

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	25 th September 2014
Place	Meeting Room, Woodbridge Library
Time	11.15am – 1.15pm
Attendees	Tony Brown (Chair), Sylvia Knights (Vice Chair), Anne Mallalieu (Honorary Secretary), Alison Wheeler (General Manager), Sue Buck, Jonathan Ogden, Colin Rockall, Peter Callaghan, Stephen Taylor (SCC), Richard Hunt (SCC), Cllr Beccy Hopfensperger (SCC), Charlotte Clark, Marion Harvey
Invited	Nikki Sturmeay (Clerk to the Board), Kate Lacey (Business & Performance Manager), Krystal Vittles (Libraries Innovation and Development Manager), James Powell (Marketing & Communications Manager)

		Action
1.	<p><u>Election of Chair, Vice Chair and Honorary Secretary</u></p> <p>The vote for these positions was conducted during the closed session with the results announced at the beginning of this meeting. For the period of 2014/15, until the first Board meeting after the AGM in September 2015, the Board roles are as follows:</p> <p>Chair – Tony Brown Vice Chair – Sylvia Knights Honorary Secretary – Jonathan Ogden</p>	
2.	<p><u>Welcome and Apologies</u></p> <p>Apologies were received from Cllr Hopfensperger and Marion Harvey.</p>	
3.	<p><u>Declaration of Interest</u></p> <p>None were declared.</p>	
4.	<p><u>Minutes of Previous Meeting (31st July 2014)</u></p> <p>The minutes were agreed as a true and accurate account of discussions.</p> <p><u>Matters Arising</u></p>	

	<p>IT Options Appraisal The IT options appraisal has commenced and a very constructive and productive meeting has taken place with SCC on reviewing the service from Suffolk IT with Suffolk Libraries. The Chair is very pleased that this crucial piece of work is going ahead.</p> <p>In relation to this PC gave an update on a recent Get Connected event at Brandon Library when the IT systems failed to work. PC had to assist a very unhappy library user with his own iPad as it was imperative that the library user get on-line to provide information to gain some benefits. The IT outages are happening all too frequently and this issue needs to be addressed as a matter of urgency.</p> <p>Evaluation Panel The panel and methodology is being worked on at present with UNISON.</p> <p>Leadership Course The Introduction Sessions have taken place and all 3 cohorts have attended their first session on the Leadership Course. The feedback from participants has been entirely positive and the Board wishes all participants good luck in the coming months.</p> <p>SLS Options Appraisal The first meeting has taken place and the team have now split into two working groups to concentrate on:</p> <ul style="list-style-type: none"> • 3 options available – risks, opportunities and costs. • Evaluation methodology to assess these options. <p>The Round Table event will take place in November with Richard Fawcett of Thurston Library Friends Group chairing the event to discuss how learning will look in the future. It's expected that this process will end by Christmas 2014.</p>	
5.	<p><u>Declarations of the Board Code of Conduct</u></p> <p>The Code of Conduct document was reviewed and agreed unanimously by the Board. The document was signed by the Chair.</p>	
6.	<p><u>Committees</u></p> <p>1. Review of Membership of Committees</p> <p>The membership of the Committees was discussed and decided as follows:</p> <p>Governance and Membership Sylvia Knights Jonathan Ogden Anne Mallalieu Colin Rockall Tony Brown</p>	

	<p>Finance and Audit Sylvia Knights Jonathan Ogden Anne Mallalieu</p> <p>Staffing Peter Callaghan Colin Rockall Sue Buck Tony Brown</p> <p>Health & Safety Peter Callaghan Sue Buck</p> <p>The Chair for each of these Committees will be decided at each initial meeting.</p> <p>2. Review Terms of Reference of Committees</p> <p>The Terms of Reference for all Committee were reviewed and unanimously accepted by the Board.</p> <p>3. Consider the need for any new Committees</p> <p>It was agreed that a task group focusing on Marketing and Publicity should be arranged. The following expressed an interest in being part of this group:</p> <p>Sylvia Knights Tony Brown Jonathan Ogden Anne Mallalieu</p> <p>RH suggested that Suffolk Libraries could be invited to the Cultural Marketing Group which is coordinated by SCC. The Board welcomed this suggestion.</p>	
7.	<p><u>Review and adopt the Standing Orders and Financial Regulations</u></p> <p>The Standing Orders and Financial Regulations were agreed and adopted by the Board.</p>	
8.	<p><u>Review of:</u></p> <p>1. Representation on or work with external bodies and arrangements for reporting back Two Board members have been invited to attend the Contract Sum negotiation meetings with SCC. SK and JO offered to attend. The first meeting will take place on 1st October 2014.</p> <p>2. Board Complaints Procedure</p>	

	<p>The Complaints policy was agreed subject to adding the following statement: ‘The SCC Development Manager will be notified on receipt of any complaint that includes allegation of discrimination against someone in a protected equalities group. This is a contractual obligation.’</p> <p>3. Board procedures for handling requests made under FOI and Data Protection This policy was reviewed and adopted by the Board.</p> <p>4. Board policy for dealing with Press/Media The Board thanked the Marketing and Communications Manager for these guidelines. It was agreed that media training for the Board should be arranged after the leadership course has finished.</p>	
<p>9.</p>	<p><u>Set Dates and Times for remainder of 2014/15</u></p> <p>The Board reviewed and accepted the suggested meeting dates or 2014/15.</p> <p>The Staff Development day on 20th October 2014 was discussed and Board members were invited.</p>	
<p>10.</p>	<p><u>Management Reports</u></p> <p>1. Financial</p> <p>The Business and Performance Manager highlighted the following from the report:</p> <ul style="list-style-type: none"> • The A&B Library Managers have embraced the change in keeping recruitment to a minimum and not using relief staff to save costs and have made a significant 95k reduction in staff costs against forecast. • Support Services is showing an increased spend of 34k due to the dual costs for IT. This is being addressed with SCC. <p>2. General Manager</p> <p>The General Manager presented the report and highlighted the following:</p> <ul style="list-style-type: none"> • The figures for the Summer Reading Challenge have been amended due to some last minute figures being sent in and the numbers were actually 8,150 which is the best year ever. RH requested further information on where/what these figures are made up from to give to Cllr Hopfensperger as this could assist the Raising the Bar initiative. James Powell, Paul Howarth and Leon Paternoster did lots of work on this initiative and were thanked by the Board. Both Bungay and Brandon friends groups made a contribution to increase the value of the prizes given. • Staff sickness – work is being undertaken to review and support more staff who take a disproportionate amount of sick leave. • Rewards – a mechanism needs to be in place whereby Community Groups are made aware of when staff from their library have received an award. • Creative Arts East have been appointed to work with Suffolk Libraries to deliver this piece of work. There is a kick-start meeting scheduled for next week. The funding should be available at the beginning of October. • Health & Safety – there have been a flurry of incidents reported in the past 	

	two months and specific staff training is being investigated.	
11.	<p><u>Strategy</u></p> <p><u>1. Update on Market Research from Eric Orme, Cultural Intelligence</u></p> <p>The Board heard a presentation from Eric and Justine of Cultural Intelligence about the Market Research project they have carried out.</p> <p>They explained how they have worked with vulnerable people and young people to gain their views of what libraries are to them at the moment and how they could be improved in the future.</p> <p>The Future Libraries themes were as follows:</p> <ol style="list-style-type: none"> 1. Respondents visualise future libraries as supportive settings which enable people to shape their lives, discover new things and make new connections (through more than information). 2. In the age of the internet where information is everywhere the unique role of libraries is a place where there are people as well as information and users. 3. Libraries should be a social space where things happen and connections are made or facilitated. 4. Libraries should have a strong local identity and reflect local community pride. <p>Cultural Intelligence also gave some advice on how Suffolk Libraries can increase their visibility on social media.</p> <p>This was a very stimulating piece of work which has fed in to the draft Strategy document and everyone was interested to learn how key groups perceive the library service and how the research has involved recruiting peer researchers.</p> <p><u>5. Present Final Strategy Draft and Business Plan</u></p> <p>The Board received the draft business plan and discussed the Suffolk Libraries Strategy document which is nearing completion.</p> <p>The Board agreed this was a worthwhile and impressive piece of work, and suggested the following:</p> <ul style="list-style-type: none"> • Look at headlines and highlights in a summary booklet which would be a more user-friendly version of the strategy. This could be used for staff, agencies and partners. This document could also be shared with DCMS. • This document will be presented to staff at the development event on 20th October 2014. • The full strategy document could be 'sold' to other library services. <p>RH suggested that there could be an opportunity to potentially meet with the Cabinet of SCC or the SCC leadership Team to present the headline document.</p>	
12.	<u>Any Other Business</u>	

	<p>Board Communications It was agreed that the Marketing and Communications Manager would attend all future Board meetings and provide key messages/decisions for staff.</p> <p>Seighert Review William Seighert was a speaker at the recent CILIP conference and the only library service he made reference to was Suffolk Libraries.</p> <p>General Manager The General Manager will be on leave from 1st to 12th October 2014. A handover document will be provided for cover during her absence.</p>	
12.	<p><u>Date of Next Meeting:</u></p> <p>27th November 2014</p>	