

# Suffolk's Libraries IPS

The Industrial & Provident Society Limited enabling county-wide library services supported by Suffolk County Council

## OPEN BOARD MEETING MINUTES

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| Title of Meeting | Suffolk Libraries IPS - Board Meeting  |
| Date             | 28 <sup>th</sup> November 2013   |
| Place            | Main Hall, Castle Hill Community Centre  |
| Time             | 12.00pm – 1.15pm   |
| Attendees        | Tony Brown (Chair), Sylvia Knights (Vice Chair), Anne Mallalieu (Honorary Secretary), Alison Wheeler (General Manager), Sue Buck, Sue Brotherwood, Jonathan Ogden, Bob Roberts, Stephen Taylor (SCC), Richard Hunt (SCC), Cllr Beccy Hopfensperger (SCC), Charlotte Clark, Marion Harvey |
| Invited          | Nikki Sturmeay (Clerk to the Board), Kate Lacey (Business & Performance Manager)   |

|    |   | Action              |
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| 1. | <p><b><u>Apologies</u></b><br/>Richard Hunt, Charlotte Clark</p>  |                     |
| 2. | <p><b><u>Declarations of Interest</u></b></p> <p>Sue Buck declared an interest in Item 5.2 – opening hours at Long Melford Library.</p> <p>Sylvia Knights declared an interest in Item 5.2 – opening hours at Bungay Community Library</p>  |                     |
| 3. | <p><b><u>Minutes of previous meeting (26<sup>th</sup> September 2013)</u></b></p> <p>The minutes were confirmed for accuracy as a true account of discussions.</p> <p><b><u>Matters Arising</u></b></p> <p>Item 5, Committee Membership – this listing has been amended as Anne Mallalieu has requested to be a member of the Governance Committee. This was unanimously agreed by the other board members.</p> <p>Item 6.I, 6-monthly report – this report is going to be discussed today.</p> <p>Item 6.IV, trip to Birmingham – this is currently being arranged for March 2014 by the Clerk to the Board.</p> <p>Halesworth – the General Manager will be visiting the new Chair of the Friends Group next week and the Vice Chair is continuing to work with this group.</p> | <p>NS</p> <p>AW</p> |

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| <p>4.</p> | <p><b><u>Update from Board Committees</u></b></p> <p><b>1. <u>Staffing</u></b></p> <p>This committee has met twice since the last Board meeting and are currently working on 2 projects. SBu was nominated and agreed as Chair of this Committee.</p> <p>The Pay and Reward scheme is being devised and a working group with staff members has been set up. In December there will be 4 Focus Groups to gain a wider staff view of this scheme. Appraisals have been de-coupled from the Pay and Reward process. The working group will meet again in December to discuss the outcomes of these meetings and will bring their proposal to the Board at the March 2014 meeting to consider and approve.</p> <p>The other project is the Staffing Strategy where the Committee are reviewing the skills ranges available at the moment and the skills needed for Suffolk Libraries. This will be completed by the end of January 2014 and is being led by the Business and Performance Manager.</p> <p><b>2. <u>Governance</u></b></p> <p>This Committee has had one meeting since the last Board meeting where the Terms of Reference, AGM and Board Elections were reviewed. SK was nominated and agreed as Chair of this Committee. A piece of work will come out of this to move this forward and will be discussed at the next Committee meeting in December.</p> <p>This Committee will also be looking at the strategic position for member groups and how they respond to Community needs, how the funding gap will be filled and how to make the Community Group Meetings more inclusive for member groups</p> <p><b>3. <u>Finance and Audit</u></b></p> <p>This Committee has met once since the last Board meeting and have reviewed the Terms of Reference and discussed the Contract Sum negotiations. SK has taken the role of interim Chair until SBr feels she has enough background knowledge on Suffolk Libraries to take over the role.</p> <p>A Financial Risk Management paper has been produced following a request from the Interim Board.</p> |  |
| <p>5.</p> | <p><b><u>Decisions</u></b></p> <p><b>1. <u>Contract Sum</u></b></p> <p>The Board recognise that SCC have significant financial challenges and they are happy that a positive conclusion has been reached. The relationship between SCC and Suffolk Libraries is much improved on last</p>   |  |

year and this is welcomed.

However, Suffolk Libraries have to investigate operational savings with little leeway which will necessitate gaining additional funding and the requirement of Community Groups looking at local initiatives. There will be some financial difficulties ahead to face and Suffolk Libraries would hope that the lines of communication with SCC could be kept open.

ST confirmed that there is still some transition funding available for Suffolk Libraries and any other, non-financial, assistance will be offered.

The Chair requested that SCC and Suffolk libraries could look at partnership working for funding bids etc.

Cllr Hopfensperger mentioned that SCC need to be innovative in their approach to making savings and there is a possibility that Suffolk Libraries could assist SCC with the delivery of some of their services such as Early Years and Learning and Skills. Libraries could be Wellbeing Centres and cater for older people.

SBr offered a visit to Sudbury Library for all Board members for them to see how the Tourist Information Centre is working in the Library.

The Board were asked to vote on acceptance of the Contract Sum.

**Proposed: Sylvia Knights**  
**Seconded: Sue Brotherwood**  
**Vote was unanimous in favour.**

## **2. Opening hours Proposals**

Friends of Long Melford Opening Hours – the request has been submitted to increase the opening hours on Saturdays by 2 hours after a local public consultation. The Friends of Long Melford Library would fund the additional rental cost of the Church for this extra time. This change would be for a 6-month trial period.

**Proposed: Sylvia Knights.**  
**Seconded: Jonathan Ogden.**  
**Vote was unanimous in favour.**

Bungay Community Library Opening Hours – the request has been submitted, after extensive public consultation, to close the Library on Sundays and increase the opening hours over the week to make up these hours, increasing by 1/2 hour. The extra cost will be met by Bungay Community Library. This change would be for a 6-month trial period.

**Proposed: Sue Buck.**  
**Seconded: Bob Roberts.**  
**Vote was unanimous in favour.**

Cllr Hopfensperger commended the Friends of Bungay Community Library on the thorough consultation and suggested that this template could be used for other Libraries.

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|           | <p><b>3. <u>Membership Applications</u></b></p> <p><b>Kedington Library</b><br/>This application was reviewed and acceptance was agreed subject to receiving bank account details.</p> <p>It was requested that status of all non-member groups should be discussed at the next Board meeting.</p>  | <b>NS</b> |
| <b>6.</b> | <p><b><u>Management Report</u></b></p> <p>The General Manager presented this report covering the following areas:</p> <ul style="list-style-type: none"> <li>• Performance and Finance</li> <li>• Staffing</li> <li>• Highlights of activities</li> <li>• Communities Team update</li> <li>• New partnerships and initiatives</li> <li>• Progress with the agreed priorities</li> <li>• Prison libraries</li> <li>• Training update</li> <li>• Safety</li> <li>• Equalities</li> </ul> <p>And gave the following updates to the report:</p> <p>Recruitment – the Mobile Library Manager has changed.</p> <p>Customer survey – there have been almost 1,000 responses received.</p> <p>HR, Finance and Payroll Migration – there has been a very detailed analysis of the first run. The second run is due to take place soon and a contingency plan has been put in place to ensure all staff receive their salary at the end of December.</p> <p>IT – a Support staff member is being recruited in the New Year.</p> <p>Performance Paper – this paper is for Board members only and should not be shared further.</p> |           |
| <b>7.</b> | <p><b><u>Management Accounts</u></b></p> <p>A very detailed narrative has been received from the Finance Manager and a small surplus is now being projected for the first time this year.</p> <p>The future report will show a projected figure for the Budget 2014/15 in future to help gauge the financial position as requested by the Finance and Audit Committee.</p>  |           |
| <b>8.</b> | <p><b><u>A Future Library Strategy</u></b></p> <p>The General Manager presented the rationale and background for producing this</p>   |           |

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|            | <p>paper to see what Suffolk Libraries will look like in 2020 and to agree the timescale and follow-up actions to:</p> <ul style="list-style-type: none"> <li>• Continue and consolidate the work consulting with customers and commission the market research with non-library users.</li> <li>• Establish a robust performance profile for each library.</li> <li>• Carry out the staffing strategy project.</li> <li>• Carry out more research on best practice and do some more detailed investigation as identified.</li> <li>• Consolidate the future direction for stock spend.</li> <li>• Arrange a round table for Suffolk Libraries with a notable list of participants to consider their own vision and ideas for the future.</li> <li>• Update the staff on progress.</li> <li>• Identify a Library Futures group to oversee the delivery of the strategy including staff, Board and member representatives.</li> </ul> <p>This is an evolving document and a reminder of the amount of work which needs to be completed. The General Manager has asked for a Board Member to sponsor this project and have Board agreement of the direction and timescale.</p> <p>Cllr Hopfensperger suggested that Suffolk Libraries should evidence how they deliver the strategic priorities of SCC as this may link in with other funding streams. Cllr Hopfensperger also confirmed her attendance at the round table event in early 2014.</p> |  |
| <p>9.</p>  | <p><b><u>Any Other Business</u></b></p> <p>The Chair expressed his thanks to the Interim Board and recognised the large amount of work they had produced.</p>  |  |
| <p>10.</p> | <p><b><u>Date of next meeting</u></b></p> <p>Thursday 30<sup>th</sup> January 2014 at Castle Hill Community Centre</p>   |  |