

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	