

Library Partnership Board Meeting 30 April 2019

Meeting	Library Partnership Group
Date	30 April 2019
Attendees	Councillor Tim Andrewes (St Ives Town Council Facilities Chairmen) Diane Callicot (St Ives Archive) Jane Dews (St Ives Library Information Services Manager) Louise Dwelly (Support Services Manager, St Ives Town Council) Tricia Friskney-Adams (FOSIL (Friends of St Ives Library) / (Education Group) Councillor Joan Griffin (St Ives Town Council) Alex Ward (BID (Business Improvement District))
Apologies	Chris Blades (Volunteers) Louise Dowe (Town Clerk, St Ives Town Council) Debbie Harris (Book Group) Councillor Joan Symons (St Ives Town Council)
Non-attendance	Councillor Richard Robinson (Cornwall Council)
1.	Appointment of Chairman
	Councillor Andrewes welcomed the attendees to the first Library Partnership Board Meeting. Councillor Andrewes nominated Tricia Friskney-Adams to be the Chairman of the board. Tricia Friskney-Adams accepted the nomination on the proviso that it be revisited in 6 months when the board has grown in numbers to be more democratic.
Action 1	Board to revisit the appointment of the Chairman
2.	Appointment of Vice-Chairman
	Councillor Andrewes nominated Councillor Griffin for Vice Chairman. Councillor Griffin accepted the nomination on the proviso that it be revisited in 6 months.
Action 2	Board to revisit the appointment of the Vice Chairman
3.	Introduction to the Library Partnership Board
	<p>Clr Andrewes introduced and circulated the terms of reference to the attendees.</p> <p>It was stated that this is an exciting time for the Library as it is:</p> <ul style="list-style-type: none"> - Now in local control through the Town Council - Open 6 days a week and 7 days a week from Sunday 5 May 2019 - Possibility of a number of exciting new activities <p>The board would like to shape the project with the wider community being represented on the board.</p> <p>Responsibilities of The Board</p> <ul style="list-style-type: none"> • To review and comment on the performance of the service, making representations and proposals, where necessary, to the Facilities Committee; • To participate in the development of the service and policy relating to it; • To receive and consider updates from partner organisations on issues relating to the Library; • To present ideas for potential new services and revenue streams etc. • To consider, advise and support fund-raising initiatives to be undertaken by Board members and/or the Town Council, partner-organisations, or FOSIL. • To receive, discuss and offer feedback on updates from Town Council representatives as they pertain to the Library.

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- To consider and advise the council on external matters as they might pertain to the Library, including but not limited to national legislation, technological and other innovations, new services and ways of working as carried out in libraries elsewhere etc.
- To work with partner organisations to establish working groups when required.

Role of St Ives Town Council

St Ives Town Council is the accountable body for the public library. This gives it sole responsibility and authority for a range of issues relating to its running.

These responsibilities include, but are not limited to:

- Holding the lease/freehold of the building from Cornwall Council.
- Employing and deploying all paid and unpaid staff.
- Discharging the service contract defined by Cornwall Council.
- Matters relating to the management and maintenance of the building.
- Financial matters relating to the building and the service, excepting funds raised by partner organisations.
- Decisions relating to the current and future provision of the service, including staffing issues, the use of and changes to the building and adjustments to lending and other services.

Role of Cornwall Council

Cornwall Council has a statutory duty to provide a library service which meets the general and specific needs of all those wishing to use it. The library services of England are now presenting a universal offer which revolves around five specific themes: Reading, Health, Information, Digital and Learning (full details can be found on the Society of Chief Librarians web site: Universal Offers). The aim of these offers is to provide local users with social and/or learning outcomes.

Cornwall Council is devolving the delivery of the Library and Information Service to St Ives Town Council.

Cornwall Council commits to:

- Work with St Ives Town Council to agree delivery model, schedules, specification and contracts
- Provide and maintain the County Library Stock
- Deliver on-going, distant and local, support and training
- Provide, support and maintain existing Cornwall Council Information and Communications Technology (ICT)
- Work with providers to select the best option for the community property estate
- Manage the transition to devolved services

There was a discussion regarding the Terms of Reference being agreed by the Town Council Facilities Committee. The responsibilities of the Partnership Board, St Ives Town Council and Cornwall Council were agreed at the Library Group Meeting on the 17/ 01/2017.

Action 3	Facilities Committee to clarify Councillor Joan Griffin position on the board as a Town Council representative.
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Action 4	The board members will ask other groups if they would like to attend or be included in the minute distribution.
Decision	Minutes to be distributed to board members and facilities committee.
4.	Introduction to the Library Information Service
	<p>Jane Dews introduced the new Library Information Service by stating that the visitor numbers have increased by 5,237. The total visitors for April 2019 were 10,801 in comparison to April 2018 which were 5,564. Notably the service has doubled its opening hours from 3 days a week to 6 days.</p> <p>There was a discussion about how the board will monitor performance via:</p> <ol style="list-style-type: none"> 1. Book/ DVD/ Downloads issues 2. Meaningful membership – used their cards at least 3 times over a year 3. Computer usage 4. Will carry out visitor survey's potentially twice a year 5. Footfall 6. Enquiries of phone calls, emails and actual interactions counted at the desk Visitor Book for the first 6 months 7. Group bookings 8. Ticket sales 9. Google reviews 10. Facebook reviews 11. Sales 12. Membership 13. Jane Dews to attend library network group meeting. The Library Network Group is a meeting for Managers of devolved sites to get together to discuss ideas, good practices etc.
Action 5	Louise Dwelly will share Audit Commission – 'Good Practice Indicators' with the board as it may have some useful information to inform thoughts on performance indicators.
Action 6	Town Council to arrange first library network group meeting and release Jane Dews to attend.
Action 7	Councillor Richard Robinson to be contacted and asked to look into the obligations of Cornwall Council in regard to arranging library group meetings.
Action 8	Board to see a version of the service level agreement. Tim Andrewes to request that the Board access the Contract in order to ensure compliance with that contract.
Action 9	Town Council to look at the contract and remind Cornwall Council of their obligations.
Action 10	<p>Initial Marketing actions:</p> <ol style="list-style-type: none"> 1. Poster of opening times to go up on village noticeboards Lelant, Carbis Bay, Halsetown 2. Recruit more volunteers for the mobile library service 3. Board outside the library door with list of events 4. Email to 'Publicity List' in FOSIL mailchimp account 5. Advertise with St Ives Local 6. Talk to local groups in order to promote word of mouth marketing 7. Try to go to school assemblies 8. Get into school newsletters 9. Tidy up data required? 10. Identify further ideas to promote the service
Action 11	Councillor Tim Andrewes to confirm the publicity budget
5.	Discussion about the Future Development of the Service

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	<p>The Chair introduced this item and the group confirmed that the boards remit is to focus on the development of the Library and Information Service.</p> <p>The education group has been established and is working well. Their successes so far have been in Art History Talks and talks that are ‘pay as you attend’ rather than longer term courses.</p> <p>The Town Council has an earmarked reserve of £60,000 for the development of the service and £26,000 for maintenance.</p> <p>Running costs are being met by the precept paid to the Town Council. The Visitor Information Centre is mostly self-sufficient.</p> <p>Discussion regarding the transparency of the income generated by the service and where the money is being spent.</p> <p>Important times to look at these figures is when the Town Council is setting the budget and at the financial year end.</p>
Action 12	Ask the Facilities committee to be transparent in regard to income and where the money is being spent. These reports should be brought to the Oct meeting.
6.	Updates from Represented Organisations
	<p>BID: the future of BID has just been confirmed for another 5 year term. They are encouraging levy payers to post their jobs on a jobs board that should be in the library. This will bring more footfall to the library for people to see the jobs board.</p> <p>St Ives Archive: Will always send a trustee but it may be a different person who attends. The archive and library talks are going very well.</p> <p>Education hub: Now in its 3rd year. They are trying to promote education opportunities in the town. They have run talks on history of art talks; WEA classes; language courses Spanish and German; art-based courses; yoga; pilates; internet (multimedia). The best events are local people running drop in session ‘pay on the day’. People often come back every week.</p> <p>FOSIL: Longest running group of its kind for libraries in Cornwall. They promote the library and fundraise; hold events i.e. super Saturdays; monthly talks; sell books at farmers market; purchased a laptop & projector for the library Greta Williams room. There will be regular art exhibitions in the Greta Williams room once the space has been upgraded (paid for by FOSIL); the cleaning of the Barbara Hepworth sculpture is being costed and potentially funded by FOSIL.</p> <p>The calendar of events distributed at the meeting (dated May 2019) is drafted and distributed by FOSIL.</p> <p>There was a query relating to the Barbara Hepworth sculpture being on art trail maps in the town.</p>
Action 13	Jane Dews to check art trails for the Barbara Hepworth Sculpture.
	There was a discussion regarding who in the community isn’t being represented – vulnerable/lonely people; board game sessions planned for the future; Youth council;
Action 14	Jane Dews to further investigate groups to invite to the board.
Action 15:	Distribute the minutes with a schedule of meetings asking them to confirm if they want to be involved.
Action 16	Process of approval of minutes: 1. Draft sent to board members with comments deadline included

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	<p>2. Comments to be sent back via email</p> <p>3. Final approval? By the Chairman</p>
7.	Any other business
	None
8.	Date of the next meeting
	<p>There was a discussion regarding the Board meeting to be held after the Facilities Committee which are on 6 June/ 5 Sept/ 31 Oct</p> <p>The next board meeting is on: Tues 25 June – 16.00 – 17.30</p>
	The meeting closed at 6pm

	Action Log	Owner	Dates to be suggested
1.	Board to revisit the appointment of the Chairman	Board	
2.	Board to revisit the appointment of the Vice Chairman	Board	
3.	Facilities Committee to clarify JG position on the board	TA/ TG	
4.	Ask other groups if they would like to attend or be included in the minute distribution.		
5.	Louise Dwelly will share Audit Commission – ‘Good Practice Indicators’ with the board as it may have some useful information to inform thoughts on performance indicators.	LD	
6.	TOWN COUNCIL to arrange first library network group meeting and release JD to attend	LC	
7.	Councillor Richard Robinson to be contacted and asked to look into the obligations of Cornwall Council in regard to arranging library group meetings.	RR	
8.	Board to see a version of the service level agreement (SLA). Tim Andrewes to request that the Board access the Contract in order to ensure compliance with that contract.	TA	
9.	TOWN COUNCIL to look at the contract and remind CC of their obligations	TA	
10.	<p>Initial Marketing actions:</p> <ol style="list-style-type: none"> 1. Poster of opening times to go up on village noticeboards Lelant, Carbis Bay, Halsetown 2. Recruit more volunteers for home library 3. Board outside the library door with list of actions 4. Email group reminder of events 5. Advertise with St Ives Local 6. Talk to local groups in order to promote word of mouth marketing 7. Try to go to school assemblies 8. Get into school newsletters 9. Tidy up data required? 10. Identify further ideas to promote the service 	JD	
11.	TA to confirm the publicity budget	TA	
12.	Ask the Facilities committee to be transparent in regards to income and where the money is being spent. These reports should be brought to the Oct meeting.	TA	

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13.	JD to check art trails for the Barbara Hepworth Sculpture	JD	
14.	Jane Dews to further investigate groups to invite to the board.		
15.	Distribute the minutes with a schedule of meetings asking them to confirm if they want to be involved.	JD/ TOWN COUNCIL	
16.	Process of approval of minutes: <ol style="list-style-type: none"> 1. Draft sent to board members with comments deadline included 2. Comments to be sent back via email 3. Final approval by the Chairman 	Board/ TOWN COUNCIL	

	Decision Log	Owner	Date
1.	TFA appointed Chairman		30/04/19
2.	JG appointed Vice Chairman		30/04/19
3.	Minutes to be distributed to board members and facilities committee.		30/04/19