

# 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	Main Hall, 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, Colin Rockall, John Fisher, Stephen Taylor (SCC), Richard Hunt (SCC), Cllr Beccy Hopfensperger (SCC), Charlotte Clark, Marion Harvey
Invited	Nikki Sturmeay (Clerk to the Board), James Hargrave (IT Manager), Kate Lacey (Business & Performance Manager), Daniel Harvey (Community Lead), Krystal Vittles (Libraries Innovation and Development Manager), Paula Phelan (HR Manager), Paul Cunningham (SLS Manager), Mandy Wilkinson (Finance Manager), James Powell (Marketing & Communications Manager), Luke Morris (Larking Gowen – item 3 only)

		Action
1.	<p><b><u>Welcome and Apologies</u></b></p> <p>Apologies were received from Tony Brown.</p> <p>The Vice Chair welcomed both Colin Rockall and John Fisher to their first Board meeting.</p>	
2.	<p><b><u>Declarations of Interest</u></b></p> <p>Jonathan Ogden declared an interest in Item 3 (formal Adoption and Sign Off of Annual Accounts for 2013/14) in his role as a Town Councilor for Kesgrave.</p>	
3.	<p><b><u>Formal Adoption and Sign Off of Annual Accounts for 2013/14</u></b></p> <p>Luke Morris of Larking Gowen confirmed that the audit process is complete and the audit report is clean. The Board agreed the accounts and they were formally signed on behalf of the organisation by the Vice Chair, Sylvia Knights.</p> <p>The Vice Chair thanked both Luke Morris and his team at Larking Gowen and the Finance Manager and her team for all their hard work in preparing these accounts.</p> <p>Luke Morris left the meeting.</p>	

<p>4.</p>	<p><b><u>Minutes of previous meeting (29<sup>th</sup> May 2014)</u></b></p> <p>These were agreed as a true and accurate account of discussions.</p> <p><b><u>Matters Arising</u></b></p> <p><b><u>Library Rights Appeals Process</u></b></p> <p>This has been discussed with SCC and they have confirmed that they are happy that Suffolk Libraries deals with this.</p>	
<p>5.</p>	<p><b><u>Decisions</u></b></p> <p><b>1. Great Cornard Library Membership Application</b> This application was discussed and accepted unanimously.</p> <p><b>2. Bury Library Membership Application</b> This application was discussed and accepted unanimously, subject to receiving bank account details.</p> <p><b>3. IT Paper – options</b> Suffolk Libraries is at a critical point where it needs to consider what IT services it either procures or brings in-house for the future. It was agreed that an options appraisal be conducted. This was proposed by SK and seconded by SB. The Board approved unanimously.</p> <p>The IT Staff review was also discussed and it was agreed that this would be dependent upon the options appraisal outcomes. RH confirmed that the cost for this could be wrapped up in the contract sum negotiations.</p> <p>The IT Manager confirmed he would now proceed with development work and proposals to allow the Board to make decisions to take this forward.</p> <p><b>4. Staff Survey Follow-Up</b></p> <p>The Staff Survey follow-up, as discussed at the Staffing Committee meeting was discussed which included the summary of data, the analysis of feedback and the Board’s response.</p> <p>The General Manager will share this with staff tomorrow. This will also be discussed at the Senior Managers Away Day and added to the Business Plan.</p> <p>SK proposed to adopt this paper, AM seconded, and the Board were in full agreement.</p> <p><b>5. Capital Works</b></p> <p>This paper recommended the following:</p> <ul style="list-style-type: none"> <li>• Confirm the Society’s intent to invest in the infrastructure and some remodeling of Ipswich County Library to develop an enterprise and innovation zone.</li> </ul>	

	<ul style="list-style-type: none"> <li>• Confirm the Society’s intent to invest in a software development project to improve the customer experience for Suffolk Library users and to sell on to other library services.</li> <li>• Mandate the General Manager to apply to SCC for the capital funding for these two projects from the Suffolk Libraries reserves.</li> </ul> <p>The General Manager explained that NPS are currently putting together a quote for the building work and the Web Manager is starting to work on the new software development.</p> <p>The Board were in full agreement and the SCC Commissioner stated he was supportive of this.</p> <p><b>6. Evaluation Panel</b></p> <p>This paper recommended the delegation to design an Evaluation Panel to evaluate changes to job roles or the creation of new job roles to the General Manager. This panel would then feed-in recommendations to the Staffing Committee and Board for approval.</p> <p>The Board were in full agreement.</p>	
<p><b>6.</b></p>	<p><b><u>Updates from Board Committees</u></b></p> <p><b>1. Staffing Committee</b></p> <p>In addition to the staff survey and the IT Team restructure which had already been discussed the Chair of the Staffing Committee gave the following update:</p> <p><b>Reward Scheme</b> This is now up and running (as of 1<sup>st</sup> July) and 29 staff have received a reward as a result of this.</p> <p><b>Leadership Programme</b> This new programme launches on Monday at Suffolk Food Halls.</p> <p><b>Living Wage</b> The decision has been made to introduce the living wage to staff in a phased process.</p> <p><b>Front-line Job Role Profile</b> This has been agreed by the Staffing Committee and UNISON and will be introduced shortly.</p> <p><b>2. Governance</b></p> <p>The Chair of the Governance Committee was delighted that the Society now has 44 groups as members.</p> <p><b>Community Groups Meetings</b> The Community Team Lead confirmed that he is in the early stages of planning for the next Community Group meetings which will take place in October. Training will be provided for members in: applying for funding and social media/marketing.</p> <p><b>Mobile Libraries</b> Mobile libraries are planning to link up with the Rural Coffee Caravan and Suffolk Family Carers to increase their offer.</p>	

	<p><b>AGM</b> The Clerk to the Board gave an update on the arrangements for the forthcoming AGM which are all on time and going to plan.</p> <p><b>3. Finance and Audit</b></p> <p>The Chair of the F&amp;A Committee gave an update on the recent meeting and asked the Board to adopt the following policies:</p> <p><b>CCTV Policy</b> This policy refers to the code of practice and procedures followed by Suffolk Libraries. It was confirmed that this process is data compliant. The Board agreed to adopt this policy.</p> <p><b>Environment Policy</b> This policy underpins how Suffolk Libraries supports SCC's endeavor to improve the environment in Suffolk by monitoring progress in increasing recycling in libraries, fuel used in mobile libraries and reducing energy. The Board agreed to adopt this paper.</p> <p>Both of these policies will be reviewed annually.</p> <p>The Compliance Manager and the Library Manager of County Library have recently won a Bronze Award for their environmental work.</p>	
7.	<p><b><u>Management Report and Future Strategy</u></b></p> <p><b><u>Management Report</u></b></p> <p>In addition to the report tabled the General Manager updated the Board on current news:</p> <p><b>100 Mutuels Club</b> Suffolk Libraries have been invited to become a member of the Cabinet Office 100 Mutuels Club which is a huge plaudit.</p> <p><b>John Lewis</b> Suffolk Libraries have started working with John Lewis in 'Get Connected' events where John Lewis staff have been at the events to promote e-readers and tablets and show library users how to use them. This relationship has now progressed to a further plan to involve John Lewis staff in joint Community projects and to host and sponsor an event in their restaurant at their store in Ipswich.</p> <p><b>Arts Council Bid</b> The General Manager confirmed that Suffolk Libraries have been successful in their bid to the Arts Council for funding to involve digital visions promoting arts. Jayne Knights of SCC was thanked for all of her work and assistance in writing the bid.</p>	

	<p><b><u>Strategy</u></b></p> <p>The Libraries and Innovation Manager presented the updated Strategy document to the Board and confirmed that Eric Orme from Cultural Intelligence will feedback his findings in August.</p> <p>The Vice Chair thanked her for a superb piece of work adding that the tone of this paper portrays Suffolk Libraries very well.</p> <p>The Board appreciates all the work being completed to develop the service and formally adopted the Strategy document.</p>	
<p><b>8.</b></p>	<p><b><u>Management Accounts</u></b></p> <p>The Business and Performance Manager gave the following highlights of the report:</p> <ol style="list-style-type: none"> <li>1. The budget deficit of 151K is as per the original budget. A reforecast to year end is being undertaken in July and it is projected at this time that the deficit will reduce.</li> <li>2. Employee costs – these costs are 1K over budget in this period with the year to date figure showing as 19K under budget. This is due to the A and B Library Managers using less relief staff.</li> <li>3. Support Services – these are over budget in the month by 19K and year to date by 23K. This is due to the cost of market research being undertaken at a cost of 12K. 6K of income will be received from SCC to assist with this.</li> <li>4. Library Income – the results for the month are under budget by 15K and year to date 19K. Income for room hire and equipment is under budget as this was set optimistically. Library fines and charges are down by 4K in Quarter 1.</li> </ol> <p>Overall it is good to report that the first Quarter has been achieved below budget and the continued control of costs will be reflected in the up-coming forecast.</p>	
<p><b>9.</b></p>	<p><b><u>SL Reserves – designation</u></b></p> <p>At the launch of Suffolk Libraries there was a surplus fund belonging to the stock unit which came to over the IPS at a value of 240K.</p> <p>This was designated as a restrictive fund at the beginning of trading which meant that it could not be used to meet the running costs of Suffolk Libraries and that any purpose the fund was used for had to be verified with SCC before it could be implemented.</p> <p>There has been no call on the fund during the first 20 months of trading and the accounting system and procedures have been through two audits successfully. All 240K of the fund remains intact.</p> <p>At the advice of Larking Gowen (Auditors) it is now proposed that the fund is</p>	

	<p>removed from the restricted funds designation and becomes an unrestricted project fund. The reason for this proposal is to give access to the fund for projects decided by the Board of Directors without the additional requirement of obtaining further permissions from SCC.</p> <p>The Board unanimously agreed to this proposition. The Clerk to the Board will send this information to the Auditors, Larking Gowen.</p>	
10.	<p><b><u>School Library Service</u></b></p> <p>It was previously reported that the expected transfer of the Schools Library Service (SLS) was progressing smoothly. Unfortunately, after a recent meeting with Schools Choice to complete the due diligence and confirm the transition, the news is no longer positive.</p> <p>There was an examination of the SLS finances with a detailed list of questions from them and scrutiny of what the SLS is doing to bring in new business and manage its reducing income and costs.</p> <p>Additional financial information was given to Schools Choice and a follow-up meeting was arranged for 22 July at which it was confirmed that the SLS will remain in-house. Suffolk Libraries now needs to carry out an options review.</p> <p>It is proposed as follows:</p> <ol style="list-style-type: none"> <li>1. To undertake a review of SLS and offer it for transfer to Schools Choice in one years' time.</li> <li>2. To undertake a radical review of SLS, investigate how it fits our relationship to schools and consider a more integrated model which is more congruent with the Society's own ambitions about families and literacy.</li> <li>3. To close SLS.</li> </ol> <p>The Board unanimously agreed that the options review is instigated.</p> <p>SB asked for it to be considered that another Round Table event is held to dovetail the SLS offer within this educational area.</p>	
11.	<p><b><u>Any Other Business</u></b></p> <p>The General Manager, on behalf of the staff, thanked the Board for their leadership and careful scrutiny over the last year. AM thanked the staff and stressed it had been a pleasure to work with them.</p>	
12.	<p><b><u>Date of Next Meeting:</u></b></p> <p>18<sup>th</sup> September 2014 – New Board Induction 25<sup>th</sup> September 2014 – Board Meeting</p>	