

Library Partnership Board Meeting 25 June 2019

Meeting	Library Partnership Board
Date	25 June 2019 16.00 – 17.30
Attendees	<p>Chair: Tricia Friskney-Adams – TFA (FOSIL (Friends of St Ives Library) / (St Ives Education Hub)</p> <p>Vice Chair: Councillor Joan Griffin - JG (St Ives Town Council)</p> <p>Councillor Tim Andrewes - TA (St Ives Town Council Chairman of the Facilities Committee)</p> <p>Diane Callicot – DC (St Ives Archive)</p> <p>Jane Dews – JD (St Ives Library Information Services Manager)</p> <p>Louise Dwelly - LDY (Support Services Manager, St Ives Town Council)</p> <p>Debbie Harris – DH (Book Groups)</p> <p>Tony Mason – TM (SITA)</p> <p>Kelly Moffitt - Admin Assistant</p>
Apologies	<p>Chris Blades - CB (Volunteers)</p> <p>Louise Dowe – LD (Town Clerk, St Ives Town Council)</p> <p>Councillor Joan Symons – JS (St Ives Town Council)</p>
Non-attendance	<p>Councillor Richard Robinson – RR (Cornwall Council)</p> <p>Alex Ward – AW (BID (Business Improvement District)</p> <p>Councillor Andrew Mitchell – AM (St Ives Town Council)</p>
1.	Introductions – who’s present, and organisation represented
Action 17	Tricia Friskney-Adams to contact Cornwall Councillors Andrew Mitchell and Richard Robinson regarding their ability to attend the meeting.
2.	Apologies for absence
	Apologies received from Louise Dowe (Town Clerk) and Chris Blades
3.	Notes of the last meeting (29 April 2019)
	The notes were accepted from the meeting held on 29 April 2019.
4.	Update report on actions from the last meeting
Action 1 & 2	The board to revisit the appointment of the Chairman and Vice Chair in December 2019.
Action 3	Cllr Tim Andrewes confirmed that there is no conflict of interest for Cllr Joan Griffin to be a member of the Facilities Committee and part of the Library Partnership Board. She will have the ability to vote on issues at the Facilities Committee. – This action is closed.
Action 4	The board agreed to continue sending minutes to all groups on the mailing list to keep them engaged and informed.
Action 6	Cllr Tim Andrewes will assist with organising the Library Network Meeting after the summer. Date: Autumn 2019.
Action 7	Cllr Richard Robinson had not been officially contacted regarding the obligations of Cornwall Council arranging library managers meetings. Cllr Tim Andrewes and Louise Dwelly will contact Cornwall Council Head of Libraries to discuss library managers meetings and the obligations of Cornwall Council.
Action 8	Cllr Tim Andrewes confirmed that the Town Clerk will provide final documentation of the Library Service Level Agreement. The agreement consists of two documents – service specification and the full contract. The document will be provided in hard copy form for the September meeting.
Action 12	The income reports from the Facilities Committee will be brought to the November meeting.
Action 13	The Council has discussed with the insurers the location of the Barbara Hepworth sculpture and they have advised that it can return to its original location at the entrance to the library.
Action 18	FOSIL and TC will investigate cleaning the sculpture and resourcing the funds. LDY advised that the Town Council would require a cleaning method statement before approving the work being cleaned and can provide details for the Dual Form conservators.

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Action 19	FOSIL to organise a 'Welcome Back Barbara' moment when the sculpture returns to the entrance of the library.
5.	Update on the Library Partnership Board Membership
Action 20	Jane Dews will visit the Dr's Surgery to discuss their involvement in the board and library activities, but the board acknowledged that it was unlikely that they would be able to attend meetings of this group
6.	Publicity and Marketing Proposals (including Information Services)
	<p>Cllr Tim Andrewes confirmed that there is an annual figure of £2,250 for printing and advertising which the LIS manager has authority to spend. There is also an ear marked reserve for additional expenses.</p> <p>There was a discussion relating to current ways of marketing Library events:</p> <ol style="list-style-type: none"> 1. FOSIL calendar is distributed to a list of around 300 people 2. Posters for events are put up around town – noticeboards; shops 3. FOSIL Facebook plus other Facebook Groups (e.g. Real Love St Ives, Love St Ives, St Ives Archive, Cornwall Nostalgic Memories etc) 4. St Ives Local Leaflet
Action 21	Library events page to be created on the Town Council website.
Action 22	Tony Mason will share the calendar on stives-cornwall.co.uk website.
	<p>Ideas were presented for possible marketing initiatives:</p> <ol style="list-style-type: none"> 1. A professionally designed a5 fold out leaflet promoting the overall Library and Information Service. Action: Cllr Tim Andrewes to provide content. <ol style="list-style-type: none"> a. Distribution list to be agreed but scope to include Train stations; Supermarkets; Penbeagle CostCutter; Leisure Centre; Noticeboards; Becks; Badger Inn; Sharkies; St John in the Field Church Hellesvear Chapel; ; Rugby Club; Hellesville Chapel; In holiday homes; hotels; aspects; Franks noticeboard; Scouts; Salvation Army; Arts Club 2. Permanent banner 3. Print run of the events calendar 4. Ad in the free magazine 5. Officer Louise Dwelly is working on a project about renting Town Council spaces 6. A larger sign outside the library detailing events 7. Clear the glass at entrance doorway – as people mention the library looks closed 8. Review signage on doorway and include opening times. 9. Social media sites 10. Radio adverts 11. A question was raised in general – 'where do people get their information from'? <p>The group was informed that there is a piece of work around improving the council's website which could include a library website.</p> <p>It has been recorded that residents of Carbis Bay and Lelant are using the Hayle library. A reason being could be the carpark facilities.</p>
Action 23	A professionally designed a5 fold out leaflet promoting the overall Library and Information Service to be commissioned. Cllr Tim Andrewes to provide content.
Action 24	Facilities committee to cost for clear glass at the entrance doors.
7.	Performance Monitoring
	Louise Dwelly presented the DCMS performance indicator guidance to the group. The board discussed the PIs and whether they were applicable to the LIS. It was agreed that PIs should use data that could easily be extracted.

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	<p>The board discussed and decided that the initial focus should be on identifying numbers of library users as a % of number of potential library users in the 'catchment' area to enable us to measure trends and to improve social inclusion which is referred to in PLSS1 – 'tackling social exclusion'.</p>
Decision	<p>The Board decided that PLSS 7 & PLSS 8 were the indicators they would like to use initially:</p> <p>PLSS7 - % of library users 16 and over who view their library service as: i very good; ii good; iii adequate; iv poor; v very poor;</p> <p>PLSS 8 - % of library users under 16 who view their library service as: i good; ii adequate; iii bad;</p>
	<p>JD circulated the data on activity and usage at the library and this was discussed by the board and felt to be a positive performance. The board discussed what it would like to measure and agreed that it would like to know if the users are happy with the Library and Information Service. The board acknowledged that the data showed the current users of the library and may want to measure it's success in achieving its objectives. Some of these were about increasing participation from particular groups, such as young people. They could also explore the need to develop services for residents with English as a second language and literacy/ numeracy skills for parents. The library could also provide a selection of foreign language books and potential related services e.g. English as a second language classes.</p> <p>Cornwall Council map identified that 20% of residents used the Library Service in the last year.</p>
Action 25	<p>A simple survey to be created for library uses to complete – asking if the services is good/ average/ poor and space on the form to suggest what users would like their library to provide. Could be done by email with members.</p>
Action 26	<p>The Education Hub to look into classes for English as a second language and literacy/ numeracy skills for parents.</p>
Action 27	<p>Tim Andrewes to provide catchment maps done for Hayle and Louise Dwelly to find out if the same can be done for St Ives, to identify how many residents are in the catchment area.</p>
Action 28	<p>FOSIL to prepare comments box.</p>
Action 29	<p>Marketing Strategy – agenda item to be revisited</p>
Action 30	<p>Further discussion on performance indicators relating to improving social inclusion</p>
	<p>Updates from organisations:</p> <p>St Ives Archive: Currently sell a few titles at the Library and will supply the library a list of books the archive has available to purchase.</p> <p>ST Ives Town Council. LDy mentioned that the town council would be drawing up an annual service plan for the Library which dealt with premises and property issues. Consideration of the service plan has been deferred to the September meeting of the Facilities Committee and the date of the September board changed to ensure that the Board has the opportunity to feed into its drafting.</p> <p>Education Hub:</p> <ul style="list-style-type: none"> • Are looking into literacy and numeracy courses in the future. • Are holding a series of ICT workshops in Website Design etc over the summer • History of Art classes will be running from September • Investigating funding for a co-ordinator to run courses for socio economic groups <p>FOSIL: Recently held their AGM which was well attended.</p>

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	<p>The group can demonstrate an increase in people attending FOSIL events and meetings which was positive and more information about FOSILs activities could be shared with Councillors. TC asked whether Councillors were aware of the board and KM confirmed that the minutes were posted on the Council's website and all advertising materials are shared with Town Councillors.</p> <p>Tricia Friskney-Adams mentioned the Art Council initiative regarding championing archives and libraries.</p>
Action 31	Tricia Friskney-Adams and TC to circulate national archive document 'Championing Archives and Libraries'
	<p>Agenda items for 3 September meeting:</p> <ul style="list-style-type: none"> • Marketing Strategy • Base line data • Service Level Plan
	Any other business
	None
	Date of the next meeting
	Tues 3 September 2019 – 16.00 – 17.30
	The meeting closed at 5.30 pm

	Action Log	Owner	Dates to be suggested
1.	Board to revisit the appointment of the Chairman	Board	Nov 2019
2.	Board to revisit the appointment of the Vice Chairman	Board	Nov 2019
3.	<p>Facilities Committee to clarify JG position on the board</p> <p>Update 25/06/19: Cllr Tim Andrewes confirmed that there is no conflict of interest for Cllr Joan Griffin to be part of the Facilities Committee and Library Partnership Board with the ability to vote on issues at the Facilities Committee.</p>	TA/ TG	CLOSED 25/06/19
4.	<p>Ask other groups if they would like to attend or be included in the minute distribution.</p> <p>Update 25/06/19: The board agreed to continue sending minutes to all groups on the mailing list to keep them engaged and informed.</p>		CLOSED? 25/06/19
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	See actions 25 - 28
6.	<p>TOWN COUNCIL to arrange first library network group meeting and release JD to attend.</p> <p>Update 25/06/19: Cllr Tim Andrewes will assist with organising the Library Network Meeting after the summer. Date: Autumn 2019</p>	TA	Autumn 2019
7.	<p>Councillor Richard Robinson to be contacted and asked to look into the obligations of Cornwall Council in regard to arranging library group meetings.</p> <p>Update 25/06/19: Cllr Richard Robinson had not been officially contacted regarding the obligations of Cornwall Council arranging library managers meetings. Cllr Tim Andrewes and Louise Dwelly will contact Cornwall Council Head of Libraries to discuss library managers meetings and the obligations of Cornwall Council.</p>	TA/ LDY	September 2019

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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. Update 25/06/19: Cllr Tim Andrewes confirmed that the Town Clerk will provide final documentation of the Library Service Level Agreement. The agreement consists of two documents – service specification and the full contract. The document will be provided for the September meeting.	TA/ LD	September 2019
9.	TOWN COUNCIL to look at the contract and remind CC of their obligations	TA	Need update
10.	Initial Marketing actions: <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 events 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	See actions 21 - 24
11.	TA to confirm the publicity budget Update 25/06/19: Cllr Tim Andrewes confirmed that there is an annual figure of £2,250. There is also an ear marked reserve for additional expenses.	TA	CLOSED 25/06/19
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. Update 25/06/19: The income reports from the Facilities Committee will be brought to the November meeting.	TA	November 2019
13.	JD to check art trails for the Barbara Hepworth Sculpture Update 25/06/19: The Council has discussed with the insurers the location of the Barbara Hepworth sculpture and they have advised that it can return to its original location at the entrance to the library.	JD	CLOSED?
14.	Jane Dews to further investigate groups to invite to the board.		Need update
15.	Distribute the minutes with a schedule of meetings asking them to confirm if they want to be involved.	JD/ TC	
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	
17.	Tricia-Friskney-Adams to contact Cornwall Councillors Andrew Mitchell and Richard Robinson regarding their ability to attend the meeting.		
18.	FOSIL and TC will investigate cleaning the sculpture and resourcing the funds.	FOSIL/ TC	

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19.	FOSIL to organise a 'Welcome Back Barbara' moment when the sculpture returns to the entrance of the library.	FOSIL	
20.	Jane Dews will visit the Dr's Surgery to discuss their involvement in the board and library activities.	JD	
21.	Library events page to be created on the Town Council website.	TC	
22.	Tony Mason will share the calendar on stives-cornwall.co.uk website.	TM	
23.	A professionally designed a5 fold out leaflet promoting the overall Library and Information Service to be commissioned. Cllr Tim Andrewes to provide content.	TA	
24.	Facilities committee to cost for clear glass at the entrance doors.	TC	
25.	A simple survey to be created for library uses to complete – asking if the services is good/ average poor – suggest what they would like.		
26.	The Education Hub to look into classes for English as a second language and literacy/ numeracy skills for parents.	Education Hub	
27.	Tim Andrewes and Louise Dwelly to identify how many residents are in the catchment area.	TA/ LDY	
28.	FOSIL to prepare comments box.	TFA	
29.	Marketing Strategy agenda item to be revisited		3 September
30.	Further discussion on performance indicators relating to improving social inclusion		
31.	Tricia Friskney-Adams and TC to circulate national archive document 'Championing Archives and Libraries'	TFA	CLOSED 26/06/19

	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
4.	The Board decided that PLSS 7 & PLSS 8 were the indicators they would like to use initially: PLSS7 - % of library users 16 and over who view their library service as: i very good; ii good; iii adequate; iv poor; v very poor; PLSS 8 - % of library users under 16 who view their library service as: i good; ii adequate; iii bad;		25/06/19

Future Meetings:

3 September 2019

5 November 2019 TBC

14 January 2020 TBC