

# Suffolk's Libraries IPS

The Industrial & Provident Society Limited enabling county-wide library services supported by Suffolk County Council

## OPEN BOARD MEETING MINUTES

Title of Meeting	Suffolk Libraries IPS - Board Meeting
Date	20 <sup>th</sup> March 2014
Place	Room 3, Castle Hill Community Centre
Time	12.00pm – 2.00pm
Attendees	Tony Brown (Chair), Sylvia Knights (Vice Chair), Anne Mallalieu (Honorary Secretary), Alison Wheeler (General Manager), Sue Buck, Jonathan Ogden, Bob Roberts, Stephen Taylor (SCC), Richard Hunt (SCC), Cllr Beccy Hopfensperger (SCC), Charlotte Clark, Marion Harvey
Invited	Nikki Sturmey (Clerk to the Board), James Hargrave (IT Manager), Kate Lacey (Business & Performance Manager), Daniel Harvey (Community Lead), Krystal Vittles (Libraries Innovation and Development Manager), Rob Francis (OPM – Items 1-4 only)

		Action
1.	<p><b><u>Welcome and Apologies</u></b></p> <p>Cllr Beccy Hopfensperger, Nikki Sturmey, Charlotte Clark</p> <p>The Chair announced the resignation of Director, Sue Brotherwood, from the Board.</p>	
2.	<p><b><u>Declarations of Interest</u></b></p> <p>There were no declarations of interest.</p>	
3.	<p><b><u>Edge Award</u></b></p> <p>The Chair thanked everyone who had helped towards the EDGE Award in the digital category for the Get Connected initiative.</p>	
4.	<p><b><u>Office of Public Management Feedback</u></b></p> <p>Rob Francis (RF) explained that he had worked with several members of Suffolk Libraries looking at rural libraries. He had worked with eight library services with rural areas doing workshops and had then undertaken research on a question raised by each library service. For Suffolk this question had been what could the opportunities be for developing libraries in rural areas as a hub for young people including through partnerships with organisations?</p> <p>He said that there had been several themes: technology based, social activity</p>	

	<p>based, skills based and governance base. He went on to describe several projects both in the UK and overseas and then said there were several areas to think about: most examples are in urban areas, moving resources about, the physical layout of libraries and having dedicated time slots in libraries.</p> <p>RF said he believed the way forward is to have a social place and productive place that is not a youth club or classroom but more like a workshop, a place where digital technologies are available and a place for making connections, ideas and projects (market spaces).</p> <p>He said to get started the project needed an ideas farm style event with support from local young people to grow ideas and suggested building a dragons den pitch and supporting ideas interactively.</p> <p>RH said that this fitted the SCC key agenda and Suffolk Libraries should think about working with UCS on this.</p> <p>RF said that libraries lent themselves to a rural hub saying that where activities cannot be run in many places they can in libraries.</p>	
5.	<p><b><u>Minutes of the previous meeting</u></b></p> <p>The Libraries, Innovation and Development Manager corrected that in Section 7 she had been working with CLSD.</p> <p><b><u>Matters Arising</u></b></p> <p>SK reported that the Halesworth Community Group had been advised on correct procedure and that the trustees had not been completely aware of all they had signed up to.</p>	
6.	<p><b><u>Decisions</u></b></p> <p><b>Community Groups:</b> Applications to join the Society were received from Clare, Rosehill and Stoke Community Groups. All were accepted.</p> <p><b>Updated Standing Orders:</b> Amendments to the Standing Orders had been applied; these were accepted and the new version was adopted.</p> <p><b>Updated Financial Regulations:</b> Amendments to the Financial Regulations had been applied; these were accepted and the new version was adopted.</p>	
7.	<p><b><u>Update from Board Committees</u></b></p> <p><b>Staffing Committee:</b> SB briefed the meeting that UNISON had been consulted on the Pay and Reward Scheme and it was to be put to the Board at that meeting. The Staffing Strategy was progressing.</p> <p>She said that the Committee were now monitoring training and the training budget and would continue to do so.</p>	

	<p>She explained that UNISON had attended the last Committee meeting with a request to be recognised for new employees. UNISON had also given their formal response to the Pay and Reward Scheme. This is under review.</p> <p><b>Governance Committee:</b> SK said that Standing Orders had been updated and that there had been discussion around community group meetings and doing smaller hub meetings around the County as well as the general meetings. It was felt this would encourage networking, the exchanging of ideas and give them the opportunity to work together.</p> <p>She said that for the AGM it was hoped to get feedback and case studies for inclusion in the annual report.</p> <p>She went on to say that the Communities Lead was working further on a membership strategy.</p> <p><b>Finance and Audit Committee:</b> SK said that the committee had talked about the sustainability of SLS. The General Manager said that this could take one of two directions: that it would revert to SCC and become part of Schools Choice or Suffolk Libraries review how to make it a more sustainable service. She said that Suffolk Libraries was in dialogue with School Choice and SCC. ST said that he had a meeting the following day with the SCC lead and was supportive of the return of SLS to SCC.</p> <p>SK said that an idea to have petty cash had been withdrawn on the advice of the Finance Manager. She went on to say that the Committee were now getting information on aged debtors, particularly looking at money outstanding through the Spydus system; it was planned to hold a book amnesty probably to coincide with the Summer Reading Challenge to try to recover some of the lost and missing book stock.</p>	
<p>8.</p>	<p><b><u>Management Report</u></b></p> <p>The General Manager briefed the Board on the quite considerable amount of work being done to achieve and deliver all of the current projects. SK said that Finance and Audit Committee had said that they approve additional expenditure on short term support.</p> <p>SK announced that Bungay had received a bequest for £23,500 from a customer. ST said that there was advice available on how to talk to people about remembering you in their will.</p>	
<p>9.</p>	<p><b><u>Management Account</u></b></p> <p>The General Manager described the Management Accounts for February 2014. She said that the library income was slightly down which was due to an increase in e-book downloads and a corresponding decrease in print book loans. She said that the downloads disappear from the e-reader after three weeks so there is no overdue fine, and with the decrease in print book loans there is a corresponding</p>	

	<p>decrease in fines.</p> <p>The total service was showing a surplus for the month of £40,000. There was an overall forecast deficit of £95,000.</p> <p>Members of the Board were encouraged to present their claims by the end of the financial year.</p>	
10.	<p><b><u>Business Development and Future Strategy</u></b></p> <p>The Libraries Innovation and Development Manager tabled the headlines to have come from the round table of the Society's current position. She said the 2020 strategy would outline the Society's offer strands, who the Society was to work with to achieve the vision, who was to be specifically targeted, the physical space needed to deliver the service and the resources needed to sustain the service.</p> <p>She then went on to describe the offer as delivering the core offer to all people, libraries as the cultural broker, enabling learning, skills and employment, libraries at the center of well-being for the community, libraries as providers of entertainment and expanding support to become business enablers.</p> <p>The Chair said that the six strands were very coherent with what the Society has always done. The Libraries Innovation and Development Manager said that she was working with ST to commission market research.</p> <p>The General Manager said that at the last meeting Cllr Hopfensperger had attended she had encouraged Suffolk Libraries to help deliver services with an SCC focus.</p>	
11.	<p><b><u>Pay and Reward</u></b></p> <p>The General Manager briefed the Board that the Pay and Reward Scheme had been developed by the working group led by SB. The proposal had been to UNISON for consultation and they had made comments on the proposals.</p> <p>It was proposed that the scheme be approved in two tranches, the first being the universal ward of a 1% pay rise to be effective from 1 April 2014, interest free loans for season tickets or parking tickets, a percentage share of any surplus, free loan of CDs and DVDs and the introduction of a benefits scheme through KAARP.</p> <p>The second tranche being the reward scheme with further work to be done by the working group to produce open and clear guidelines for its implementation and use.</p> <p>This was passed unanimously.</p>	
12.	<p><b><u>Any Other Business</u></b></p> <p><b>IT Refresh Problems:</b> The IT Manager said that the staff PC refresh had only refreshed boxes, however, as each had been costed at £800 it was believed that this included the cost of the mouse, keyboard and monitor as well. He said the</p>	

	<p>public refresh needed to have everything included. ST said that £800 had been the catalogue price with the expectation that it included all parts and felt that this had been a communication problem.</p> <p>The IT Manager that the staff 'point of sale' computers looked dreadful when customers came in. The Chair asked ST to clarify what was to be refreshed in the public refresh.</p> <p>The General Manager said that IT problems were affecting the libraries contractual performance. The previous weekend Suffolk Libraries had been told that all the IT service would be off for maintenance, however they were switched on on that Saturday but the library service was not informed. She asked ST to take this into consideration as the service could not always do what it wanted to do.</p> <p>SK asked the IT Manager about the e-mail change date. He said that about six weeks previously CSD/SCC had said they were turning off the remote access e-mail. Many staff had business critical need of it. SCC had given approval for a partial migration of service but this would have only been an interim fix. CSD declined to do this, then Suffolk Libraries were told to migrate all users to Office 365 by the end of March. There was no dialogue and CSD said they had more important work to do.</p> <p>The Chair said to ST that there was a shared incentive to talk to CSD adding that Suffolk Libraries was being seriously disadvantaged. He suggested moving this forward outside the meeting. He thanked the IT Manager for all his work.</p> <p>ST said that Suffolk Libraries had done a superb job of moving away from central services.</p> <p><b>Seighart Review Evidence:</b> The General Manager asked if all members of the Board were in agreement with the proposal. They unanimously agreed to its submission.</p> <p><b>Board Vacancy:</b> TB said that a recent resignation from the Board required the recruitment of a new member. He said that there was an agreed process for this recruitment and that two new members were being sought. He said that he would be writing to all members to get nominations and that current Board members would be available for informal consultation with those interested. He said that one or two new Directors would be appointed at the next Board Meeting and that he hoped they would be filled from within the membership.</p>	
<p>13.</p>	<p><b><u>Date of Next Meeting:</u></b></p> <p>The next meeting will take place on Thursday 29<sup>th</sup> May, 2014 at Castle Hill Community Centre, Ipswich.</p>	