

OPEN BOARD MINUTES

Title of Meeting:	Suffolk's Libraries
Purpose:	To further the development of Suffolk Libraries
Date:	Thursday 28 th April 2022
Place:	Virtual meeting via Zoom
Times:	4pm-6pm
Attendees:	<ul style="list-style-type: none"> • Belle Bradley (Board Member) • Bruce Leeke (CEO) • Debra Reay (Board Member) (Chair) • Derrick Haley (Board Member) • Kathy Oliver (Board Member) • Krupa Sodha (Board Member) • Liz Ditton (Board Member) • Maureen Garratt-Simpson (Board Member) • Rebecca Leek (Board Member) • Sylvia Knights (Board Member) (Vice Chair) • Tony Brown (Board Member)
Standing Invitees:	<ul style="list-style-type: none"> • Councillor Bobby Bennett (SCC) • Gemma Levi (SCC) • Jayne Austin (SCC) • Sam Cayford (SCC)
Invited:	<ul style="list-style-type: none"> • Laura Richardson (Governance Coordinator/Minute Taker) • Mandy Wilkinson (Head of Finance) • Melissa Matthews (Creative Programmes Manager) • James Powell (Marketing and Communications Manager) • Julie Long (Fundraising Manager) • Melissa Matthews (Creative Programmes Manager)

No.	Item:
1.	<p>Welcome and Apologies (<i>Information</i>)</p> <ul style="list-style-type: none"> • Welcome to new portfolio holder, Bobby Bennett. Board introduced themselves to Bobby. • Apologies TB, RL, SC
2.	<p>Declarations of Interest (<i>Information</i>)</p> <p>None</p>
3.	<p>Review and Update Action Log (<i>Information</i>)</p> <p>Updated see attached.</p>

4.	<p>Review and agree Minutes of last meeting 24/2/22 (Decision) <i>One amendment made to point 5 re levelling up of annual leave as it was approved via email by the board following the last meeting, as it needed approval by 1/4/22.</i></p>
5.	<p>Committee Updates: (Information)</p> <p>5.1 Finance and Audit – NPO update included details of Open Space event at Snape, which was excellent; C&R update identified continued growth in digital lending; 2nd cohort of We Are Radikl programme completed with positive feedback; discussion re: board members visiting stock unit; IT progress with tablet device for self-service replacement project, new tablet devices for sites will be ordered soon, first phishing campaign completed and feedback due soon. Contract variation and finances discussed, are agenda items today, so will be discussed further on.</p> <p>5.2 Governance and Risk – no update as meeting postponed</p> <p>5.3 HR - no update as meeting postponed</p> <p>5.4 Health and Safety – <i>no update since last meeting</i></p> <p>5.5 Business Development & Sustainability Working Group – <i>no update since last meeting</i></p>
6.	<p>Risk (Information) Standing agenda item – verbal update from Bruce Leeke (CEO) No major update at this time. Board is aware of covid grants being approved have supported the organisation through the pandemic but no more will be available. Phishing campaign beginning to run to see if staff are aware of false/spam emails etc and then training will be run if needed.</p>
7.	<p>Policies (Decision)</p> <ul style="list-style-type: none"> • None to be approved currently
8.	<p>Environmental sustainability (Information) 21-point action plan pulled together by colleagues, and Belle from the Board sits on the group too. Taking direct action to be as environmentally sustainable as possible, BL went through the action points with the board. Next meeting mid-May will be discussing possible development of environmental champions. DR supported the fantastic progress of the group.</p>
9.	<p>10-year celebrations – ‘Summer of Celebration’ (Information) JP joined the meeting at 4:30pm. Following discussion at February board meeting, a small subgroup met, and JP has since created a one-page action plan (see attached) which board reviewed. JP also shared the new ‘10 years of extraordinary everyday’ logos which will be used to promote the 10-year anniversary. KS: What is QR code linked to? JP: Donate page of the website, these are now very present in libraries. Secured a variety of PR opportunities such as a radio show takeover to promote the anniversary too. Comms will go out to all staff in due course. DR: Can board be kept updated of progress please? JP: Absolutely. DR suggested a message from previous CEO too. BL: Will be present at Festival of Suffolk and launched ‘my Suffolk story’ writing competition too – all linking to 10-year anniversary. LR to discuss AGM plans with digital and marketing team as plans progress nearer the time.</p>

10.	<ul style="list-style-type: none"> • NPO Update (<i>Information</i>) • Open Space Consultation Update (<i>Information</i>) <p>4:45pm MM joined the meeting.</p> <p>MM gave update on bidding process. Focussing on creative people and creative communities, following guidance from relationship manager. Discussion around monitoring of the NPO programme going forward, how they report to the board, and other groups/committees (such as finance and audit, and the environmental and sustainability, and accessibility and diversity board, item on risk register etc.). DR: are the new reporting requirements additional work for the team or the board? BL: less reporting overall for Melissa, as already moving in the direction of the NPOs requirements.</p> <p>Open Space Event 29/3/22 – strong positive feedback so far. Evaluation form went out to all attendees anonymously, feedback was how strongly it changed their views of what libraries offer and how they can work together in the future. Lots of feedback regarding using library sites as venues for those in cultural sectors. Highlighted need for additional funding to offer richer opportunities for working with other cultural organisations. BB: suggested shuttle bus service for people to access sites (similar to what some universities offer) LD: Previously in another area has borrowed artwork pieces for periods of time from local library, assisted with something similar with Maggie Lusher (Kesgrave manager) are these posters/art pieces still available?</p>
11.	<p>Introduction to the new fundraising manager – Julie Long (<i>Information</i>)</p> <p>5pm JL joined the meeting.</p> <p>JL gave overview of her role and ideas so far. Will be setting up a new donor page, similar to that the Salvation Army uses – hoping it will be live in June.</p> <p>Liaising with social media specialists as to how to run a ‘charity ask’ social media campaign successfully.</p> <p>Visited lots of sites and their managers, a return-on-investment proposal going to branch managers and then to friends’ groups for discussion and potential approval.</p> <p>Community fundraising – primary schools project (schools of Suffolk ‘SOS’) 17 enrolled already, they choose donation amount to Suffolk libraries (50% suggested).</p> <p>Planning ahead for Christmas events (Santa visits, breakfast with Mrs Clause, reindeer run etc.).</p> <p>London to Brighton bike ride in September – 15 spaces were available, 5 already filled.</p> <p>Talks planned during libraries week in October.</p> <p>Board gave huge support and congratulations to JLs initiatives and plans so far.</p>
12.	<p>Strategy Update 2022-24 (<i>Information</i>)</p> <p>BL is working on short strategy document to go with the pillars document that the board approved earlier this year.</p>
13.	<p>Chief Executives Report (<i>Information</i>)</p> <p>BL highlighted item 4 – final report of 60 pages from University of Suffolk, positive results. Academic back up for what Suffolk Libraries offers and the impact it has on its community.</p> <p>MKS research project beginning 23rd May, LR supporting plan their initial visits.</p> <p>Looking at sourcing funding from SCC’s £3 million mental health in the community fund.</p> <p>KS: Prisons contract, has sum been agreed? BL: Feedback today was that response is by middle of next week, no financial agreement yet.</p> <p>LD: What is a unique webpage view to a webpage view? BB: Unique means they carry out an action from visiting the page, rather than just click to view the page. DH: Agenda too lengthy to give credit to the reports people have worked hard on. BL/DH: agreed, combination of time keeping and not needing to read out papers already provided to the board.</p>

14.	<p>Finance Report and Management Accounts (<i>Information</i>)</p> <p>Year end loss of £150k approximately (as expected). Waiting for a few figures to come in. Income slightly increasing with UK visa service coming in.</p> <p>Room hires increasing but still not what it was pre covid. Tighter spending controls next year, as aim is to reduce £400k deficit where possible.</p> <p>Board thanked Mandy for her update.</p>
15.	<p>Any other business (<i>Information or Decision depending on what needs reviewing</i>)</p> <ul style="list-style-type: none"> • Agree next meeting location – Ipswich or Woodbridge? (Zoom option available too). Group agreed Woodbridge. • Board SCC consultation – LD: raised importance of board members attending when SCC provide dates. LR liaising with Sam Cayford and will update as soon as possible. • SK: event at Stradbroke library this Saturday midday to reveal the tapestry. • KO: How are library visits going? LR to update all via email on the visits carried out.
16.	<p>Date of next meeting: (<i>Information</i>)</p> <p>Thursday 23rd June 4pm-6pm – location TBC</p>