The Council will continue to engage with citizens on its plans for libraries and community centres adaptation and renewal.

## 8. Background reading/external references

8.1 Coronavirus stay at home guidance 4 January 2021 - https://www.gov.scot/publications/coronavirus-covid-19-stay-at-home-guidance

8.2 Scotland's route map - https://www.gov.scot/collections/coronavirus-covid-19-scotlands-route-map/

8.2 Coronavirus (COVID-19):public libraries guidance - https://www.gov.scot/publications/coronavirus-covid-19-public-libraries-guidance/

8.3 Community Centre Guidance (21 December 2020) - https://www.gov.scot/publications/coronavirus-covid-19-multi-purpose-community-facilities---guidance/

## 9.    Appendices

9.1     Appendix 1 - Library service re-opening data (updated Dec 2020)

9.2     Appendix 2 - Integrated Impact Assessment: library adaptation and renewal

9.3     Appendix 3 - Outline route map library service re-opening (updated Dec 2020)

**Appendix 1: Libraries re-opening update – January 2021**

| Usage and service capacity by branch: period 2 November 2020 – 31 December 2020 | | | | | | |
|---|---|---|---|---|---|---|
| Library | Appointments booked | Appointments available | Failed to attend | % service capacity | Items borrowed (or renewed) | Items returned |
| Central | 3507 | 12064 | 455 | 29.1 | 9824 | 8834 |
| Central Children's | 523 | 1968 | 66 | 26.6 | 2973 | 1180 |
| Craigmillar* | 108 | 1664 | 14 | 6.5 | 343 | 329 |
| Drumbrae* | 263 | 1560 | 13 | 16.9 | 1166 | 671 |
| Fountainbridge | 1457 | 3968 | 216 | 36.7 | 3812 | 3764 |
| Gilmerton* | 145 | 1536 | 17 | 9.4 | 450 | 156 |
| Kirkliston | 407 | 2232 | 39 | 18.2 | 1798 | 1827 |
| McDonald Road | 1866 | 6032 | 32 | 30.9 | 3673 | 3526 |
| Newington | 1768 | 6032 | 204 | 29.3 | 5946 | 5471 |
| Stockbridge | 1195 | 4464 | 136 | 26.8 | 3639 | 3607 |
| Wester Hailes* | 242 | 1872 | 29 | 12.9 | 820 | 487 |

* these branches are phase 2 re-opening and only re-opened on 14 December 2020.

| Libraries digital services usage: period 1 October 2020 – 30 November 2020 | | | |
|---|---|---|---|
| | Items borrowed | | |
| E-service | October | November | Total |
| e-books | 18,226 | 17,331 | 35,557 |
| e-audio books | 11,128 | 11,725 | 22,853 |
| e-magazines and newspapers | 211,256 | 193,713 | 404,969 |

In addition to the booked visits and loans of physical items, an update on the use of digital services is provided above. This level of usage is up 50% for e-books, 40% for e-audio books, and 105% for e-magazines and newspapers compared with previous year.

**Integrated Impact Assessments**

**Introduction**

We know that services are under pressure, difficult decisions are being made and normal working practices may need to change or be adapted very quickly to ensure we can deliver essential services at this challenging time. However, it's important that we don't lose sight of our legal responsibilities in relation to equality, socio-economic disadvantage, climate change, sustainability, the environment and human rights.

The Council uses an Integrated Impact Assessment (IIA) tool to help ensure we are meeting those duties when developing policies and making service decisions. We recognise that it may not be possible to carry out all elements of the Council's IIA process when making rapid decisions in relation to the Council's response to Covid-19. However, the Council remains under these duties and it's vital we continue to have due regard to potential impacts and record our consideration of these and any mitigating actions required. We have produced this shortened guide to help relevant staff to do this.

Heads of Service remain ultimately responsible for deciding whether an assessment is required and ensuring potential impacts are considered and recorded. The full Council IIA process should be followed in all but emergency circumstances and Equality Diversity and Rights Advisors nominated by each service area have a role in supporting the process. We are also making arrangements for IIA training to be provided remotely and offered to a wider range of staff, beyond Equality Diversity and Rights Advisors, with further information to follow.

The remainder of this document provides guidance on:

1. Deciding whether an impact assessment is required
2. Considering potential impacts
3. Recording impacts and mitigating actions


**1. Deciding whether an IIA is required**

1.1. The first stage is to consider whether a proposal requires an impact assessment. If you answer yes to any question in the high relevance category, then an IIA is required. If you identify that an IIA is not required, then you need to explain why/how you have reached this decision and send a brief statement to your Head of Service for agreement and approval. This can be done by email, but It is important you retain a record of this approval as evidence.

| High Relevance | Yes/no |
|---|---|
| The proposal could potentially affect people for example in the availability, accessibility or quality of goods, facilities or services | Yes |
| The proposal has potential to make an impact on equality even when this only affects a relatively small number of people | Yes |
| The proposal has the potential to make a significant impact on the economy and the delivery of economic outcomes | Yes |
| The proposal is likely to have a significant environmental impact | No |
| The proposal is considered strategic and high level in the organisation | Yes |
| **Low Relevance** | |
| The proposal has little relevance to equality | No |
| The proposal has negligible impact on the economy and the delivery of economic outcomes | No |
| The proposal has no/minimal impact on the environment | Yes |
| **If you have identified only low relevance please give a brief statement of your reasoning and report this to your Head of Service/NHS Project Lead for approval. Please then insert the statement in the section in the relevant management or committee report.** | |

## 2.  Considering potential impacts

2.1. IIAs are normally carried out by a group of at least four people, to increase the diversity of perspectives and provide supportive challenge. We would encourage you, when possible, to make use of skype to facilitate this.  If this is not possible, we would recommend that the lead officer involves at least one other staff member.

2.2. Gather relevant data and evidence about the needs and experiences of people with protected characteristics and those vulnerable to experiencing poverty and ill health in the context of the work you are undertaking.  A list of the types of evidence you will want to consider is included within the summary report template at Annex A.  Much of this evidence will already be available within services; where evidence is not available, this should be noted.

2.3. As a group exercise if possible, think critically about how your proposal will impact on different groups of people, including those with protected characteristics, and/or impact on human rights, sustainability and the environment.  A list of population groups and potential impacts is provided at Annex B as a prompt to aid thinking (and is not intended to be exhaustive).

## 3.  Recording impacts and mitigating actions

3.1. Taking account of what the evidence gathered is telling you, critically consider how the proposal might impact on different groups in different ways.  Consider positive, as well as negative impacts, and consider what actions might be necessary to prevent or mitigate negative impacts and/or maximise positive impacts.

3.2. Record a summary of the anticipated impacts and mitigating actions. A summary report template for recording this information is provided at Annex A.

3.3. Return the completed summary report template to strategyandbusinessplanning@edinburgh.gov.uk for publication on the Council website.

**INTEGRATED IMPACT ASSESSMENT SUMMARY REPORT TEMPLATE FOR EMERGENCY DECISIONS**

Please complete as many of these sections as possible

**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 considered 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 Press Reader 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 registers 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 | Libraries' positive role in social inclusion and mental wellbeing. |

| Evidence | Available – detail source | Comments: what does the evidence tell you about different groups who may be affected? |
|---|---|---|
| | *Ambition and Opportunity: A Strategy for Public Libraries in Scotland 2015-2020* Scottish Library and Information Council (SLIC) and Carnegie UK, 2015<br><br>*The Next Chapter* SLIC and Young Scot, 2018 | A summary of Scottish data on attitudes to and use of public library services.<br><br>National strategy – sets out the vision, mission and outcomes for public libraries across Scotland.<br><br>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 can 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<br><br>*How Good Is Our Public Library Service – A Public Library Improvement Model for Scotland* SLIC, 2014 | National strategy – sets out the vision, mission and outcomes for public libraries across Scotland.<br><br>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 | |

| Evidence | Available – detail source | Comments: what does the evidence tell you about different groups who may be affected? |
|---|---|---|
| Risk from cumulative impacts | N/A | |
| Other (please specify) | https://www.gov.scot/publications/coronavirus-covid-19-public-libraries-guidance/pages/protection-levels-framework/ | Scottish Government guidance on public libraries use during Covid-19 pandemic by all user groups. |
| 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**<br>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.<br><br>Citywide staffing approach supports reduced travel where appropriate.<br><br>Staffing has been considered in discrete cohorts (bubbles) to limit transmission.<br><br>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.<br><br>Increased access through technology to greater choice and improved accessibility (in some cases) to information and resources.<br><br>Improved staff skills in use of technology and development of these life skills in the population (increasingly essential for employability).<br><br>New developments and innovation in service delivery methods and programme development.<br><br>Increased engagement with audiences via social media.<br>Renewed access to physical book stock.<br><br>Enable fulfilment of customer reservations from open branches.<br>Physical, welcoming space – hub of community and place of social inclusion re-opens – positive impact on local community. | All |

| | |
|---|---|
| Stage 2 reopening prioritises libraries in areas of social disadvantage.<br><br>Request and collect service introduced for specialist departments within Central Library not currently able to re-open (Music, Edinburgh & Scottish and Art & Design). Customers can request items via email/phone and collect items from Central Lending Library.<br><br>Library App updated to enable customer self-issue and account self-management via personal smart devices (e.g. mobile phone). Supports social distancing health and safety measures for citizens and colleagues and has potential to release library staff to address more complex library enquiries.<br><br>Contact & Collect model developed for Tier 4 and library buildings must close: return and borrowing of books and free sanitary provision available for citizens from libraries without customer access to buildings. | |
| **Negative**<br><br>Booking system in place – at least initially – off-putting to some and barriers to some for online and/or telephone booking.<br><br>Reduction in availability of specialist resources: health, rights, law, community languages etc. – not all services fully functioning yet, and expectations raised.<br><br>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.<br><br>Necessary cancellation/postponement of programmed live events, festivals and group activities – until otherwise indicated by relaxation in Scottish Government guidelines.<br><br>Contact and Collect introduction may encourage people to travel in tier 4 conditions when unnecessary journeys may be contrary to Scottish Government advice. | All |

| Environment and Sustainability including climate change emissions and impacts | Affected populations |
|---|---|
| **Positive**<br>Drop in carbon emissions as library van run is reduced, Mobile Library vans and Library Link transfers stop during restricted opening.<br>Majority of library buildings (18) remain closed – reduction in water, power and lighting.<br>Less use of paper-based resources.<br>Opening more branches will enable shorter journeys and may encourage walking to visit rather than travel by car or public transport.<br><br>**Negative**<br>Minerals and natural resources (e.g. Cobalt) used for new and emerging technologies has environmental impacts.<br>Ten Library buildings re-open – water, power, lighting.<br>Library van run and stock transfer re-starts in a limited form.<br>New stock deliveries re-start.<br>Having libraries open may encourage people to travel across the city by car thereby increasing carbon emissions. | All |

| Economic including socio-economic disadvantage | Affected populations |
|---|---|
| **Positive**<br>Access to the People's Network (free computer and internet access) will support employability and training initiatives.<br><br>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.<br><br>Programme of activities and events tailored for online delivery and lockdown conditions continued as part of service offer.<br>Bespoke Children and Young People Libraries Facebook page created to support parents.<br>E-issues have no fines and no fees.<br>E-learning content is free.<br>E-services are free.<br>E-resources offers e.g. family history e-resources available to use from home – usually only available within libraries.<br><br>Stage 2 re-opening prioritises libraries in areas which have low SIMD scores.<br><br>Free online reservations, request and collect and Contact and Collect services (subject to resources and Scottish Government | All |

| | |
|---|---|
| guidance) to enable citizens to access required/desirable resources. | |
| **Negative**<br>Some libraries in areas of low SIMD scores (social and economic disadvantage) remain closed.<br><br>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.<br><br>Loss of income generation to Library Service from community group room bookings.<br><br>Loss of income generation to Library Service from event ticket bookings.<br><br>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 Strategic Environmental Assessment (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 Pentagull booking system to incorporate Contact & Collect appointments | **Lead Officer(s):** Louise Graham, Lifelong Learning Strategic Development Officer | 11 January 2021 | 18 January 2021 |
| Testing and roll out of Solus Library App self-service technology in re-opened libraries | **Lead Officer:** Alison Stoddart, Lifelong Learning Development Officer | 18 January 2021 | |
| Promotion and marketing of Request and Collect service for Central Library specialist department stock | **Lead Officer:** Fiona Myles, Lifelong Learning Development Officer | 29 January 2021 | 19 February 2021 |
| Health and Safety risk assessments and Method statements prepared and approved for Contact and Collect model | Libraries Development Leaders – service offer working group<br><br>**Lead Officer:** Scott Donkin, Service Manager | 18 January 2021 | 19 February 2021 |
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**Are there any negative impacts in section 7 for which there are no identified mitigating actions?**

The fact that 10 libraries out of 28 are open is a very positive development. However, it cannot fully mitigate the loss of physical service 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 ten 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**

**8 January 2021**

**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

## Population groups and potential impacts

POPULATION GROUPS

Think about how the policy or proposal could impact (positively or negatively) on the following groups.

**People with protected characteristics**

- Older people and people in their middle years
- Young people and children
- Men (include trans men), Women (include trans women) and non-binary people. (Include issues relating to pregnancy and maternity including same sex parents)
- Disabled people (includes physical disability, learning disability, sensory impairment, long-term medical conditions, mental health problems)
- Minority ethnic people (includes Gypsy/Travellers, migrant workers, non-English speakers)
- Refugees and asylum seekers
- People with different religions or beliefs (includes people with no religion or belief)
- Lesbian, gay, bisexual and heterosexual people
- People who are unmarried, married or in a civil partnership

**Those vulnerable to falling into poverty**

- Those who have low or no wealth
- Those on low income
- Those who live in areas of deprivation
- Those experiencing material deprivation
- Unemployed
- People in receipt of benefits
- Lone parents
- Vulnerable families e.g. young mothers, people experiencing domestic abuse, children at risk of statutory measures, includes disabled adult/child, minority ethnic families
- Families with a child under 1
- Larger Families (3+ children)
- People in receipt of pensions
- Looked after children and young people
- Those leaving care settings (including children and young people and those with illness)
- Homeless people
- Carers (including young carers and carers with protected characteristics)
- Those involved in the criminal justice system
- People with low literacy/numeracy
- People experiencing difficulties with substance use
- Others e.g. veterans and students

**Geographic / other communities**

- Rural/semi-rural communities
- Urban communities
- Coastal communities
- Business community

**Staff**

- Full-time / Part-time
- Shift workers
- Staff with protected characteristics
- Staff vulnerable to falling into poverty

POTENTIAL IMPACTS

Think about how the policy or proposal could impact (positively or negatively) on the following objectives, and how this might affect the population groups listed above in different ways:

**Equality and Human Rights**
- Eliminate discrimination and harassment
- Advance equality of opportunity e.g. improve access / quality of services
- Foster good relations within and between people who share protected characteristics
- Enable people to have more control of their social/work environment
- Reduce differences in status between different groups of people
- Promote participation, inclusion, dignity and control over decisions
- Build family support networks, resilience and community capacity
- Reduce crime and fear of crime including hate crime
- Protect vulnerable children and adults

**Promote healthier lifestyles including:**
- diet and nutrition,
- sexual health,
- difficulties with substance use
- physical activity
- life skills

**Environmental**
- Reduce greenhouse gas (GHG) emissions (including carbon management)
- Reduce need to travel and promote sustainable forms of transport
- Plan for and adapt to future climate change
- Pollution: air/ water/ soil/ noise
- Protect coastal and inland waters
- Enhance biodiversity
- Encourage resource efficiency (energy, water, materials and minerals) e.g. avoid single use plastic

**Public Safety e.g.:**
- minimise waste generation
- infection control
- accidental injury
- fire risk

**Improve the physical environment e.g.:**
- housing quality
- public space
- access to and quality of green space

**Economic (including socio-economic)**
- Improve quality of and access to services
- Reduce cost of living
- Maximise income and/or reduce income inequality
- Support local business
- Improve local employment opportunities
- Help young people into positive destinations
- Help people to access jobs (both paid and unpaid)
- Improve working conditions, including equal pay
- Improve literacy and numeracy

**Appendix 3 – Library Service – Building/Service Implications – Covid – 19**

**Scottish Government Framework – Applicable Library Service**

The table below illustrates the four Service Stages (A1,1, 2 and 3) of the library offer and cross references this to the Scottish Government Guidance and levels.

| Service Offer | Implications | Level 0 | Level 1 | Level 2 | Level 3 | Level 4 |
|---|---|---|---|---|---|---|
| **STAGE A1 Service Phase:**<br><br>**Contact and Collect** – Pre order books and other lending items via email and phone and online reservations with appointment time to collect | Scottish Government guidance 6 January 2021 'Local authorities can continue to offer a click and collect service and delivery service – the regulations do not prevent this.  Although leaving the house solely to pick up library books would not be a reasonable excuse, a person could do this as part of a trip for essential shopping or exercise. It will of course be up to local authorities whether they want to continue to offer these services, and the most important thing will be that they only do this if they can do so safely.' | NO | NO | NO | NO | Yes (see note under implications) |
| **STAGE 1 Service Phase:**<br><br>*Browsing* – Booking Required – including children's areas<br>*Bus Pass Application* – Booking required<br>*Computer Access* – Booking required<br>*Hearing aid batteries* – At door – no entry<br>Strict controls over numbers of customers based on building size | Distinct service areas require dedicated staff resource to maximise throughput of customers. Staff numbers higher than pre lockdown requirements<br>Web and telephone booking in operation<br>Strict health and safety measures | NO | NO | YES<br><br>Strict Protective measures in place | YES<br><br>Strict Protective measures in place | NO |

| STAGE 2 Service Phase: | Potential for slight reduction of number of staff required to maintain safe operations. | NO | YES Maintain state of awareness based on guidance | N/A | N/A | NO |
|---|---|---|---|---|---|---|
| *Browsing* – No booking required | | | | | | |
| *Bus Pass Application* – Booking required – Avoid queuing | | | | | | |
| *Computer Access* – Booking required | Health and safety measures still required | | | | | |
| *Hearing aid batteries* – Entry to branch to pick up | | | | | | |
| STAGE 3 Service Phase: | Service prepared to return to Covid – 19 restrictions | YES Maintain state of awareness | N/A | N/A | N/A | NO |
| *Move to pre – lock down conditions. Open browsing, return of group-based activity, children's activities, teenagers activities, booking system remains for bus pass and computers, partners activities* | Staff ratios per branch return to normal levels. Maintain hygiene practices. | | | | | |

**<span style="color:red">COVID LEVEL 4 STATUS – ALL BUILDINGS CURRENTLY CLOSED (as at 06 January 2021)</span>**

| Branch | Current Status | Floor Space (Sqm) | Max Number of Customers in line with H&S requirements / Service Offer/Building size | Scottish Government Framework Level | Service Stage | Other factors to consider |
|---|---|---|---|---|---|---|
| **PHASE 1 Libraries – October 2020** | | | | | | |
| **Central** | **Closed –** Was open prior to Lockdown. | 1624 | 16 | 0 – 3 | A1 (Proposed) | |
| **Fountainbridge** | **Closed** - Was open prior to Lockdown. | 291 | 12 – Separate ICT Suite | 0 – 3 | A1 (Proposed) | Parts of building being used to support storage and quarantine with additional staff welfare |
| **Kirkliston** | **Closed –** Was open prior to Lockdown. | 242 | 8 | 0 – 3 | A1 (Proposed) | Significant challenges exist with storage solutions |

| Branch | Current Status | Floor Space (Sqm) | Max Number of Customers in line with H&S requirements / Service Offer/Building size | Scottish Government Framework Level | Service Stage | Other factors to consider |
|---|---|---|---|---|---|---|
| | | | | | | |
| **McDonald Road** | **Closed** - <br> Was open prior to Lockdown. | 443 | 9 | 0 – 3 | A1 (Proposed) | Building not fully open to accommodate storage and quarantine |
| **Newington** | **Closed** - <br> Was open prior to Lockdown. | 420 | 9 | 0 – 3 | A1 (Proposed) | |
| **Stockbridge** | **Closed** - <br> Was open prior to Lockdown. | 293 | 11 – | 0 – 3 | A1 (Proposed) | Not all of the building is available for customer use to accommodate service offer, storage and quarantine |
| | | | | | | |
| **PHASE 2 Libraries – December 2020** | | | | | | |
| **Craigmillar** | **Closed** – <br> Was open prior to Lockdown. | 583 | 7 | 0 – 4 | A1 (Proposed) | Shared space with Council Resilience Centre – loss of library space at east end of building |
| **Drumbrae** | **Closed** – <br> Was open prior to Lockdown. | 330 | 10 | 0 – 4 | A1 (Proposed) | Meeting spaces within building are supporting NW Social Work services |
| **Gilmerton** | **Closed** – <br> Was open prior to Lockdown. | 217 | 6 | 0 – 4 | A1 (Proposed) | Adjacent office space leased to third sector org. Shared staff welfare space |

| Branch | Current Status | Floor Space (Sqm) | Max Number of Customers in line with H&S requirements / Service Offer/Building size | Scottish Government Framework Level | Service Stage | Other factors to consider |
|---|---|---|---|---|---|---|
| | | | | | | |
| **Wester Hailes** | **Closed** – Was open prior to Lockdown. | 607 | 12 | 0 – 4 | A1 (Proposed) | External works around Plaza entrance must be considered at all stages. |
| **PHASE 3 Libraries – DATE TO BE CONFIRMED** | | | | | | |
| **Single Mobile Library route** | **Plans to introduce one single kerbside route to cover those areas of the city where library access is more challenging. May be offered as a contact and collect model.** | N/A | To be confirmed | 0 - 3 | 1 - 3 | Service restrictions are dependent on physical restrictions of the mobile internal space. |
| **Muirhouse / North** | **Discussions are underway locally to identify an immediate service solution and a longer-term service offer whilst construction of the new building takes place** | N/A | To be confirmed | 0 - 3 | 1 - 3 | Service restrictions are dependent on physical location of temporary service offer. |
| **Blackhall** | **Closed** – Refurbishment Work underway with building likely to be ready March 2021. | 868 | N/A | 0 - 3 | 1 - 3 | Dependent on refurbishment works completion and approval via Health & Safety |
| **Currie** | **Closed** Requires visit, reconfiguration and approval of Health & Safety | 190 | N/A | 0 - 3 | 1 - 3 | Will involve very small number of customers during Covid level 3 – |
| **Piershill** | **Closed** Requires visit, reconfiguration and approval of Health & Safety | 317 | N/A | 0 – 3 | 1 - 3 | Will involve very small number of customers during Covid level 3 - |

| Morningside | Closed<br><br>Requires visit, reconfiguration and approval of Health & Safety | 455 | N/A | 0 – 1 | 2 / 3 | Upper floor inaccessible presenting reconfiguration challenges on ground floor. |

| Branch | Current Status | Floor Space (Sqm) | Max Number of Customers in line with H&S requirements / Service Offer/Building size | Scottish Government Framework Level | Service Stage | Other factors to consider |
|---|---|---|---|---|---|---|
| Portobello | Closed | 282 | N/A | 0 – 3 | 1 | |
| Moredun | Closed | 250 | N/A | 0 – 1 | 2 / 3 | Building layout/condition presents challenges around safe operation |
| Balgreen | Closed | 112 | N/A | 0 | 3 | On primary school footprint. Size of building impacts on type of service alongside appropriate safety measures |
| Colinton | Closed | 134 | N/A | 0 | 3 | Size of building impacts on type of service alongside safety measures |
| Granton | Closed | 153 | N/A | 0 | 3 | On Primary School footprint. Size of building impacts on type of service alongside safety measures |
| Balerno | Closed | 52 | N/A | 0 | 3 | Size of building impacts on type of service alongside safety measures |

| Branch | Current Status | Floor Space (Sqm) | Max Number of Customers in line with H&S requirements / Service Offer/Building size | Scottish Government Framework Level | Service Stage | Other factors to consider |
|---|---|---|---|---|---|---|
| Corstorphine | **Closed** – Refurbishment works planned<br>7 January 2021 update: Contract was awarded just prior to Christmas and the consultants appointed to manage works will be agreeing a programme in consultation with Builders and Library contacts over the next week or so. | 276 | N/A | 0 – 1 | 2 / 3 | Layout of building impacts on type of service alongside safety measures. Consider proximity to Drumbrae Hub |
| Oxgangs | **Closed –** Refurbishment Work started 1 October planned completion March 2021 | | | | | |
| | | | | | | |
| Central | **Open –** Refurbishment<br>**E**stimated start 1 December with completion August 2021 – temporary short term closure | | | | | |

| Branch | Current Status | Floor Space (Sqm) | Max Number of Customers in line with H&S requirements / Service Offer/Building size | Scottish Government Framework Level | Service Stage | Other factors to consider |
|---|---|---|---|---|---|---|
| | when main electrical board is replaced. | | | | | |
| Gate 55 | **Closed** | Not Known | N/A | N/A | N/A | Covid -19 test centre |
| Muirhouse | **Closed** – Due to be demolished to accommodate new build Culture & Learning Hub | 410 | N/A | N/A | N/A | New Cultural & Learning Hub to be completed 2022 |
| **Branch** | **Current Status** | **Floor Space (Sqm)** | **Max Number of Customers in line with H&S requirements / Service Offer/Building size** | **Scottish Government Framework Level** | **Service Stage** | **Other factors to consider** |
| **Oxgangs** | **Closed** - Refurbishment Contract works to be completed February 2021 | 338 | N/A | 0 – 3 | 1 | Significant works taking place until March 2021 |
| **Ratho** | **Closed** – Due to be demolished to create new school/library hub | 91 | N/A | N/A | N/A | |
| **South Queensferry** | **Closed** - | 137 | N/A | 0 – 1 | 2 / 3 | Building layout creates challenges around distancing and service offer |
| **Leith** | **Closed** - | 537 | N/A | N/A | N/A | Covid-19 Test Centre |

NOTE:

**Buildings**

Current conditions mean all buildings must be inspected and involve Health & Safety with a view to creating a safe layout, distinct service spaces and functionality for staff welfare.

Each building will have a safe maximum number of occupants both in terms of staff and customers. This ensures effective distancing and monitoring of hygiene in line with infection control and health & safety.


### Staffing

More staff are required in each branch to ensure each distinct service area is fully supported, manage customers through their allotted booking time period and ensure the next customer can access the service. Where social distancing measures relax going forward, staffing will begin to retract to normal numbers.  As the number of libraries reopening increases towards the maximum number, the service will need to recruit to some of the posts currently vacant.

### Covid-19 cleaning

Library staff undertake regular touchpoint cleaning during the day to maintain standards of hygiene and reduce potential virus transmission. However, there is a daily requirement for cleaning carried out by Facilities Management cleaning operatives as well as monthly fogging of each building. This includes an additional requirement for cleaning on Saturdays and on Thursdays (at those libraries which were previously closed on that day).

### Library futures

As part of the Adaptation and Renewal Wellbeing strand, a library futures option paper is in development, looking at the development of hub models and taking into account the new build developments at Ratho (Nursery and Library) and Muirhouse (Nursery, Library and North Edinburgh Arts); the role of library and information services in supporting community wellbeing and wider access to Council and partner services and information; extending choice for citizens by their being able to access services through the use of Open + technology.