

## 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 <sup>th</sup> October 2018
Place	Bury St. Edmunds Library
Time	10:45am – 12.15pm
Attendees	Tony Brown, Sylvia Knights, Bruce Leeke (Chief Executive), Sarah Wilson, Maureen Garratt Simpson, Sally Irvine, Colin Rockall, Sue Buck, Stephen Taylor (SCC), Christine Geeson (SCC), Cllr Paul West (SCC), Charlotte Clark, Marion Harvey
Invited	Nikki Hulse (Business Development Manager), Mandy Wilkinson (Head of Finance), Daniel Harvey (Head of Community and Performance), Peter Baker (Head of IT), James Powell (Marketing and Communications Manager), Krystal Vittles (Head of Service Delivery), Laura Cooke (HR Manager), Paul Howarth (Head of Product Development and Content), Mike Ellwood (Compliance Manager), Leon Paternoster (Head of Digital and Marketing), Sophie Moy (Governance Coordinator)

		Action
1.	<p><b><u>Notification of election of Chair, Vice Chair and Honorary Secretary and Co-options</u></b></p> <p>The vote for these positions was conducted prior to the meeting with the results announced as follows:</p> <p>For the period of 2018/19, until the first Board meeting after the AGM 2019, the Board roles were as follows:</p> <p>Chair – Tony Brown Vice Chair – Sylvia Knights Honorary Secretary – Maureen Garrett Simpson</p> <p><b><u>Co-options</u></b></p> <p>Co-options were not discussed.</p>	
2.	<p><b><u>Welcome and Apologies</u></b></p> <p>Sophie Moy was welcomed as the new Governance Coordinator.</p>	

	Apologies were received from Peter Baker, Charlotte Clark, Christine Geeson, Daniel Harvey, Marion Harvey, Paul Howarth, Sally Irvine, Leon Paternoster, James Powell and Cllr Paul West.	
3.	<p><b><u>Declarations of Interest</u></b></p> <p>There were no declarations of interest.</p>	
4.	<p><b><u>Minutes of previous meeting of 6 September 2018</u></b></p> <p>The minutes of the previous meeting were accepted as a true and accurate account of discussions.</p> <p><b><u>Matters Arising</u></b></p> <p>There were none.</p>	
5.	<p><b><u>Declarations of the Board Code of Conduct</u></b></p> <p>The Code of Conduct was reviewed and agreed unanimously by all Board members.</p> <p>The Governance Coordinator stated that she would send out a copy of the document to those who did not sign at this meeting.</p>	<b>SM</b>
6.	<p><b>Committees</b></p> <p><b>1. Review of membership of committees</b></p> <p>The membership of the Committees was discussed and agreed as follows:</p> <p><b>Finance, Governance and Audit</b>  Sylvia Knights  Colin Rockall  Sarah Wilson  Maureen Garratt Simpson  Sally Irvine</p> <p><b>Business Development and Marketing</b>  Tony Brown</p>	

	<p>Sylvia Knights Maureen Garratt Simpson Sarah Wilson</p> <p><b>Staffing</b> Sue Buck Maureen Garratt Simpson Colin Rockall Tony Brown Sally Irvine</p> <p><b>Health and Safety</b> Maureen Garratt Simpson Sue Buck</p> <p>The role of Chair would be decided at the first meeting of each respective Committee.</p> <p>It was agreed the Staffing Committee would take place prior to Board for logistical reasons. Also, the Finance, Governance and Audit Committee would be conducted on the same day at the Business, Development and Marketing Committee.</p> <p><b>2. Review TOR for committees</b></p> <p>All Terms of Reference were noted. These Terms of Reference would be reviewed by each Committee at their first meeting.</p> <p>It was recognised the Terms of Reference for the Business Development and Marketing Committee were currently in abeyance they had not met for over a year. It was agreed this would be an agenda item for the first meeting.</p> <p><b>3. Consider need for any new committees</b></p> <p>It was agreed that there was no requirement for another Committee.</p>	<b>SM</b>
<b>7.</b>	<p><b>Review and adopt Standing Orders and Finance Regulations</b></p> <p>The Standing Orders and Finance Regulations were noted by the Board.</p> <p>The Finance Regulations would be discussed at the first FGA meeting in November.</p>	<b>SM</b>
<b>8.</b>	<p><b>Review of:</b></p>	

	<p><b>1. Representation on or work with external bodies and arrangements for reporting back</b></p> <p>This was noted and accepted by the Board.</p> <p><b>2. Board complaints procedure</b></p> <p>The complaints procedure was reviewed and adopted by the Board.</p> <p><b>3. Board procedures for handling requests made under FOI and Data Protection</b></p> <p>The Board noted that this policy was now defective as how information was both filed and retrieved required further work. A revised document would be brought firstly to the Finance, Governance and Audit Committee and then to the next Board following implications with GDPR.</p> <p><b>4. Board policy for dealing with press/media</b></p> <p>The policy for dealing with the press and media was reviewed and adopted by the Board. This would be readopted and reviewed during the year.</p>	SM/ME
9.	<p><b>Set dates/times for 2017/18</b></p> <p>The Board reviewed and accepted the suggested meeting dates for 2018/19. The Governance Coordinator to send round an updated list with both Staffing and Business Development and Marketing Committee dates included. It was noted the AGM would be pushed back a week.</p> <p>There would no longer be a “closed” meeting prior to the open board. A closed meeting would only be called if required.</p>	SM
10.	<p><b>Management Reports:</b></p> <p><b>1. Head of Finance</b></p> <p>The Head of Finance presented the management accounts to the Board.</p> <p>The year to date result was £34k above budget (£110k budget - £144k actual), there has been a surplus in the month of £61k (budget £67k surplus)</p> <p>The other highlighted areas were:</p>	

	<ul style="list-style-type: none"> <li>• Book charges were under recovered by £11k, the budget was set following the pattern of last year’s income, with an expectation of increased fines being paid off during the summer holidays and the Reading Challenge, no such increase occurred this year.</li> <li>• Bank charges were incurred, even if just depositing cash.</li> <li>• Three quotes had been received in respect of reconfiguring “The Hub” at Ipswich County Library. It was noted there was potential to sell the space back to Suffolk County Council as Endeavour House had limited conference space facilities.</li> </ul> <p>There was a proposal to move the SCC IT budget from IT to Business Development to enable the impact reporting consultation to be commissioned. The allowance available was £32k. The Board agreed that the excess budget should be moved as it was a priority. It was also agreed that a brief paper should be brought to the Finance, Governance and Audit Committee to highlight what was starting to emerge and develop.</p> <p>The Head of Finance was thanked for her comprehensive and easily understandable report.</p> <p><b>2. Chief Executive</b></p> <p>The Chief Executive explained he would circulate to members a revised and updated version of his report.</p> <p>The highlights of the report were as follows:</p> <ul style="list-style-type: none"> <li>• All eleven Executive Library Managers had been appointed and were now in post. All were working towards delivering the core offer and developing a strategic direction. The Board requested sight of the job specification for the Executive Library Manager and the Head of Service Delivery agreed to send this through.</li> <li>• The new structure was detailed on the staff intranet and within that there was a section on Executive Library Managers. It was questioned whether the Board had access to the intranet and the Business Development Manager agreed to find out.</li> <li>• The Business Development Manager had negotiated a deal with Babergh District Council to host Visitor Information Points in both Stowmarket and Long Melford Libraries. The charge to host these points would be negotiated on an annual basis.</li> <li>• Babergh District Council recently ran a successful pilot at Suffolk Libraries Local at Shotley where they had staff on-site to help members of the public with any council related issues. They would be present at the Suffolk Libraries</li> </ul>	<p>MW</p> <p>BL</p> <p>KV</p> <p>NH</p>
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	<p>Local session on one Monday a month. A similar pilot was also running at Hadleigh library until the end of October. The Assistant Director at Babergh District Council was monitoring the level of usage and would also quantify numbers.</p> <ul style="list-style-type: none"> <li>• The Pride and Periods poverty service had now been rolled out to ten libraries. The launch garnered much positive attention in the media as well with partners. It was a no questions asked service and it was noted the East of England Co-op had donated many products. Usage was being monitored. The Board recognised the positive impact and value this had achieved.</li> <li>• Suffolk Libraries were working closely with the University of Suffolk and the library management system provider Civica to set up a reporting database so the university can analyse and report on the data. This anonymised data contained information on borrowers and the stock they borrow. These reports could then be used for marketing, service planning as well as using the database for improved analysis and reporting in the future.</li> <li>• The Senior Leadership Team held a meeting on fundraising with a view to developing three to five priority areas.</li> <li>• A “support us” page had gone live on the website for donations.</li> <li>• Five or six products to be developed for merchandising which would be available in all libraries and as such would extend the brand reach. The Business Development Manager explained she had recently sold the Suffolk Libraries umbrellas which had originally been sourced for the AGM for Board members. These had proved to be extremely popular. The Chief Executive was keen to present products in a retail manner and to get additional people engaged.</li> <li>• All 44 libraries would participate and hold fundraising events on Suffolk Libraries day. The Business Development and Marketing Committee would be involved as well as a full Board update.</li> <li>• The new Business Development Director, Matthew Freeman, would commence work on Monday 3 December 2018. His remit would include income generation. He would be attending the away day and an induction plan would be developed and shared with the Board.</li> </ul> <p>The Chief Executive agreed to speak with the Head of Community and Performance so that in the future key messages, which could be shared with the public, were highlighted.</p>	<p>BL</p> <p>BL</p>
<p>11.</p>	<p><b>Refocusing Suffolk Libraries “Strategy Development and Business Planning 2019-2020”</b></p> <p>The Chief Executive explained the Head of Finance would meet with all the Senior Leadership Team to discuss departmental budgets. This would be done by the end of February 2019.</p>	

	<p>The draft organisational strategy was an evolving process. It was agreed an additional couple of hours outside of a normal agenda would be required to discuss.</p> <p>The final task would be to review the process at the end of February as a new way of working.</p>	
12.	<p><b>Any other business</b></p> <p>There was none.</p>	
13.	<p><b>Date of next meeting:</b></p> <p>20 December 2018 at the Riverside Centre, Stratford St Andrew.</p>	