

University Library

| | Key Issues to be addressed | Actions | Lead Responsibility | Timescale | Our target/outcome | Disability | Race | Gender | Age | Transgender | Sexual Orientation | Religion/Belief | Maternity Pregnancy |
|--|---|---|-----------------------------------|----------------|---|------------|------|--------|-----|-------------|--------------------|-----------------|---------------------|
| University Library – Staffing 2009-2012 | | | | | | | | | | | | | |
| 1 | To address the under-representation of staff from different groups and to increase diversity throughout the grades. | Monitor CILIP Encompass and similar initiatives, and note recommendations where appropriate. | Head of HR and Staff Development. | 2009-12 | Increase in the proportion of staff from under-represented groups. | X | X | X | X | X | X | X | X |
| 2 | To ensure that our managers understand issues of equality and diversity in their roles and incorporate good practice into their work. | Maintain and update equality and diversity awareness and practice of both managers and staff. | Head of HR and Staff Development. | 2009-12 | Equality and diversity awareness and practice, in line with University HR. | X | X | X | X | X | X | X | X |
| 3 | To increase the interest in library posts from under-represented applicants. | Work with colleagues in HR to raise awareness. | Head of HR and Staff Development. | 2009-12 | Increase in the number of under-represented applicants. | X | X | X | X | X | X | X | X |
| 4 | To improve the proportion of under-represented applicants reaching the shortlisting and appointment stage. | Incorporate the guidelines and processes of the University eRecruitment system into all future recruitment. | Head of HR and Staff Development. | 2009-12 | Increase in the proportion of under-represented applicants. | X | X | X | X | X | X | X | X |
| 5 | To improve the possibilities for progression through the grades within the Library structure. | Complete Workforce Development Plan to map out the mid- and long-term proposals for the structure of the Library's workforce. | Head of HR and Staff Development. | 2009-12 | Clearer and more regular progression of staff from the lower grades. | X | X | X | X | X | X | X | X |
| University Library – Services 2009 | | | | | | | | | | | | | |
| 1 | Library buildings have accessibility issues. | St George's Library now has automatic doors. | Head of Corporate Services | July 2009 | Statements about accessibility on Library website. | X | | | | | | | |
| 2 | Expectation that fines should be waived for dyslexic and visually impaired students and students with a mental | New lending policy introduced in September 2009 allows up to 20 renewals if book is not reserved. Self-service | Head of Customer Services | September 2009 | Extended loans service in place, multiple online renewal and pre-overdues service in place. | X | | | | | | | |

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| 2 | Support for students and an awareness of emerging technologies in order to support the use of assistive software. | Work with CiCS to establish procedures and develop training for supporting use of software and acquisition of new technologies and equipment where appropriate. | Head of Service Development/CiCS. | Software acquired September 2009. Full service from December 2009. | Assistive software fully operational with support from IC staff in its use. | X | | | | | | | |
| 3 | Improve accessibility to and security of the Western Bank Library. | Make improvements to the lift to enable access to all levels. | Head of Corporate Services. | February 2010 | Western Bank Library fully accessible. Accessibility statement on website. | X | | | | | | | |
| | | Improve the lighting and create more open space on the lower levels and provide female customers with personal alarms. | | | Western Bank Library environment perceived as less threatening, especially by female customers | | | X | | | | | |
| 4 | Manage impact of religious holidays or festivals on service provision to customers. | Ensure service point managers pro-actively manage the rotas to accommodate staff wishing to observe religious holidays or festivals. | Head of Customer Services. | 2009-2012 | Service points able to accommodate impact. | | | | | | | X | |
| 5 | Library catalogue and e-resources not accessible to dyslexic and partially sighted customers. | Library will be introducing a new version of the catalogue in 2010. This new version will be equality impact assessed to ensure it is accessible to all customers. | Head of Collections and e-Strategy. | April 2010 | Fully accessible Library catalogue | X | | | | | | | |
| 6 | Students with a mental health difficulty need a room for mentoring, or for private study. | Identify potential options and take account of this need in future space planning. | Information Commons Manager. | January 2010 | Room available in the Information Commons, bookable by mentors. | X | | | | | | | |

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| 7 | Use of toilets by transgender customers | Review options for securing unisex accessible toilets. | Head of Corporate Services. | September 2010 | Appropriate facilities in place. | | | | | X | | | |
| 8 | Cultural awareness – students behaving according to their own culture – e.g. towards women at service points. | Library and Student Services work together to promote cultural awareness for Library staff. | Head of HR and Staff Development | 2009-2012 | Cultural awareness session held for Library staff. | | X | X | | | | X | |