

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	27 th April 2017
Place	Riverside Centre, Stratford St. Andrew
Time	11.15am – 1.15pm
Attendees	Tony Brown, Sylvia Knights, Alison Wheeler (Chief Executive), Maureen Garrett Simpson, Sarah Wilson, Jonathan Ogden, Colin Rockall, Sue Buck, Stephen Taylor (SCC), Sara Blake (SCC), Cllr Richard Smith (SCC), Charlotte Clark, Marion Harvey
Invited	Nikki Hulse (Governance Manager), Krystal Vittles (Libraries Innovation and Development Manager), Peter Baker (Head of IT), Mandy Wilkinson (Head of Finance), Paul Howarth (Stock & Content Manager), Daniel Harvey (Community Team Lead), Paula Phelan (Head of HR), James Powell (Marketing & Communications Manager)

		Action
1.	<p><u>Board co-options:</u></p> <p>The Chair was delighted to announce that the Board had agreed unanimously to co-opt Sue Buck as a Board member. Sue will step down at the AGM and stand for election if she wishes.</p>	
2.	<p><u>Welcome and Apologies:</u></p> <p>Apologies were received from Cllr Richard Smith, Jonathan Ogden and Marion Harvey.</p> <p>The Chair welcomed Sara Blake to the meeting and explained he is happy to help with briefings. Sara introduced herself and explained her role within SCC.</p>	
3.	<p><u>Declarations of Interest:</u></p> <p>There were no declarations of interest.</p>	
4.	<p><u>Minutes of Previous meeting of 23rd February 2017:</u></p> <p>The minutes were agreed as a true and accurate record of discussions.</p>	

	<p>Matters arising</p> <p>Great Cornard</p> <p>This issue is still not resolved and discussions are ongoing.</p> <p>Incident at Ipswich County Library</p> <p>The individual was found guilty at a court hearing in March and has been banned from Suffolk Libraries for one year.</p> <p>Ixworth</p> <p>The Chief Executive visited this week and is delighted with the refurbishment. The Chair offered his thanks and congratulations to all who were involved.</p> <p>Aldeburgh</p> <p>The new library manager is now in post and attended her induction session yesterday.</p>	
<p>4.</p>	<p><u>Decisions:</u></p> <p>1. Finance Regulations</p> <p>The Chair of the Finance, Governance and Audit Committee presented this paper to the Board. These regulations are reviewed by the Governance Manager and Head of Finance on an annual basis to ensure proper fiscal controls are in place.</p> <p>Proposed: Sylvia Knights Seconded: Colin Rockall</p> <p>All Board members were in agreement.</p> <p>2. Broomhill LED Lighting proposal</p> <p>The Chair of the Finance, Governance and Audit Committee presented this paper to the Board.</p> <p>The Broomhill friends group have requested permission to replace the light fittings within Broomhill library with LED lights. The subsequent savings in energy costs have been requested to be reinvested in half and hour additional opening hours.</p> <p>The Chair was delighted to see the innovative ways which friends groups are supporting their libraries and suggested that this could be applied in other locations. It was agreed that this will be brought to the attention of other friends groups and the improvements will be monitored to see what savings could be made. The Compliance Manager is currently looking into whether grants could be applied for.</p>	

	<p>This proposal was agreed by the Board, subject to receiving written consent from the landlord.</p> <p>3. Confidentiality protocol</p> <p>The Chair of the Staffing Committee presented this paper to the Board.</p> <p>There is currently no confidentiality policy in place for staff to cover matters outside those covered by data protection. The Board has its own policy. The HR Team will provide FAQs on the staff intranet.</p> <p>This policy was agreed by the Board.</p>	
<p>6.</p>	<p><u>Update from Committees:</u></p> <p>Finance, Governance and Audit</p> <p>The Chair of the Finance, Governance and Audit Committee stated that a number of items discussed at the committee meeting are being addressed at this meeting but also gave a comprehensive update on the following:</p> <p>Stock Review The Stock and Content Manager produced an excellent paper regarding the ring-fenced stock fund. This has been reviewed due to the ongoing discussions with SCC each year and will provide evidence based information for the contract discussions later this year.</p> <p>LBaRT This service is being reviewed following the recent reorganisation of the School Library Service. Some schools are now facing major funding issues and the knock-on effect is that they have given notice to LBaRT for their services. This has had a significant impact on LBaRT. Three options were given to the committee to consider: 1. Do nothing 2. Close entirely 3. Radical transformation of the service Option 3 was taken and the work has already started as this will be included in the 5 year review. The Chair of the Finance, Governance and Audit Committee stressed that this is not a reflection of the brilliant work done by the LBaRT team but because of the lack of funding for schools. She also passed her thanks to the Libraries Innovation and Development Manager, the LBaRT Business Manager and LBaRT staff for their work. SB mentioned that she might be able to assist with this and has requested some further information.</p> <p>Property Strategy There continues to be some issues at a number of sites and discussion and progress with SCC continues to be a challenge. Issues do need to be addressed, such as Southwold. The current building is leased and there are a number of issues regarding the renewal of this lease. There are also other options to move the library to another</p>	<p>KV</p>

	<p>site. ST mentioned that Concertus have been briefed to negotiate a lease extension with the current owners and both ST and SB have stated they will speak with Corporate Property to try to resolve the issue. SB requested a copy of the paper produced for the committee meeting to better understand the issues.</p> <p>Staffing Committee</p> <p>The Chair of the Staffing Committee stated that the main items discussed at this meeting are being covered in the main agenda but highlighted that the Committee are extremely pleased with the reduction in sickness absence and gave his thanks to the HR team for continuing to deal with this problem.</p> <p>This is a very busy period for the Staffing committee due to the Next 5 Years and there will be two meetings prior to the next Board meeting.</p> <p>Business Development & Marketing Committee</p> <p>The Chair of the Business Development and Marketing Committee stated that this committee has not met since the last Board meeting and this committee needs to be refocused and relaunched to offer strategic guidance for the Next 5 Years. The Chair will produce a paper for the next Board meeting.</p>	<p>NH</p> <p>TB</p>
<p>7.</p>	<p><u>Management Reports:</u></p> <p>Monthly Finance Report:</p> <p>The Head of Finance presented the interim end of year accounts for 2017 and stated that the year-end position, prior to audit, is a surplus of £35k. This surplus will be carried forward to next year to assist with the costs of staff reorganisation</p> <p>The highlights of the report were:</p> <ul style="list-style-type: none"> • Accruals have been set aside for the restructure of the front-line and back office of Suffolk Libraries. • Friends groups have spent £102k this year to improve libraries. This is nearly double the spend in 2015/16. Expenditure included furniture, refurbishments and computer related items. • An accrual has been made to LBaRT to assist with the ongoing service review. • The stock fund has been fully utilised this year. • The mental health project has been moved to grant funded as there is a surplus this year. A central management charge of £12k has been made this year to reflect the cost of hosting the position and the additional involvement of central staff. <p><i>This comment was redacted.</i></p> <p></p> <p>The Head of Finance also presented the budget for 2017/18 stating that there is an expectation of a deficit of £12k. This budget has been set with the expectation that</p>	

	<p>the audited accounts will not change.</p> <p>One further update was given regarding the Vertas cleaning contract which is expected to be delivered tomorrow.</p> <p>The Vice Chair offered her thanks to the Head of Finance for her constant challenge of the accounts and her prudent stewardship. The Chair was in agreement.</p> <p>Chief Executive Report:</p> <p>The Chief Executive gave an update since the last Board meeting.</p> <p>Senior staff, with the Board, have worked together on future strategic direction, the plans and priorities and a comprehensive planning and communication exercise named 'The Next 5 Years'.</p> <p>The customer survey was launched on 4th April 2017 and already has over 2,000 responses. So far 99% of respondents say their library is very important to them. In the same timeframe staff events were held and attended by approximately 120 staff and a staff survey was posed which has received 129 responses. The Chief Executive was delighted to announce that 50% of staff are very confident in the leadership and 40% of confident.</p> <p>Suffolk Libraries Extra</p> <p>This had a soft launch as part of the customer survey and currently over 100 respondents are interested in the scheme. The full launch of Suffolk Libraries Extra is scheduled to take place after the customer consultation has closed.</p> <p>iPad Lending</p> <p>iPad lending has now launched at Lakenheath and Felixstowe libraries bringing the total number of libraries offering this service to 10, with a further 3 libraries offering eReaders. It is anticipated that iPad lending will be launched at Mildenhall library in the near future.</p> <p>In all cases these devices have been funded with money raised by the friends groups or through sources such as County Councilors locality funding.</p> <p>eBook Platforms</p> <p>Cloud library has now closed and Overdrive remains the primary eBook platform with a supplemented eAudio offer available through Borrowbox. To compensate for the loss of the temporary increase in downloads available which customers enjoyed during the review period, the download allowance on Overdrive has now been increased to 10 titles.</p> <p>Remodeling at Rosehill Library</p> <p>The Compliance Manager is working with an external organisation to formulate a plan regarding the remodeling of Rosehill Library and is keen to start this as soon as possible. The Chief Executive asked for Board agreement that work can take place as the library will need to close during this period.</p> <p>The Board were in agreement. The Chief Executive will email all the details to Board members and send a formal letter to SCC detailing the closure and how customers are going to be informed.</p> <p>SW reflected that the results of the staff and customer survey are an excellent</p>	<p>AW</p>
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	<p>endorsement of Suffolk Libraries and it might make the Next 5 Years plan more difficult to put in place. The Libraries Innovation and Development Manager responded that all customer comments are being reviewed to ascertain what is important to customers as a core offer and in local libraries. The Chief Executive stated that Suffolk Libraries has a specified responsibility to SCC for the contracted offer but there is an endorsement of local needs and wants. The Marketing & Communications Manager stated that there is a realisation from customers that changes may need to be made.</p>	
<p>8.</p>	<p><u>Modelling and plans for future funding and transition planning:</u></p> <p>This was covered in the Chief Executive report but the Vice Chair asked the Head of IT for an update on the current IT projects.</p> <p>Self service There are four pilots up and running. There have been a few glitches but everything is looking very positive. The self-service pilot libraries are Kesgrave, Long Melford, Framlingham and Halesworth.</p> <p>Migration The migration from the SCC network to the Suffolk Libraries network is taking place this week and the project is on-track to complete all migrations by the end of this calendar year.</p> <p>People Counters The Head of IT will be chasing this up to push forward. Another provider will be considered if the required provider does not deliver. ST confirmed that he is looking at SCC providing the funding for the pilot for people counters.</p> <p>The Chief Executive stated that discussions are ongoing concerning the recruitment process to replace the Chief Executive.</p>	
<p>9.</p>	<p><u>New Chapters:</u></p> <p>The Mental Health and Wellbeing Coordinator gave a comprehensive presentation on New Chapters. The areas covered were the achievements over the last year, details of the new partnership with Suffolk Family Carers and Suffolk Mind, the aims of this new partnership and the next steps.</p> <p>GPs are signposting individuals to the Open Space events and there was up to 56 attendees at one session. The Vice Chair stated that this is fantastic news and it would be helpful to find out which GPs are referring as endorsements could be asked for which will strengthen the service moving forward.</p> <p>The Chair mentioned that this update was very encouraging and proves that libraries are community hubs.</p> <p>MGS suggested approaching members of the royal family, who have recently highlighted the stigma around mental health, as they may be happy to send a letter to endorse this work.</p>	<p>SL</p>

<p>10.</p>	<p><u>Library services ADM Masterclasses evaluation results:</u></p> <p>The Chief Executive shared the evaluation results of the recent Alternative Delivery Masterclasses which took place in London and York in partnership with other mutuals. Attendees received lots of information to support them if they are intending to become a mutual.</p> <p>The Governance Manager attended the meeting in London and ST attended both meetings. Both meetings were well attended with 60 attendees at each and were well received and appreciated.</p>	
<p>11.</p>	<p><u>Any Other Business:</u></p> <p><u>5th Birthday and Contract Signing</u></p> <p>The Chief Executive mentioned that there will be 5th birthday celebrations and a ceremony for the signing of the new contract with SCC.</p> <p>These are both to be decided and discussed but it was suggested that the contract signing could be after the Board meeting on 20th July 2017, involving Suffolk Libraries and SCC staff (Deborah Cadman and Abdul Razaq) and the 5th birthday celebrations could be at the AGM.</p>	<p>AW</p>
<p>12.</p>	<p><u>Date of the next meeting:</u></p> <p>29th June 2017, Bury Library</p>	