

Suffolk's Libraries IPS

The Industrial & Provident Society Limited enabling countywide library services supported by Suffolk County Council

OPEN BOARD MEETING MINUTES

Title of Meeting	Suffolk Libraries IPS - Board Meeting
Date	30 th July 2015
Place	Meeting Room, Bury Library
Time	11.15am – 1.15pm
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 Sarah Stamp (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), Paul Howarth (Stock Manager), Daniel Harvey (Community Team Lead), Paula Phelan (HR Manager), Kate Ashton (SLS Secondment), Jack Norman (Community Libraries Manager), Diane Moore (Community Libraries Manager) Luke Morris (Larking Gowen – Item 3 only), Hannah Daly (Support Assistant), Louise Shepherd (Business Development Manager), Paul Cunningham (SLS Manager)

		Action
1.	<p><u>Welcome and Apologies</u></p> <p>Apologies were received from Charlotte Clark, Tony Brown, Jonathan Ogden, Peter Callaghan, James Powell, Paula Phelan, Jack Norman, Diane Moore and Richard Hunt.</p>	
2.	<p><u>Declaration of Interest</u></p> <p>None were declared.</p>	
3.	<p><u>Signing of the Annual Accounts</u></p> <p>Luke Morris of Larking Gowen attended this item of the meeting for the formal signing of the accounts. This is a formality for the Board to approve the accounts as this has already been through the audit process and a detailed report has been discussed at the Finance and Audit Committee meeting.</p> <p>Luke wished to thank the Finance Manager and her team for their hard work in producing the accounts and stated that the accounts are clean and unqualified.</p>	

	<p>The accounts need to be signed by four Board members:</p> <ul style="list-style-type: none"> • Tony Brown (Chair) • Sylvia Knights (Vice-Chair) • Jonathan Ogden (Treasurer) • Alison Wheeler (General Manager) <p>All Board members were in full agreement with the accounts and they were accepted.</p> <p>Due to the Chair and the Treasurer sending their apologies for this meeting the papers will be signed by them on return from their leave. The Vice-Chair and the General Manager signed at the meeting.</p> <p>The Annual Report is sent out with the AGM papers which are due to go out next week. The unsigned copy will be sent to nominated members and the signed copy will be provided, hard copy, at the AGM.</p> <p>The Vice –Chair thanked the Finance Manager and her team and Luke Morris and his team for all their hard work to produce these accounts.</p> <p>Luke Morris left the meeting.</p>	
<p>4.</p>	<p><u>Minutes of Previous Meeting 2nd June 2015</u></p> <p>The minutes were agreed as a true and accurate account of discussions.</p> <p><u>Matters Arising</u></p> <p>Opening Hours Protocol</p> <p>This was shared at the recent Community Group meetings which were extremely positive.</p> <p>Management Report</p> <p>This has been published on the Staff Intranet and will be shared in this way with staff after all Board meetings.</p>	
<p>5.</p>	<p><u>Decisions</u></p> <p>1. Glemsford Opening Hours</p> <p>The Chair of the Governance Committee asked the Board to review and agree to the amendment in opening hours at Glemsford Library. Glemsford Library has submitted a proposal to amend their opening hours which will see the library open for an additional two hours per week at no extra cost to Suffolk Libraries due to a reduction in staff administration hours.</p> <p>This was agreed by the Board.</p>	

2. Thurston Opening Hours

The Chair of the Governance Committee asked the Board to review and agree to the amendment in opening hours at Thurston Library.

Thurston Library has submitted a proposal to amend their opening hours which will see the hours distributed differently to enable the library to open on 6 days a week rather than the current 4 days a week which will better suit customer demand.

This was agreed by the Board.

3. Review of Pool Cars

The Chair of the Finance and Audit Committee asked the Board to review and agree to the amendment of the number of pool cars available for Suffolk Libraries staff to use for business. There are currently 3 pool cars for staff use across the County but one of the cars is underused. The cars do not incur any lease costs but do incur a monthly maintenance contract, tax and insurance.

It was agreed to return the underused car to Suffolk County Council.

4. Elmswell Temporary Closure

The Chair of the Governance Committee asked the Board to review and agree to the proposed closure of Elmswell Library for two weeks for much needed refurbishment.

Elmswell Library is in need of refurbishment and it has been advised that the library would not be a safe place for staff and customers during these works. Funds for this refurbishment have been raised by the Elmswell Library Friends. There will be a complete redecoration, new carpets and the furniture will be replaced.

The Board were in agreement with this planned closure and it was confirmed by the Suffolk County Council Commissioner that this planned closure acceptable to Suffolk County Council.

5. Staff Appraisals

The Chair of the Staffing Committee asked the Board to review and recommend the use of the new forms and guidance notes for staff appraisals from January 2016.

The review of the staff appraisal process stemmed as a project from the recent leadership training programme when a group of staff recognised that the process needed streamlining. Library Managers Mandy Grimwood, Sarah Hunt, Maggie Lusher and Helen Scrivener worked together to put this new process together.

	<p>The Board were in agreement to using the new forms and guidance from January 2016 and were delighted this project arose from the Leadership Training programme.</p>	
6.	<p><u>Update from Committees</u></p> <p>1. Finance and Audit The Chair of the Finance and Audit Committee updated the Board on discussions at the committee meeting in June:</p> <ul style="list-style-type: none"> • The majority of the discussions have already been covered in ‘decisions’ • The end of year accounts were reviewed. <p>2. Governance and Membership The Chair of the Governance Committee updated the Board on discussions at the committee meeting in June:</p> <ul style="list-style-type: none"> • All of the discussions have already been covered in ‘decisions’ <p>3. Staffing The Chair of the Staffing Committee updated the Board on discussions at the committee meeting in June:</p> <ul style="list-style-type: none"> • Staff sickness and days lost is always reviewed at the committee meetings and the Chair was delighted to confirm that there has been a downturn in staff sickness which has been aided by resolutions to long-term staff sickness. <p>4. Business Development and Marketing The Chair of the Business Development and Marketing Committee had given apologies so the General Manager updated the Board on discussions at the committee meeting in June:</p> <ul style="list-style-type: none"> • Branding – since leaving SCC there have been a number of different logo’s used. There is now a new suite of logo’s and internal/external signage which have been agreed and these will appear soon. The Vice Chair mentioned that the new signage at Broomhill Library, using the new branding, looks great and there were lots of positive comments. • There was a significant discussion on the marketing of the Schools Library Service. 	
7.	<p><u>Management Reports</u></p> <p>1. Financial</p> <p>The Finance Manager presented the monthly accounts for June 2015 to the Board.</p> <p>The highlights of the accounts are:</p> <ul style="list-style-type: none"> • There will be no reforecast until there is a more comprehensive view of School Library Service. 	

	<ul style="list-style-type: none"> Reliable charges for utilities are still being sought from EFMS and until these are received accruals will be kept in place. Difference in cash till invoices input into SAP and the amounts banked continue to be a problem, these are, however, positive discrepancies. The credit card on line payment system is now up and running. The Hub – bookings are starting to come in and during its first month of trading the Hub generated £448.00. Lowestoft Café – this area needs some local ownership to follow up the discussions. The Community Team Lead will follow this up. The Government Summer budget last week announced that by 2020 the living wage for over 25's will be £9.00 per hour. This will also affect the cost of services provided by third parties e.g. cleaning and general inflation. A report is being compiled to highlight these additional costs and will be discussed further at the Finance and Audit Committee meeting. <p>2. General Manager</p> <p>The General Manager presented the Management Report to the Board. The main areas of work over the past few weeks have been School Library Service, CIPFA Return and the 3rd Birthday Celebrations.</p> <p>Other areas highlighted were:</p> <ul style="list-style-type: none"> Anti-Social Behaviour – the protocol has been reinforced and staff will be offered training on how to deal with anti-social behaviour in their libraries. There will be a full update from the Human Resources Manager at the Staffing Committee meeting in September. The Local Government Ombudsman has rejected a complaint about the provision of the RNIB service to the visually impaired funded directly from SCC. Suffolk Libraries helped support the Council make its case by evidencing the alternatives and assistance we provide however this has prompted us to review our current arrangements for this group of users. New Digital Magazine service – this is being launched on 1st August and will allow customers to download and read latest editions of a selection of top UK Magazines such as Elle, Marie Clare and BBC Good Food. 3rd Birthday Celebrations – August 1st 2015 marks the 3rd birthday of Suffolk Libraries and Radio Suffolk are featuring Suffolk Libraries on their morning show on Friday 31st July 2015. 	<p>DH</p> <p>PP</p>
<p>8.</p>	<p><u>Staff Survey</u></p> <p>The analysis, comments and dissemination of the recent staff survey was shared with the Board.</p> <p>The survey results from this year show improvements across the board and Suffolk Libraries are privileged to have a workforce which is continuously loyal, hard-working and committed.</p> <p>The areas for follow-up are as follows:</p> <ul style="list-style-type: none"> Continue to work on communication, especially with relief, front-line and weekend staff. 	<p>PP</p>

	<ul style="list-style-type: none"> • Confirm the parameters and differing roles of the Reward Scheme, pay increases and the Living Wage. • Training – there are some concerns that there isn't enough training. Review the package on offer; develop training for managing staff. • Communication between frontline, senior management and governance. • Support staff to help them manage anti-social behaviour. • Better marketing of what a great place Suffolk Libraries is to work. • Career progression. • The survey – review questions for next year. • IT – develop more workplace expertise on troubleshooting and reinforce the support arrangements in place. <p>The General Manager asked the Board for agreement to move the dissemination plan forward and the Board agreed. The General Manager will send a message to all staff summarising this conversation and include to the staff survey comments.</p>	AW
9.	<p><u>SLS Update</u></p> <p>Kate Ashton and Louise Shepherd presented a paper they had produced for the Financial Modelling for the Literacy, Books and Reading for Schools.</p> <p>The Libraries Innovation and Development Manager stated that the document was not a financial model but an outline of goals, and is also out of date due to the fast paced nature of new service.</p> <p>Kate Ashton explained that the new service is menu based, rather than a core cost with additional per student, and that a comprehensive letter has been sent out to all schools explaining this. To date 30 schools have chosen the package option and 25 schools have opted for the bespoke service.</p> <p>Louise Shepherd noted that it's a work in progress due to differing financial years for academies and local authority schools.</p> <p>The Vice-Chair proposed announcing the new service at the awards ceremony for the Summer Reading Challenge. Front-line staff will receive a package giving them full details on the new service which they will be able to promote to teachers locally and those involved in the Summer Reading Challenge.</p> <p>Cllr Stamp suggested that details could be sent to Governor Services which could be added to their newsletters.</p> <p>The Libraries Innovation and Development Manager gave an overview of the new literary ambassador role, who will spend 90% of his time in schools talking to Head Teachers about getting all 11 year olds a library card.</p> <p>The SLS Manager mentioned a possible opportunity for a nationwide initiative targeted at Key Stage 2 students.</p>	
10.	<p><u>AGM Update</u></p>	

	<p>The Clerk to the Board gave an update on the forthcoming AGM as follows:</p> <ul style="list-style-type: none"> • Board nominations – 3 nominations have been received so far and the deadline is 5pm on Monday 3rd August 2015. • Formal paperwork – this will be sent out to nominated members on Tuesday 4th August 2015. • Sponsorship – Birketts solicitors and Blue Star HR have agreed to sponsor the event this year. Eclipse Office Supplies have expressed an interest in sponsoring the event in 2016. • Market Place – School Library Service, Mental Health and Wellbeing, Enterprise and Innovation Hub and the Community Team will have market stalls in addition to the sponsors. 	
11.	<p><u>Any Other Business</u></p> <p>The Vice-Chair updated the Board members on a discussion in the closed session which will mean the end of the supply of printed papers for Board meetings. Board members will now be using tablets to view the Board papers which will save costs and environmentally friendly.</p>	
12.	<p><u>Date of Next Meeting:</u></p> <p>24th September 2015, Bury Library</p>	