

EQUALITY IMPACT ASSESSMENT (EQIA): DRAFT SCREENING FORM

1. IDENTIFY THE POLICY, PROJECT, SERVICE REFORM OR BUDGET OPTION:

a) Name of the Policy, Project, Service Reform or Budget Option to be screened

COVID 19 Recovery Plan – Glasgow Community Libraries – Glasgow Life

b) Reason for Change in Policy or Policy Development

Guidance has been developed and changes in operational practice will be in operation to support customers safely returning to Glasgow Life Libraries in line with the Scottish Government's COVID 19 guidelines.

c) List main outcome focus and supporting activities of the Policy, Project, Service Reform or Budget Option

The guidance provides a plan for ensuring there are measures in place to decrease the spread of COVID-19 in line with Public Health and Government advice. These will include measures focussed on social distancing and hygiene and are subject to change as public health and Scottish Government guidelines evolve over time.

There is a planned phased approach to re-opening libraries due to several factors such as increased staffing levels required to ensure safe operation and testing of sites to see if the approach requires further modifications once venues are operational.

More details about the approach can be found on our regularly updated Coronavirus webpage: <https://www.glasgowlife.org.uk/coronavirus-covid-19-latest-information>

Details of timing (in line with government advice) of re-opening Glasgow Life libraries can also be found on the Glasgow Life website at the above address.

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Initially, following the national lockdown which commenced on the 26th December 2020, we hope that 10 libraries will re-open on the 23rd March 2021-solely to allow use of pre-booked computers. These being: Drumchapel, Possilpark, Partick, Royston, Bridgeton, Shettleston, Pollokshaws, Ibrox, Gorbals, and the Library at The Bridge.

Thereafter (currently scheduled to commence from the 26th April 2021) it is planned that a **phased approach** will be taken to opening other Glasgow libraries.

The services that will then be available will include book returns, browsing, call & collect book borrowing, digital access to PC's, employment and benefits advice, photocopying, printing and we will have an outreach service for those unable to attend the Library in person.

Macmillan cancer care will operate an information only service with helpline information available until further notice.

d) Name of officer completing assessment (signed and date)

Margaret O'Donnell, Kirsty McQuillan, Eileen Bell, Community Services Coordinators 6 July 2020, revised Helen Maclean 10th August 2020

e) Assessment Verified by (signed and date)

Norman Ferguson, Community Services Manager 22 July. 2020, revised Helen Maclean 10th August 2020, revised Helen Maclean 18^h March 2021.

d) Summary of geographic area impacts

Please use the tick boxes below to identify which areas of the city are potentially affected. You may also wish to flag if there are particular areas to be noted e.g. ward or local areas.

North East	<input type="checkbox"/>	North West	<input type="checkbox"/>	South	<input type="checkbox"/>	City wide	<input checked="" type="checkbox"/>
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Other area details:

2. GATHERING EVIDENCE & STAKEHOLDER ENGAGEMENT

The best approach to find out if a policy, etc is likely to impact positively or negatively on equality groups is to look at existing research, previous consultation recommendations, studies or consult with representatives of those groups. You should list below any data, consultations (previous relevant or future planned), or any relevant research or analysis that supports the Policy, Project, Service Reform or Budget Option being undertaken.

Please name any research, data, consultation or studies referred to for this assessment:	Please state if this reference refers to one or more of the protected characteristics:	Do you intend to set up your own consultation? If so, please list the main issues that you wish to address if the consultation is planned; or if consultation has been completed, please note the outcome(s) of consultation.
<p>The Glasgow Libraries Recovery strategy is based on multiple sources of reference, including</p> <ul style="list-style-type: none"> • Cushman and Wakefield’s “Recovery Readiness: A How-To Guide for Re-opening Your Workplace” (https://info.cushmanwakefield.com/l/263412/2020-04-20/2lpnkx), • Knight Frank’s “COVID-19 Office Re-Occupancy Roadmap” (https://www.knightfrank.co.uk/blog/2020/04/20/covid19-office-reoccupancy-roadmap), • Building Owners and Managers Association (BOMA) 	<p>Age Disability Race/Ethnicity Pregnancy/maternity</p> <p>The research and emerging guidance outlines measures which will be adopted to ensure safe access to public library services for all customers, with particular</p>	<p>There will be internal consultation on the strategy in addition to a review of external available guidance. This will be used to update the strategy with details of best practice and information from public health authorities.</p>

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<p>International's Guidance Document "Getting Back to Work: Preparing Buildings for Re-Entry amid Covid-19" (https://www.boma.org/BOMA/Research-Resources/3-BOMA-Spaces/Newsroom/Press_Room/2020/Getting_Back_to_Work.aspx),</p> <ul style="list-style-type: none">● Glasgow City Council social distancing in the workplace guidance● Discussions with Trade Unions● Scottish and UK Government ongoing guidance such as Venue Recovery Plan – Reopening & Readiness June 2020 COVID-19 and the Scottish Governments 5 phase roadmap out of lockdown● The World Health Organization (WHO), national health organisations,● Library Guidelines and Procedures published by the International Federation of Library Services.	<p>consideration to customers over 70 years old and any individual with underlying health conditions that mean they are more at risk of COVID-19. This could include disability or pregnancy.</p>	
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3. ASSESSMENT & DIFFERENTIAL IMPACTS

Use the table below to provide some **narrative** where you think the **Policy, Project, Service Reform or Budget Option** has either a positive impact (contributes to promoting equality or improving relations within an equality group) or a negative impact (could disadvantage them) and note the reason for the change in policy or the reason for policy development, based on the evidence you have collated.

Protected Characteristic	Specific Characteristics	Positive Impact (it could benefit an equality group)	Negative Impact – (it could disadvantage an equality group)	Socio Economic / Human Rights Impacts
SEX/ GENDER	Women	<p>The guidance and new practice seeks to minimise risk to anyone in contracting COVID-19.</p> <p>Some, albeit limited access due to reduced operating hours, to Glasgow libraries will be enabled.</p>	<p>Meeting and bookable spaces along with learning spaces will only be opened when future health advice and assessment deems that it is possible for physical distancing and compliance to be maintained. This will mean that learning services will not resume initially.</p> <p>All group sessions will not re-start upon initial opening of libraries. These afford not only opportunities for learning but for social interaction and cultural engagement. The e-library service will continue to host online activities in the meantime.</p> <p>Libraries will operate at reduced opening hours and customer capacity limiting the numbers who can attend.</p> <p>Wearing of masks will be required but for those with some conditions this may be uncomfortable and we will allow those in that category to not wear a mask.</p>	<p>Women and young families are particularly affected by economic aspects of COVID-19 and safety concerns may result in less visits to libraries where they can access free culture and useful information via reading materials etc.</p> <p>Access to free female sanitary products located within the toilets will alleviate the stigma and financial barriers faced by many women customers.</p> <p>Re-starting of employment and benefits advice services will assist those who need these services, and when restrictions ease these will once more be available in libraries.</p>

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				<p>Those requiring the library support service for Universal Credit applications will still not be able to access this service at present within Glasgow libraries. However, Glasgow Life is operating a telephone support service which enables this support to continue until such times as it can recommence in libraries.</p> <p>Geographic areas, building readiness, employability and health services and partner provision was prioritised in deciding which libraries were most needed by communities and would therefore initially re-open. These will re-open again as a first phase of planned library re-opening in 2021, but only initially for access for use of pre-booked computers (from 23/3/21). This will help alleviate digital exclusion.</p>
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				<p>Printing and photocopying will be free of charge initially at least in the 10 libraries which will open for pc access.</p> <p>Although we operate a free online library offer (which includes eBooks, eAudiobooks, eNewspapers, eMagazines, and activities such as BookBug, reading groups, book reviews and readings, promoted and accessible on social media platforms), for those without internet access due to constrained financial resources– these will not be an option for e-reading, cultural engagement, and accessing information during the period while some libraries remain closed. Once more libraries re-open this impact will be lessened.</p> <p>Varying or waiving fees and charges to customers, so that the financially disadvantaged do not face barriers accessing</p>
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				<p>the services e.g. fines and penalties.</p> <p>In relation to Article 27 (1) Everyone has the right freely to participate in the cultural life of the community – not all our opportunities for engaging in cultural /community activity will re-commence in the near future at least.</p> <p>Contact tracing protocols will be in place in line with NHS guidance. Customers will need to supply their name and contact details and some people may not be comfortable with this.</p>
	Men	As above	As above	<p>Re-starting of employment and benefits advice services will assist those who need these services, and when restrictions ease these will once more be available in libraries.</p> <p>Those requiring the</p>

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				<p>library support service for Universal Credit applications will still not be able to access this service at present within Glasgow libraries. However, Glasgow Life is operating a telephone support service which enables this support to continue until such times as it can recommence in libraries.</p> <p>Geographic areas, building readiness, employability and health services and partner provision was prioritised in deciding which libraries were most needed by communities and would therefore initially re-open. These will re-open again as the first phase of planned library re-opening in 2021, but only initially for access for use of pre-booked computers (from 23/3/21). This will help alleviate digital exclusion.</p> <p>Printing and photocopying will be free of charge initially at least in the 10 libraries which</p>
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				<p>will open for pc access.</p> <p>Although we operate a free online library offer (which includes eBooks, eAudiobooks, eNewspapers, eMagazines, and activities such as BookBug, reading groups, book reviews and readings, promoted and accessible on social media platforms), for those without internet access due to constrained financial resources– these will not be an option for e-reading, cultural engagement, and accessing information during the period while some libraries remain closed. Once more libraries re-open this impact will be lessened.</p> <p>Varying or waiving fees and charges to customers, so that the financially disadvantaged do not face barriers accessing the services e.g. fines and penalties.</p>
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				<p>In relation to Article 27 (1) Everyone has the right freely to participate in the cultural life of the community – not all our opportunities for engaging in cultural /community activity will re-commence in the near future at least.</p> <p>Contact tracing protocols will be in place in line with NHS guidance. Customers will need to supply their name and contact details and some people may not be comfortable with this.</p>
	Transgender	As above	As above	As above
RACE*	White	<p>As above</p> <p>Customer communication and notices will take into account communication needs, such as being provided in other languages</p>	<p>As above</p> <p>For those who do not feel confident in returning to a physical library service, the alternative e-library service has limited resources in community languages in comparison to the physical book and information collections.</p>	As above

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<p><i>Further information on the breakdown below each of these headings, as per census, is available here.</i></p> <p><i>For example Asian includes Chinese, Pakistani and Indian etc</i></p>	Mixed or Multiple Ethnic Groups	As above	As above	As above
	Asian	As above	<p>As above</p> <p>The South Asian population has been identified as being particularly vulnerable to the COVID 19 virus. Some libraries are situated in areas with a large South Asian population and customers may not feel comfortable in returning to public spaces and thus may not access the resources and services available.</p>	As above
	African	As above	<p>Meeting and bookable spaces along with learning spaces will only be opened when future health advice and assessment deems that it is possible for physical distancing and compliance to be maintained. This will mean that learning services will not resume initially.</p> <p>All group sessions will not re-start upon initial opening of libraries. These afford not only opportunities for learning but for social interaction and cultural engagement. The e-library service will continue to host online activities.</p> <p>Libraries will operate at reduced opening hours and customer capacity limiting the numbers who can attend.</p> <p>Wearing of masks will be required. For those with some conditions this may be uncomfortable and we will allow those in that category to not wear a mask.</p>	As above

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			<p>BME groups are disproportionately affected by COVID19 - this perhaps needs to be considered carefully.</p> <p>Free online e-books and audio books are available via our e-library service which may help those who can access online services. However, the alternative e-library service has limited resources in community languages in comparison to the physical book and information collections.</p>	
	Caribbean or Black	As above	As above	As above
	Other Ethnic Group	As above	<p>Meeting and bookable spaces along with learning spaces will only be opened when future health advice and assessment deems that it is possible for physical distancing and compliance to be maintained. This will mean that learning services will not resume initially.</p> <p>All group sessions will not re-start upon initial opening of libraries. These afford not only opportunities for learning but for social interaction and cultural engagement. The e-library service will continue to host online activities.</p> <p>Libraries will operate at reduced opening hours and customer capacity limiting the numbers who can attend. Free online e-books and audio books are available via our e-library service which may help those who can access online services. However, the alternative e-library service has limited resources in community languages in</p>	As above

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			<p>comparison to the physical book and information collections.</p> <p>Wearing of masks will be required. For those with some conditions this may be uncomfortable and we will allow those in that category to not wear a mask.</p> <p>Free online e-books and audio books are available via our e-library service which may help those who can access online services. However, the alternative e-library service has limited resources in community languages in comparison to the physical book and information collections.</p>	
DISABILITY	Physical disability	<p>The guidance seeks to minimise risk to anyone with a physical disability – particularly those with underlying health conditions who are deemed to be in the clinically vulnerable or extremely clinically vulnerable groups which makes them more at risk to COVID-19.</p> <p>Some, albeit limited access due to reduced operating hours, to Glasgow libraries will be enabled.</p>	<p>Meeting and bookable spaces along with learning spaces will only be opened when future health advice and assessment deems that it is possible for physical distancing and compliance to be maintained. This will mean that learning services will not resume initially.</p> <p>All group sessions will not re-start upon initial opening of libraries. These afford not only opportunities for learning but for social interaction and cultural engagement. The e-library service will continue to host online activities.</p> <p>Libraries will operate at reduced opening hours and customer capacity limiting the numbers who can attend. Free online e-books and audio books are available via our e-library service which may help those who can access online services.</p>	As above

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			<p>The Home Library Service could be an option to support older people so they do not need to access libraries.</p> <p>McMillan Cancer Support services will not be operating fully initially. Information resources will be in place. They have throughout the closure period provided online and telephone support services and these will continue.</p> <p>Removal of seating may make it difficult for some disabled people- particularly those with mobility problems - to use libraries. Similarly, the potential for queues forming outside the venues may cause difficulty for those who find standing difficult.</p> <p>Wearing of masks will be required. For those with some conditions this may be uncomfortable and we will allow those in that category to not wear a mask.</p>	
<p><i>A definition of disability under the Equality Act 2010 is available here.</i></p>	<p>Sensory Impairment (sight, hearing,)</p>	<p>As above</p>	<p>Meeting and bookable spaces along with learning spaces will only be opened when future health advice and assessment deems that it is possible for physical distancing and compliance to be maintained. This will mean that learning services will not resume initially.</p> <p>All group sessions will not re-start upon initial opening of libraries. These afford not only opportunities for learning, but for social interaction and cultural engagement. The e-library service will continue to host online activities.</p>	<p>As above</p>

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			<p>Libraries will operate at reduced opening hours and customer capacity limiting the numbers who can attend.</p> <p>Wearing of masks will be required. For those with some conditions this may be uncomfortable and we will allow those in that category to not wear a mask.</p> <p>Those with a visual impairment may find the new operational practice - particularly in relation to following signs and specified routes around a library - challenging and may not therefore attend.</p> <p>Free online e-audio books are available via our e-library service which may help those who can access online services</p> <p>Staff will where possible wearing clear visors, but on occasion be wearing masks to prevent infection when dealing with returned books. If any DEAF person or someone with a hearing impairment relies on lip reading they may find it difficult to communicate with that staff member. However, other staff will be on hand for any queries from customers.</p>	
	<p>Mental Health</p>	<p>As above</p>	<p>Meeting and bookable spaces along with learning spaces will only be opened when future health advice and assessment deems that it is possible for physical distancing and compliance to be maintained. This will mean that learning services will not resume initially.</p>	<p>As above</p>

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			<p>All group sessions will not re-start upon initial opening of libraries. These afford not only opportunities for learning but for social interaction and cultural engagement. The e-library service will continue to host online activities.</p> <p>Libraries will operate at reduced opening hours and customer capacity limiting the numbers who can attend.</p> <p>Wearing of masks will be required. For those with some conditions this may be uncomfortable and we will allow those in that category to not wear a mask.</p> <p>Deteriorating mental health has been an unfortunate consequence of the COVID 19 pandemic and if customers are feeling particularly anxious or vulnerable or have safety concerns regarding returning to public spaces they may not be able to access the mental health books/resources available in Glasgow libraries' collections.</p> <p>Free online e-books and e-audio books are available via our e-library service which may help those who can access online services.</p>	
	<p>Learning Disability</p>	<p>As above</p>	<p>Meeting and bookable spaces along with learning spaces will only be opened when future health advice and assessment deems that it is possible for physical distancing and compliance to be maintained. This will mean that learning services will not resume initially.</p> <p>All group sessions will not re-start upon initial opening of libraries. These afford not only</p>	<p>As above</p>

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			<p>opportunities for learning but for social interaction and cultural engagement. The e-library service will continue to host online activities.</p> <p>Libraries will operate at reduced opening hours and customer capacity limiting the numbers who can attend.</p> <p>Wearing of masks will be required. For those with some conditions this may be uncomfortable and we will allow those in that category to not wear a mask.</p> <p>Some customers may find the changes and guidance difficult to adhere to or understand and this requires clear communication and staff support. It is intended that staff will receive training on the new operating model including information on how best to support customers.</p> <p>Free online e-books and e-audio books are available via our e-library service which may help those who can access online services.</p>	
<p>LGBT</p>	<p>Lesbians</p>	<p>The guidance and new practice seeks to minimise risk to anyone in contracting COVID-19.</p> <p>Some, albeit limited access due to reduced operating hours, to Glasgow libraries will be enabled.</p>	<p>Meeting and bookable spaces along with learning spaces will only be opened when future health advice and assessment deems that it is possible for physical distancing and compliance to be maintained. This will mean that learning services will not resume initially.</p> <p>All group sessions will not re-start upon initial opening of libraries. These afford not only opportunities for learning but for social interaction and cultural engagement. The e-library service will continue to host</p>	<p>As above</p>

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			<p>online activities.</p> <p>Libraries will operate at reduced opening hours and customer capacity limiting the numbers who can attend.</p> <p>Wearing of masks will be required. For those with some conditions this may be uncomfortable and we will allow those in that category to not wear a mask.</p> <p>Free online e-books and e-audio books are available via our e-library service which may help those who can access online services.</p>	
	Gay Men	As above	As above	As above
	Bisexual	As above	As above	As above
AGE	Older People (60 +)	<p>As above</p> <p>The guidance/new operational practices seeks to minimise risk to anyone who is older than 70 years old as per UK Government advice for older people to take additional precautions.</p> <p>Some, albeit limited access due to reduced operating hours, to Glasgow libraries will be enabled.</p>	<p>As above</p> <p>Many of Glasgow's older population will have been shielding and experienced a protracted period of social isolation. Libraries are usually viewed as safe places and afford opportunities for social interaction. If this population group feels unconfident in returning to libraries they may continue to feel socially isolated.</p> <p>Home Library Service could be an option to support older people so they do not need to access libraries.</p> <p>Free online services are available for e-readers but many older people are not on-line or are not familiar with e-reading and accessing online content.</p>	As above

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			<p>Removal of seating may make it difficult for some older people to use the libraries.</p> <p>Similarly, the potential for queues forming outside the venues may cause difficulty for those who find standing difficult.</p>	
	<p style="text-align: center;">Younger People (16-25)</p>	<p>The guidance and new practice seeks to minimise risk to anyone in contracting COVID-19.</p> <p>Some, albeit limited access due to reduced operating hours, to Glasgow libraries will be enabled.</p>	<p>Meeting and bookable spaces along with learning spaces will only be opened when future health advice and assessment deems that it is possible for physical distancing and compliance to be maintained. This will mean that learning services will not resume initially.</p> <p>All group sessions will not re-start upon initial opening of libraries. These afford not only opportunities for learning but for social interaction and cultural engagement. The e-library service will continue to host online activities.</p> <p>Libraries will operate at reduced opening hours and customer capacity limiting the numbers who can attend.</p>	<p>As above</p> <p>The re-commencing of booking of computers followed at a later stage by employment and benefits advice within libraries, may be of particular benefit to young people who are unemployed.</p>

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			<p>Wearing of masks will be required. For those with some conditions this may be uncomfortable and we will allow those in that category to not wear a mask.</p>	
	Children (0-16)	As above	<p>Libraries will operate at reduced opening hours and customer capacity limiting the numbers who can attend.</p> <p>Physical group sessions within libraries unable to take place due to government guidelines.</p> <p>For those with online access there is a platform to bring activities i.e. Bookbug and storytelling to children to keep them engaging with library services.</p> <p>Wearing of masks will be required. For those with some conditions this may be uncomfortable and we will allow those in that category to not wear a mask. This does not apply to those aged under 5 years whom we do not require to wear a mask.</p> <p>Removal of children's furniture and seating in children's areas of libraries and halving of the number of personal computers will negatively impact children's learning opportunities.</p> <p>Any under 12 year olds must be accompanied by an adult (including using any of the 10 libraries which will operate from March for pre-booked PC use only). This will prevent independent access and curtail learning opportunities. In addition, there is some albeit anecdotal evidence that children may use libraries as safe space</p>	<p>Women and young families are particularly affected by economic aspects of COVID-19 – and re-opening of libraries will help alleviate this through access to culture and information via free borrowing of books and resources for those experiencing financial constraints once all libraries are open.</p> <p>Geographic areas, building readiness, employability and health services and partner provision was prioritised in deciding which libraries were most needed by communities and would therefore initially re-open. These will re-open again as the first phase of planned library re-opening in 2021, but only initially for access for use of pre-booked computers (from 23/3/21). This will help alleviate digital exclusion.</p>

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			<p>when experiencing difficult home lives.</p>	<p>Printing and photocopying will be free of charge initially at least in the 10 libraries which will open for pc access.</p> <p>Although we operate a free online library offer (which includes eBooks, eAudiobooks, eNewspapers, eMagazines, and activities such as BookBug, reading groups, book reviews and readings, promoted and accessible on social media platforms), for those without internet access due to constrained financial resources– these will not be an option for e-reading, cultural engagement, and accessing information during the period while some libraries remain closed. As more libraries re-open, this impact will be lessened.</p> <p>Varying or waiving fees and charges to customers, so that the financially disadvantaged do not face barriers accessing</p>
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				<p>the services e.g. fines and penalties.</p> <p>In relation to Article 27 (1) Everyone has the right freely to participate in the cultural life of the community – not all our opportunities for engaging in cultural /community activity will re-commence in the near future at least.</p> <p>The United Nations Convention on the Rights of the Child, Article 31 (leisure, play and culture) Every child has the right to relax, play and take part in a wide range of cultural and artistic activities.(Not all of our opportunities for engaging in culture, artistic activities and play will re-start due to limitations in holding group sessions</p> <p>Contact tracing protocols will be in place in line with NHS guidance. Customers will need to supply their name and contact details and some</p>
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				people may not be comfortable with this.
MARRIAGE & CIVIL PARTNERSHIP	Women	N/A	N/A	N/A
	Men	N/A	N/A	N/A
	Lesbians	N/A	N/A	N/A
	Gay Men	N/A	N/A	N/A
PREGNANCY & MATERNITY	Women	<p>The guidance and new practice seeks to minimise risk to anyone deemed at particular risk to COVID-19.</p> <p>Some, albeit limited access due to reduced operating hours, to Glasgow libraries will be enabled.</p> <p>This will allow women to obtain pregnancy/maternity advice via borrowing materials and use of computers.</p>	<p>Meeting and bookable spaces along with learning spaces will only be opened when future health advice and assessment deems that it is possible for physical distancing and compliance to be maintained. This will mean that learning services will not resume initially.</p> <p>All group sessions will not re-start upon initial opening of libraries. These afford not only opportunities for learning but for social interaction and cultural engagement. The e-library service will continue to host online activities.</p> <p>Libraries will operate at reduced opening hours and customer capacity limiting the numbers who can attend.</p> <p>Wearing of masks will be required. For those with some conditions this may be uncomfortable and we will allow those in that</p>	<p>Women and young families are particularly affected by economic aspects of COVID-19 - this perhaps needs to be considered carefully to encourage attendance and access to culture and information via free borrowing of books and resources for those experiencing financial constraints.</p> <p>Re-starting of employment and benefits advice services will assist those who need these services, and when restrictions ease these will once more be available in</p>

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			<p>category to not wear a mask.</p> <p>Pregnant women may feel less confident in visiting. Books on pregnancy and parenting are readily available in our libraries and mothers to be and new mothers may not access the reading material that they otherwise would have done.</p> <p>Free online e-books and audio books are available via our e-library service, however the stock is limited in comparison to the stock within libraries.</p>	<p>libraries.</p> <p>Those requiring the library support service for Universal Credit applications will still not be able to access this service at present within Glasgow libraries. However, Glasgow Life is operating a telephone support service which enables this support to continue until such times as it can recommence in libraries.</p> <p>Geographic areas, building readiness, employability and health services and partner provision was prioritised in deciding which libraries were most needed by communities and would therefore initially re-open. These will re-open again as the first phase of planned library re-opening in 2021, but only initially for access for use of pre-booked computers (from 23/3/21). This will help alleviate digital exclusion.</p> <p>Printing and</p>
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				<p>photocopying will be free of charge initially at least in the 10 libraries which will open for pc access.</p> <p>Although we operate a free online library offer (which includes eBooks, eAudiobooks, eNewspapers, eMagazines, and activities such as BookBug, reading groups, book reviews and readings, promoted and accessible on social media platforms), for those without internet access due to constrained financial resources– these will not be an option for e-reading, cultural engagement, and accessing information during the period while some libraries remain closed. As more libraries re-open this impact will be lessened.</p> <p>Varying or waiving fees and charges to customers, so that the financially disadvantaged do not face barriers accessing the services e.g. fines</p>
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				<p>and penalties.</p> <p>In relation to Article 27 (1) Everyone has the right freely to participate in the cultural life of the community – not all our opportunities for engaging in cultural /community activity will re-commence in the near future at least.</p> <p>Contact tracing protocols will be in place in line with NHS guidance. Customers will need to supply their name and contact details and some people may not be comfortable with this.</p>
<p>RELIGION & BELIEF** A list of religions used in the census is available here.</p>	<p>See note</p>	<p>The guidance and new practice seeks to minimise risk to anyone deemed at particular risk to COVID-19.</p> <p>Some, albeit limited access due to reduced operating hours, to Glasgow libraries will be enabled.</p>	<p>Meeting and bookable spaces along with learning spaces will only be opened when future health advice and assessment deems that it is possible for physical distancing and compliance to be maintained. This will mean that learning services will not resume initially.</p> <p>All group sessions will not re-start upon initial opening of libraries. These afford not only opportunities for learning but for social</p>	<p>Re-starting of employment and benefits advice services will assist those who need these services, and when restrictions ease these will once more be available in libraries.</p> <p>Those requiring the</p>

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		<p>This will be beneficial for those seeking to browse and borrow religious titles as the e-library stock on religion is limited.</p>	<p>interaction and cultural engagement. The e-library service will continue to host online activities.</p> <p>Libraries will operate at reduced opening hours and customer capacity limiting the numbers who can attend.</p> <p>Wearing of masks will be required. For those with some conditions this may be uncomfortable and we will allow those in that category to not wear a mask.</p>	<p>library support service for Universal Credit applications will still not be able to access this service at present within Glasgow libraries. However, Glasgow Life is operating a telephone support service which enables this support to continue until such times as it can recommence in libraries.</p> <p>Geographic areas, building readiness, employability and health services and partner provision was prioritised in deciding which libraries were most needed by communities and would therefore initially re-open. These will re-open again as the first phase of planned library re-opening in 2021, but only initially for access for use of pre-booked computers (from 23/3/21). This will help alleviate digital exclusion.</p> <p>Printing and photocopying will be free of charge initially at least</p>
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				<p>in the 10 libraries which will open for pc access.</p> <p>Although we operate a free online library offer (which includes eBooks, eAudiobooks, eNewspapers, eMagazines, and activities such as BookBug, reading groups, book reviews and readings, promoted and accessible on social media platforms), for those without internet access due to constrained financial resources– these will not be an option for e-reading, cultural engagement, and accessing information during the period while some libraries remain closed. As more re-open this impact will be lessened.</p> <p>Varying or waiving fees and charges to customers, so that the financially disadvantaged do not face barriers accessing the services e.g. fines and penalties.</p>
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				<p>In relation to Article 27 (1) Everyone has the right freely to participate in the cultural life of the community – not all our opportunities for engaging in cultural /community activity will re-commence in the near future at least.</p> <p>Contact tracing protocols will be in place in line with NHS guidance. Customers will need to supply their name and contact details and some people may not be comfortable with this.</p>
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* For reasons of brevity race is not an exhaustive list, and therefore please feel free to augment the list above where appropriate; to reflect the complexity of other racial identities.

** There are too many faith groups to provide a list, therefore, please input the faith group e.g. Muslims, Buddhists, Jews, Christians, Hindus, etc. Consider the different faith groups individually when considering positive or negative impacts. A list of religions used in the census is available [here](#).

Summary of Protected Characteristics Most Impacted

Most impacted would be :

AGE -those who are 60+ as this is a main age group of customers who access libraries.

RACE – BAME groups are particularly affected by COVID 19 and e-library service has a limited stock of reading material in community languages should customers not feel confident in returning to libraries.

DISABILITY – re- commencement of the Home Library Service may support those who cannot access libraries due to physical or mental disability.

PREGNANCY and MATERNITY - Pregnant women may not feel confident in returning to libraries.

Summary of Socio Economic Impacts

Fairer Scotland Duty - research indicates those facing socio-economic challenges may be disproportionately affected by COVID 19 and the scaled- down service especially in relation to employment and benefits advice may have some negative impact although this is partially mitigated by the free UC application telephone support service which is set to continue until it is safe for it to be located once more in libraries.

There is free online library services available – however, those without domestic internet access will be less likely to access this. The re-opening of 10 libraries for use of pre-booked computers and the phased re-opening of Glasgow libraries should ameliorate this.

Waiving of fines and printing charges in particular should help those in financial difficulties.

Services for employability and critical financial and welfare advice, will be available online and where possible in Libraries once deemed safe to operate. For example, Citizens Advice Bureau, Universal Credit, Jobs and Business Glasgow and Revenues and Benefits.

Summary of Human Rights Impacts

Potential human rights issue for those who access our services and become infected especially if adequate contact and tracing procedures are not put in place or adhered to rigorously. In addition, for contact tracing protocols customers will need to supply their name and contact details and some people may not be comfortable with this.

Slight impact possible in relation to **Article 27**

(1) Everyone has the right freely to participate in the cultural life of the community and **The United Nations Convention on the Rights of the Child, Article 31** (leisure, play and culture) Every child has the right to relax, play and take part in a wide range of cultural and artistic activities. – Not all our opportunities for engaging in cultural /community activity within libraries will re-commence in the near future at least.

Summary of Health Inequalities* Impacts

Please include reference to any protected characteristic group which may be affected in terms of health inequalities.

Also make reference to other groups that may potentially be affected – including people with drug problems, homeless people, care-experienced young people and carers. This is an indicative but not exhaustive list and any relevant groups along with the anticipated impacts should be noted.

Positive impacts in terms of health literacy with local libraries affording access to pc's and borrowing of materials relating to health conditions.

McMillan cancer information will be available in all libraries – however, the associated support service will still operate via telephone for the immediate future.

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Benefits and financial support services along with employment services will not initially operate until it is safe to do so and these services play a role in assisting people experiencing poverty - a significant social determinant of health inequality. However, telephone and online support will operate until these services can safely operate within libraries once more.

Positive impacts for those seeking employment with access to pc's.

Negative impact for the foreseeable future for those who wish to participate in learning programmes e.g. those seeking to upskill to help them in finding employment.

Positive impact for children and young people as access to pc's will help with learning.

Lack of group activities for the foreseeable future may have a negative effect on those who use libraries for social interaction – this is especially relevant for those experiencing social isolation and those who feel lonely.

*Health inequalities between people arise because of inequalities in society. Health inequalities are influenced by a wide range of factors, including access to education, employment and good housing; equitable access to healthcare; individuals' circumstances and behaviours, including lifestyle factors (e.g. diet), and income. These issues are known as the social determinants of health.

They are also influenced by levels of access to and participation in culture, learning, sport and physical activity opportunities.

Decisions made about Glasgow Life's policies, projects, service reforms and budget options have the potential to make a positive or negative difference to health. Particular attention should be paid to *not* making health inequalities worse. For example widening the gap between those experiencing more healthy years lived and those who fair worse. Our aim should be to reduce this gap and promote healthy equity in Glasgow.

4. OUTCOMES, ACTION & PUBLIC REPORTING

Screening Outcome	Yes /No Or / Not At This Stage
<p>Was a significant level of negative impact arising from the project, policy or strategy identified?</p>	<p>Yes</p> <p>However, within the guidance from the Scottish Government and public health authorities for safe operation we have sought where possible to minimise the negative outcomes identified.</p> <p>The planned phased re-opening of Glasgow libraries is helpful in allowing local communities in the city access to library services, albeit at this stage not all the activities and programmes will operate due to COVID restrictions.</p>
<p>Does the project, policy or strategy require to be amended to have a positive impact?</p>	<p>Not at this stage (Constrained in operational practice as adhering to Scottish</p>

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	Government COVID 19 guidance in relation to public spaces, however services will recommence when restrictions ease and on-line /telephone advice services will continue until that time)
Does a Full Impact Assessment need to be undertaken?	Not at this stage (See above)

Actions: Next Steps

(i.e. is there a strategic group that can monitor any future actions)

Further Action Required/ Action To Be Undertaken	Lead Officer and/or Lead Strategic Group	Timescale for Resolution of Negative Impact (s) / Delivery of Positive Impact (s)
<p>COVID 19 Libraries' recovery plans to be considered as a working document and be reviewed every 2 weeks (or more frequently as required) in line with emerging guidance from UK/Scottish Government and Public Health authorities.</p> <p>Access arrangements will be reviewed periodically with a view to mitigating any unforeseen negative impacts that can be addressed within the COVID 19 Scottish Government guidelines for safe operation of public buildings.</p>	<p>Infrastructure Support</p> <p>HR and Health and Safety to be involved in a working group that reviews and adapts the workplace arrangements regularly</p> <p>Building Transitions Group</p> <p>Norman Ferguson, Community Services Manager (Citywide Libraries Responsibility)</p>	<p>Suggest weekly meeting of a working group comprising Infrastructure Support, HR and Health and Safety.</p> <p>Building Transitions Group has now been convened as of 26/05/20 and meets regularly on a Tuesday.</p> <p>Libraries Operations and Development Group Meet Monthly to Review Operations and Developments for the City Libraries members; Community Services Manager, Library Operations Manager, Community Services Coordinator, Principal Librarian</p> <p>Area Vision for Glasgow Libraries Groups Meet Monthly members; Principal Librarian, Librarian, Community Services Coordinator, Community Services Officer, Community Services Supervisor</p>

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