

# 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	29 <sup>th</sup> May 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.	<b><u>Welcome and Apologies</u></b>  Apologies were received from Marion Harvey, Charlotte Clark and Cllr Beccy Hopfensperger.	
2.	<b><u>Declarations of Interest</u></b>  There were no declarations of interest.	
3.	<b><u>Minutes of previous meeting (20<sup>th</sup> March 2014)</u></b>  These were agreed as a true and accurate account of discussions.  <b><u>Matters Arising</u></b>  <b>4. Office of Public Management DEFRA Report</b> This report has been handed to the commissioning government and member groups.  <b>7. Update from Committees, Governance</b> AGM: Brief statements are currently being received from libraries for the Annual Report.  <b>11. Pay and Reward – Reward Scheme</b> The on-line form is ready to test and it is expected this will be available for 1 <sup>st</sup> July 2014.	

	<p><b>12. Board Vacancy</b></p> <p>Due to the resignation of Sue Brotherwood the Board have invited 2 applicants to join as Directors of Suffolk Libraries. This matter was discussed in the closed meeting where previous experience and skills were marked against the specified needs of the Board. The two members invited to join the Board until the AGM are:</p> <ul style="list-style-type: none"> <li>• Colin Rockall (Lavenham)</li> <li>• John Fisher (Saxmundham)</li> </ul> <p>An induction process will be arranged for the two new Directors and they will be invited to all Committee and Board meetings prior to the AGM in September, where they will stand down.</p> <p>With their varied previous roles, both Colin and John will bring huge experience and strong skills to the Board.</p>	
<p><b>4.</b></p>	<p><b><u>Decisions</u></b></p> <p><b>1. Friends of Chantry Library Membership Application</b> This application was discussed and accepted unanimously.</p> <p><b>2. Library Rights Appeals Process</b> Recent activity has shown the need for Suffolk Libraries to have an appeals process in place should a person have their right to use a library withdrawn and question this decision. This was discussed at the Governance Committee and brought to the Board for agreement. Richard Hunt confirmed that SCC still holds some legal accountability in relation to Suffolk Libraries and would like the SCC Legal team to check this document. It could be recommended that SCC hands this legal obligation to Suffolk Libraries in the future.</p> <p><b>3. General Managers Role Profile</b> Due to the evolving and demanding role of the General Manager this document was reviewed and amended by the Staffing Committee to include additional aspects of this role including consultancy with other library services. This document can also be used as a tool for succession planning. This was agreed by the Board.</p> <p><b>4. Leadership Development Programme</b> The process of shortlisting and choosing the provider was fully explained and the Board was recommended to support and endorse the chosen provider, The Lighthouse Group, for the Society's Leadership Programme and to mandate the General Manager to work with her team to design and then implement the programme for the Society.</p> <p>This was proposed by Sylvia Knights and seconded by Anne Mallalieu.</p> <p>It is expected that this programme will commence in September 2014.</p> <p>The Lighthouse Project also offer the Institute of Leadership and Management (ILM) Level 5 qualification and it is being investigated whether we this can also be offered to staff. The cost is currently £250 unit cost per head which interested staff</p>	

	will be asked to contribute to.	
5.	<p><b><u>Updates from Board Committees</u></b></p> <p><b>Staffing Committee</b></p> <p>Sue Buck, Chair of the Staffing Committee, gave the following updates:</p> <p>Status and purpose of the Staff Advisory Group: the current members flagged to the Chair of the Staffing Committee that their term ends at the AGM in September and requested a decision whether this group was still required. The Board unanimously agreed the need for this group to continue and Marion Harvey and Charlotte Clarke will, again be offered observer status at Board meetings. The General Manager will meet with them both to discuss the future.</p> <p>Pay and Reward: the online forms for staff rewards will be available online on 1<sup>st</sup> July 2014.</p> <p>HR Plan: The HR team are currently working on this and the HR Manager will be providing this document for the July meeting of the Staffing Committee.</p> <p><b>Governance</b></p> <p>Sylvia Knights, Chair of the Governance Committee, gave the following updates:</p> <p>Community Groups: New style Community Forums have taken place recently, where information giving and ideas sharing were central to the agenda and the feedback from both members and Directors has been very positive.</p> <p>Fundraising: Community Groups have been given a paper which gives them advice and tips on how to approach fundraising for their groups.</p> <p>Members Extranet: This is now available for Community Groups offering advice, templates and discussion.</p> <p>The Chair also mentioned that Board Recruitment and Rights of Appeal had been discussed and complimented the huge amount of work the Community Libraries Team and Member Groups had completed.</p> <p>Richard Hunt commented that as the Community Groups develop and evolve they fit more with the Local Area Coordination Programme and are a vital, strategic, resource for linking in with the SCC strategies.</p> <p><b>Finance and Audit</b></p> <p>Sylvia Knights, Chair of the Finance and Audit Committee, gave the following updates:</p> <p>The Finance and Audit meeting was a very long and productive meeting. The committee are looking at identifying individual branch income and spent a long time going through the budget document provided by the Finance Manager. Thanks were passed to the Finance Manager and General Manager for identifying costs,</p>	AW

	<p>savings and creating income.</p> <p>Larking Gowen, the auditors, spent last week at County Library to go through the figures for last year and their verdict was very good.</p> <p>The Society's reserves need to be addressed. The Business and Performance Manager will produce a paper for the next Finance and Audit Committee which will be brought to the next Board meeting.</p>	KL
6.	<p><b><u>Management Report</u></b></p> <p>The management report included updates on the following:</p> <ul style="list-style-type: none"> <li>• Projects and performance</li> <li>• Staffing update</li> <li>• Community Libraries</li> <li>• Initiatives</li> <li>• Developments and Innovation</li> <li>• Safety and Equalities</li> </ul> <p>The General Manager highlighted the following:</p> <p>Projects and Performance: this grid of work shows the huge amount of tasks and projects the Central Office Team are working on.</p> <p>Staffing update: when Suffolk Libraries was within SCC there was a FTE absence of 7 days per person. This figure is now sitting at under 3 days per person and is testament to the work the HR team have completed to help Managers deal with staff absence more confidently.</p> <p>James Powell, Marketing and Communications Manager, gave an update on the launch of the new library cards on Friday last week at Great Cornard Library. This story has been featured in the local press. There has also been lots of interest in the letter Krystal Vittles found in a library book which has, to date, received 21,000 hits.</p> <p>The One Show from BBC were due to film at the Saxmundham Library Walking Book Group last night but were unable to get there because of traffic issues. The Marketing and Communications Manager will contact them to re-arrange.</p> <p><b>Strategy Update</b></p> <p>Krystal Vittles, the Libraries Innovation Manager, presented the Strategy Update document to the Board. This first part of the strategy is nearly complete and Krystal asked Board members to give her feedback prior to the next Board meeting. This can then be adopted at this meeting.</p> <p>The second part of the strategy will be looking at actions which will arise from market research which is being completed for us by Eric Orme of Cultural Intelligence. Eric is specifically concentrating on vulnerable groups and will draw out headings from his findings.</p>	

	<p>The final, agreed paper will be taken to the AGM and presented as the strategy for the future of Suffolk Libraries.</p> <p>Richard Hunt mentioned that Cllr Hopfensperger might want to showcase this as a Cabinet Report (for the Cabinet meeting in September) in addition to parts of the Annual Report. He will Suggest this to Cllr Hopfensperger.</p> <p>The Board congratulated and thanked both James and Krystal for their hard work.</p>	RH
7.	<p><b><u>Management Accounts</u></b></p> <p>The Business and Development Manager highlighted the following points from the Management Accounts report:</p> <p>The current budget shows that the actual total is 10k adrift from the budget. This is income from HMP and Schools Library Service so will be adjusted for next month.</p> <p>The other highlights were:</p> <p>Direct Library Service Costs: currently 4k under budget – there has been some delay in receiving invoices from SCC, this underspend will be made up during May.</p> <p>Property Costs: currently 3k under budget – there has been very little spend on maintenance and when possible local contractors are being used.</p> <p>Support Services: currently 5k under budget – spend has been below budget on travel costs, IT and training.</p> <p>As a total costs are under budget by 14k in the first month however, it should be kept in mind that some costs do not come in on a monthly basis and future months may be over budget in some areas.</p>	
8.	<p><b><u>Directors Packs</u></b></p> <p>The updated Directors Packs were given out to the Board.</p> <p>Thanks was given to all those who contributed.</p>	
9.	<p><b><u>AGM Update</u></b></p> <p>The Clerk to the Board gave the following update on the plans for the AGM on 11<sup>th</sup> September 2014 :</p> <p>Sponsorship – letters to suppliers have been sent out last week to request sponsorship for this event. Currently £200 has been promised and we are awaiting responses from other providers.</p> <p>Speaker – we are delighted to announce that William Seighart has confirmed he</p>	

	<p>will speak at the AGM.</p> <p>Venue – The Cookhouse at Suffolk Food Halls in Wherstead is the venue for the AGM this year.</p> <p>Mobile Library – we have arranged for a Mobile Library to be parked at the venue whilst the AGMN is running so members are able to take a look around and see what we offer.</p> <p>The General Manager will write to William Seighart and suggest a brief for his speech.</p> <p>The Annual Report is currently being written and a draft will be available soon.</p>	<b>AW</b>
<b>10.</b>	<p><b><u>Any Other Business</u></b></p> <p>Kent County Council will be visiting the General Manager tomorrow to discuss the divestment of Libraries.</p>	
<b>12.</b>	<p><b><u>Date of Next Meeting:</u></b></p> <p>The next meeting will take place on Thursday 31<sup>st</sup> July, 2014 at Castle Hill Community Centre, Ipswich.</p>	