

# 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	26 <sup>th</sup> March 2015
Place	Bury Library
Time	9.30am – 11.30am
Attendees	Tony Brown (Chair), Sylvia Knights (Vice Chair), Anne Mallalieu, Alison Wheeler (General Manager), Sue Buck, Jonathan Ogden (Honorary Secretary), Colin Rockall, Peter Callaghan, Stephen Taylor (SCC), Richard Hunt (SCC), Cllr Beccy Hopfensperger (SCC), Charlotte Clark, Marion Harvey
Invited	Nikki Sturmey (Clerk to the Board), Krystal Vittles (Libraries Innovation and Development manager), James Hargrave (IT Manager), Mandy Wilkinson (Finance Manager), James Powell (Marketing and Communications Manager)

		Action
1.	<p><b><u>Welcome and Apologies</u></b></p> <p>Apologies were received from Cllr Beccy Hopfensperger, Colin Rockall and Marion Harvey</p>	
2.	<p><b><u>Declaration of Interest</u></b></p> <p>None were declared.</p>	
3.	<p><b><u>Minutes of Previous Meeting 27<sup>th</sup> November 2015</u></b></p> <p>The minutes were agreed as a true and accurate account of discussions subject to the following amendments:</p> <p>Item 3, Matters arising. The first bullet point should read 'self-service'.</p> <p><b><u>Matters Arising</u></b></p> <p><b><u>SLS</u></b> There are now 2 working groups looking at what the service will look like and how to integrate into the Library system. These groups will meet until June 2015 and feedback to the Board.</p>	
4.	<p><b><u>Decisions</u></b></p>	

**1. Business Development and Marketing Committee Terms of Reference**

The amended Terms of Reference for the new Business, Development and Marketing Committee were agreed and adopted.

**2. Westbourne Library Name Change**

The Westbourne Library Friends have submitted a proposal to change the name of Westbourne Library to Broomhill Library. This was agreed and accepted, subject to agreement with Suffolk County Council.

**3. Board Representation for Mobile Libraries**

Mobile libraries are not represented in the Suffolk Libraries Community Group set-up and this has been addressed by the Community Team Lead who has suggested that there is a Board Advocate for Mobile Libraries. This was discussed at the Governance Committee meeting and Jonathan Ogden has offered to take this role.

The Board agreed to this and thanked Jonathan Ogden for taking this role.

**4. Leiston Closure for redecoration**

A refurbishment of Leiston Library is being planned and, in order for this work to take place, it will be necessary for the library to close for 3 weeks. Suffolk County Council have agreed to this closure and the work is being paid for by the Friends Group. The IT Manager mentioned that the Communications Cabinet is being reduced in size whilst the redecoration is taking place as this is a perfect opportunity to replace data cabling. Any other libraries looking at refurbishing should consider this opportunity.

**5. Kesgrave Opening Hours**

This paper was agreed and adopted. The SCC Commissioner mentioned that an EOI paper would not be required for this change as the initial paper was very comprehensive and thanked the team for this.

**6. HR Costs for 2014/15**

During the last year the HR Team have taken on considerable responsibility for delivery more services in house. In addition to this the Training Manager left her post in December 2014 and this work has been taken over by the HR Team. The Board were asked to agree an increase in responsibility, and salary, for the HR team in addition to the recruitment of an HR Administrator. This was agreed and accepted.

**7. Water Hygiene Paper**

The Water Hygiene (Control of Legionella) policy was agreed and adopted by the Board.

**8. Music and Drama Costs**

This report included an analysis of the current spend and income for Music

	<p>and Drama services. It was recommended to the Board that the charges and subscriptions are increased with a phased approach over 2 years to cover current shortfalls in this area.</p> <p>The Board reviewed the paper and agreed to adopt this paper subject to the revisiting of the proposed overdue charges.</p> <p><b>9. Library Role Profile</b></p> <p>This new profile has been proposed to broaden the job specification and reduce the layers of staff in libraries. A thorough Staff Consultation has taken place and UNISON have contributed. This new role profile will apply to all levels of staff e.g. Library Assistant, Enquiry Officer. Charlotte Clarke mentioned that staff had been very involved in the name 'Library and Information Advisor' and with putting this together. The Chair stated that this is a reminder of how demanding this role is. This was agreed and adopted by the Board.</p>	AW
5.	<p><b><u>Update from Committees</u></b></p> <p><b>1. Finance and Audit</b></p> <p>The Chair of the Finance and Audit Committee updated the Board on discussions at the Committee meeting in February:</p> <ul style="list-style-type: none"> <li>• CD/DVD Hire – CD's seem to be holding their own in costs, DVD's are making a little money. It was discussed that DVD's should be promoted more widely to increase the profits in these, especially since the demise of DVD rental firms.</li> <li>• Book Amnesty – this is evolving with work underway. It will be discussed at the next few meetings to put this process together.</li> </ul> <p><b>2. Governance and Membership</b></p> <p>The Chair of the Governance Committee updated the Board on discussions at the Committee meeting in February:</p> <ul style="list-style-type: none"> <li>• Big event</li> <li>• Anti-Social Behaviour</li> <li>• Community Group Meeting – this was very successful</li> <li>• Suffolk Libraries Advisory Group</li> </ul> <p><b>3. Staffing</b></p> <p>The Chair of the Staffing Committee updated the Board on discussions at the Committee meeting in March:</p> <ul style="list-style-type: none"> <li>• Leadership – this has reached its conclusion and the teams have presented to the board. Lots of ideas have been raised and will be developed further. A survey is being undertaken.</li> <li>• Anti-Social Behaviour – this issue is increasing drastically and dramatically. Training is being increased and procedures have been put in place for staff</li> </ul>	

	<p>to deal with these issues.</p> <ul style="list-style-type: none"> <li>• Long-Term Sickness – this is costing the Society lots of money and is being investigated. A number of cases are being finalised and it's expected that they will be reduced in the coming weeks. This links to the HR Team increase in responsibilities as every case is very complex. 2 further staff have had meetings this week and a resolution is in place.</li> </ul> <p>Richard Hunt suggested providing annual flu vaccinations for staff to help with sickness levels.</p> <p>Anne Mallalieu mentioned that staff have been through a massive change over the past few years and less and less sickness is to be expected over time.</p> <ul style="list-style-type: none"> <li>• Training courses in 'How to have a difficult conversation' have taken place to help managers.</li> </ul> <p><b>4. Business Development and Marketing</b></p> <p>The Chair of the Business Development and Marketing Committee updated the Board on discussions at the Committee meeting in March:</p> <ul style="list-style-type: none"> <li>• Marketing Strategy – this is very extensive and needs to be aligned with the 2020 Strategy and Business Plan.</li> <li>• Branding – the Marketing &amp; Communications Manager produced some material to review for either a major rebrand or an incremental development. It was decided that the update to branding would be incremental. Materials will be circulated to libraries re; signage, posters, leaflets etc. which will offer a consistent and coherent set of materials to use.</li> </ul> <p>The examples of rebranding will be circulated at the next Community group meeting and Friends Groups will be asked to assist in the payment for signage. The Marketing &amp; Communications Manager will do an audit of each library to ascertain what needs replacing (signage can be replaced for between £100-£250 depending on size).</p> <p>The Westbourne/Broomhill Library signage will be paid for by the Friends Group.</p> <p>It was suggested that each site has very individual issues and it should be highlighted to them that perhaps 20% of the funds raised could be put towards the signage/visual presentation of their libraries.</p>	
<p><b>6.</b></p>	<p><b><u>Board Skills Audit</u></b></p> <p>This form was produced to ascertain the skills already on the Board and any skills gaps which need filling with potential cooption.</p> <p>A draft form was circulated to the Board and the following should be added:</p> <ul style="list-style-type: none"> <li>• Human Resources</li> <li>• Organisational Development</li> <li>• Awareness of the political landscape.</li> </ul>	<p>PP/NS</p>

	<p>These will be added and sent to Board members to complete. The completed forms should be sent back to the Clerk to the Board by the end of June 2015.</p>	NS
7.	<p><b><u>Management Reports</u></b></p> <p><b>1. Financial</b></p> <p>The Finance Manager updated the Board with the Management Accounts as at the end of February 2015. The points highlighted were:</p> <ul style="list-style-type: none"> <li>• With one month left the deficit is showing £6K.</li> <li>• On the balance sheet is one final accrual of £30K which is being held to cover an anticipated invoice from SCC re: an historic change request from CSD.</li> <li>• Suffolk Libraries have been paying 100% of the management charge for Kessingland Library but this should have been 50% as the building is shared. This will be refunded.</li> <li>• SLS is being remodeled to ensure there is no cost for them next year. They will now be an income stream.</li> <li>• Board Members were reminded to send in their expense claims prior to year end.</li> </ul> <p>The Chair asked for it to be noted that the A&amp;B Library Managers have made an heroic effort to reduce the costs for relief staff. The saving has been remarkable.</p> <p>The Vice Chair acknowledged the finance Manager for the work she has completed to help with the comprehensive figures.</p> <p>Due to the departure of the Business &amp; Performance Manager the account signatories were amended by the removal of the Business &amp; Performance Manager and the addition of the Stock Manager.</p> <p>The signatories are now as follows:</p> <p><b>Cheques</b> Mandy Wilkinson Sylvia Knights Alison Wheeler Paul Howarth</p> <p><b>BACS</b> Mandy Wilkinson Alison Wheeler Paul Howarth</p> <p><b>2. General Manager</b></p> <p>The General Manager updated the Board with the current management reports. The following areas were covered in the report:</p> <ul style="list-style-type: none"> <li>• Managers of the 10 larger libraries have played a key role and should be commended for their hard work to help save £111,000 which has helped to</li> </ul>	

	<p>fund the living wage. Percentage increases and deal with the shortfall.</p> <ul style="list-style-type: none"> <li>• Long term sickness is still a major issue and the HR Team are working with frontline managers to address it.</li> <li>• There was a very successful member event on 6<sup>th</sup> February and more are being planned for 2015.</li> <li>• The IT refresh is almost complete and all libraries have free wifi.</li> <li>• Anti-Social Behaviour – there was an issue at County Library recently when an adult male who was drunk and very vocal was asked to leave. He confronted the member of staff and subsequently ‘threatened to kill her’. The Police were call and this customer was arrested and sentenced to 12 weeks in prison.</li> </ul> <p>There is another issue with Gainsborough Library in that approx. 50 children are coming to the library when the school closes early. This is intimidating for the library staff. The staff are working with the high school to ease the situation.</p> <ul style="list-style-type: none"> <li>• Building work for the Hub has started.</li> <li>• There was a national meeting yesterday which is a new Task Force for libraries. The priorities will be digital (local and national), wifi, ELending and workforce development.</li> <li>• Children’s services – there will be a meeting next week with children’s centres.</li> <li>• Loneliness agenda – CAS are doing lots of work on this. Chris Pyburn from Public Health can be contacted for information.</li> <li>• Bookfest – there will be a wash up meeting to discuss this soon and this will be fed back to the Board. Some of the events were fantastic, some not so, and the figures will be assessed.</li> </ul>	
<p>8.</p>	<p><b><u>Suffolk Libraries Advisory Group</u></b></p> <p>The reasoning behind this group is to assemble a group of well placed, well connected allies across Suffolk to meet once, maybe twice, a year to discuss Suffolk Libraries and how we can take the service forward.</p> <p>It is hoped the first meeting will be arranged prior to the next AGM.</p> <p>Suggestions of who may be contacted to sit on this group should be sent to the Clerk to the Board before the end of April 2015.</p> <p>Stephen Taylor and Richard Hunt were also invited to send in suggestions.</p>	<p>ALL</p>
<p>9.</p>	<p><b><u>Suffolk Libraries Journey – Independence &amp; Opportunity</u></b></p> <p>33 paying delegates will be attending this event which takes places at UCS tomorrow.</p> <p>The Vice Chair wished to give her thanks to the Clerk to the Board and the Marketing and Communications Manager for all their hard work.</p>	

<p><b>10.</b></p>	<p><b><u>Debenham Library Move</u></b></p> <p>Debenham Library Friends (DLF) are looking to pay for the move of the library from the current location to the school. The lease with the library will be with Suffolk Libraries, not the friends group.</p> <p><i>[Redacted]</i></p> <p>This will be discussed at the next F&amp;A meeting in April.</p>	<p><b>NS</b></p>
<p><b>10.</b></p>	<p><b><u>Any Other Business</u></b></p> <p><b><u>IT</u></b></p> <p>The Vice Chair introduced the tabled paper from the IT Manager which details what the IT Team has already been achieved and the projects which are planned for 2015/16.</p> <p>The Chair thanked the IT Manager for this paper and costs will be provided if any funding is required.</p>	
<p><b>11.</b></p>	<p><b><u>Date of Next Meeting:</u></b></p> <p>2<sup>nd</sup> June 2015, Riverside Centre</p>	