

## Library Partnership Board Meeting 3 September 2019

<b>Meeting</b>	<b>Library Partnership Board</b>
<b>Date</b>	<b>3 September 2019 16.00 – 17.30</b>
Attendees	<p><b>Chair:</b> Tricia Friskney-Adams – TFA (FOSIL (Friends of St Ives Library) / (St Ives Education Hub)</p> <p><b>Vice Chair:</b> Councillor Joan Griffin - JG (St Ives Town Council)</p> <p>Jane Dews – JD (St Ives Library Information Services Manager)          Louise Dwelly - LDY (Support Services Manager, St Ives Town Council)          Debbie Harris – DH (Book Groups)          Helen Tripconey – HT BID (Business Improvement District)</p> <p>Kelly Moffitt - Admin Assistant</p>
Apologies	<p>Chris Blades - CB (Volunteers)          Tony Mason – TM (SITA)          Councillor Tim Andrewes - TA (St Ives Town Council Chairman of the Facilities Committee)          Kirsty Arthur – KA (St Ives Town Council – Deputy Chair of Facilities Committee)          Louise Dowe – LD (Town Clerk, St Ives Town Council)          Councillor Joan Symons – JS (St Ives Town Council)</p>
Non-attendance	<p>Councillor Richard Robinson – RR (Cornwall Council)          Councillor Andrew Mitchell – AM (St Ives Town Council)          Diane Callicot – DC (St Ives Archive)</p>
<b>1.</b>	<b>Introductions – who’s present, and organisation represented</b>
Action 17	<p>TFA has contacted Cllr Mitchell and Cllr Robinson to discuss their attendance at the Library Partnership Board meetings and is awaiting a response. It was mentioned that Cllr Mitchell was supposed to be deputising for Cllr Symons.</p> <p>The new chair of BID – Helen Tripconey was welcomed to the board.</p>
<b>2.</b>	<b>Apologies for absence</b>
	Apologies received from Louise Dowe (Town Clerk), Cllr Andrewes, Cllr Arthur, Tony Mason and Chris Blades
<b>3.</b>	<b>Notes of the last meeting (25 June 2019)</b>
	The notes were accepted from the meeting held on 25 June 2019.
<b>4.</b>	<b>Update report on actions from the last meeting</b>
Action 3.	<p>Facilities Committee to clarify JG position on the board</p> <p><b>Update 25/06/19:</b> 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> <p><b>Closed</b></p>
Action 4.	<p>JD updated the Board that she is attending the Stennack Surgery Social Prescribing monthly meetings where they are working to contact a wide variety of local residents from those that are house bound to ex-service men.</p> <p>Town Council to send through the list of minute distribution TFA to confirm they are being distributed correctly.</p>
Action 5.	<p>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.</p> <p><b>Closed</b></p>

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Action 6.	TOWN COUNCIL to arrange first library network group meeting and release JD to attend.  JD updated the board that Cornwall Council has arranged a meeting of all libraries on the 3 October to take place in Truro. <b>Closed</b>
Action 8.	LDY informed the board that the Town Clerk is working on getting the SLA document to the board.
Action 9.	TOWN COUNCIL to look at the contract and remind CC of their obligations Update: This action to be updated after the Cornwall Council Libraries (3 Oct) meeting and once the board has reviewed the SLA.
Action 13.	The Barbara Hepworth Sculpture is on the Tate Art Talks/ Walking tour. <b>Closed.</b>
Action 14.	Groups to be added to the Library Partnership Board to be regularly re-visited
Action 16.	Process of approval of minutes: <ol style="list-style-type: none"> <li>1. Draft to be sent to the Chair once approved</li> <li>2. Draft sent to board members with comments deadline included</li> <li>3. Comments to be sent back via email</li> <li>4. Final approval by the Chairman</li> </ol> <b>Closed.</b>
Action 17.	TFA has contacted Cllr Robinson and Cllr Mitchell regarding attending this meeting and will update the board on their response.
Action 18.	Regarding the cleaning of the Barbara Hepworth, FOSIL are awaiting on the advice of conservators. Once they have a report it will need to be approved by the Facilities Committee.
Action 19.	Linked to action 18 – the cleaning of the sculpture.
Action 20.	Jane Dews will visit the Dr's Surgery to discuss their involvement in the board and library activities – linked to Action 4. <b>Closed.</b>
Action 21.	Library events page to be created on the Town Council website. Update: An events page has been created under the Library and Information Service tab on the Town Council Website. <b>Closed</b>
Action 22.	Tony Mason to share the link with the board once the calendar is live on stives-cornwall.co.uk website.
Action 24.	In regard to the clear glass requested for the library entrance door this will be part of the capital works, the Facilities Committee will be considering at the postponed meeting on the 19 September. There will potentially be a Project Manager dedicated to Library Maintenance capital works.
Action 26	The Education Hub will investigate classes for English as a second language and literacy/ numeracy skills for adults. <b>Update 03/09/19:</b> The Library Team received an offer from a teacher to provide English as a foreign language class, which they are pursuing. The Education Hub are contacting schools to see who is offering Level 2 'Link to Learning'.
Action 28	FOSIL is in the process of purchasing a comments box.
Action 30	The discussion on performance indicators relating to improving social inclusion is incorporated to the Performance Indicator overall discussion. <b>Closed.</b>
<b>5.</b>	<b>Marketing Strategy – relating to actions 10 &amp; 23</b>
	A draft 'Library and Information Service' leaflet was presented to the board – content created by TA.  The board will consider sending the leaflet out as a mail out to all residents of the Parish.

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	<p>TA/ TFA are in contact with the designer of the September Festival leaflet.</p> <p>Comments from the board were regarding the draft leaflet content:</p> <ul style="list-style-type: none"> <li>• The generic Summer dates need to be added</li> <li>• Town Council website should be included</li> <li>• Book group details</li> <li>• Information Services to be included             <ul style="list-style-type: none"> <li>○ Left luggage</li> <li>○ Local Information services/ Maps</li> <li>○ Ticket sales</li> <li>○ Souvenirs</li> </ul> </li> </ul> <p>HT confirmed that holiday properties are interested in knowing what is happening in town for their guests and for useful visitor information.</p>
Action 32.	Marketing: The board will consider sending the leaflet out as a mail out to all residents of the Parish.
Action 33.	TA/ TFA will get quotes for designing the generic leaflet for the November meeting.
	<p>TFA presented a report on the current marketing actions:</p> <ul style="list-style-type: none"> <li>• Emailing out the calendar to current contacts FOSIL e-group</li> <li>• Town Councillors</li> <li>• Posters up in regular positions</li> <li>• Posters in the library - get a good response</li> </ul> <p>St Ives Charter in the past charged £900 for printing and distributing leaflets. Quotes need to be gathered to see if there is a more competitive option. LDW asked if it needs to be printed locally?</p> <p>It was agreed that if anyone had suggestions of designers that they should send them through the Town Council admin team.</p> <p>Ongoing discussion about distributing posters to the most effective locations. Board members agreed they would print them and distribute to agreed locations:</p> <p>Infant School -TFA          Junior School – TFA to make contact          Secondary School – TFA to make contact          Co-op – JG to speak to Cllr Arthur as she works at Co-op          British Legion – DH          Town Council Carbis Bay Noticeboard – David Watson from the memorial Hall will put them out          Town Council Central Noticeboards – TC responsible          Penbeagle ‘Best One’ Corva Road – TC responsible?          St John’s Church – DH          St Erth Modal Hub - ?          St Ives Train station and Ticket Office – TFA          Malakoff Bus waiting room – JD          Tesco’s Carbis Bay - ?          Norway Stores - TFA          Ayr supplies stores - ?</p>

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	Town Council Admin will send out the posters to the group to print and distribute.  Posters are created by event organisers with no standard format or branding.																																																
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	<p>There was a discussion regarding other ideas for marketing the services of the library:</p> <ul style="list-style-type: none"> <li>• Attending the Mayor's volunteer event in January 2020</li> <li>• Attending School assemblies</li> <li>• Advertising in school newsletters</li> <li>• LDW will assist with setting up a library Instagram account and the Town Council team will update it</li> <li>• Noticeboard in the library for events only at the Library</li> </ul>																																																
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<b>6.</b>	<b>Base Line Data</b>																																																
	<p>The members discussed the paper outlining the performance indicators and measurable data.</p> <p>The members agreed to change 'Usage of Community Room' to 'Community Events' to incorporate all of the events taking place in the library.</p> <p>There was a discussion about the 'Education' data, if it covers all of the events e.g. yoga/ book club/ music and movement.</p>																																																
Action 37.	The board needs to decide how often they will collate this data quarterly, 6 monthly or Annually. JD to check with Cornwall Council when their year end is.																																																
	<p>The 2016 census recorded that there were 11,238 residents in the St Ives Parish. This is the baseline until the next census in 2021.</p> <p>Individual usage can be collected from the Cornwall Council system.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th></th> <th>Factor Monitored</th> <th>Data Type</th> <th>Collection Method</th> <th>Frequency</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Total usage of building</td> <td>Footfall</td> <td>Footfall counters</td> <td>Monthly/Annually</td> </tr> <tr> <td>2</td> <td>% of population using the library</td> <td>No of members</td> <td>Cornwall Council</td> <td>Annually</td> </tr> <tr> <td>3</td> <td>Usage of books and DVDs</td> <td>No of loans + No of e-loans</td> <td>Cornwall Council</td> <td>Monthly/Annually</td> </tr> <tr> <td>4</td> <td>Usage of computers</td> <td>No of computer sessions</td> <td>Cornwall Council</td> <td>Monthly/Annually</td> </tr> <tr> <td>5</td> <td>Interactions with staff + volunteers</td> <td>No of enquiries</td> <td>LAGAN and click counter</td> <td>Monthly/Annually</td> </tr> <tr> <td>6</td> <td>Quality of service for adults</td> <td>User Satisfaction – 16 years and over</td> <td>Face to face survey</td> <td>Six-monthly</td> </tr> <tr> <td>7</td> <td>Quality of service for young people</td> <td>User Satisfaction – under 16 years</td> <td>Face to face survey</td> <td>Six-monthly</td> </tr> <tr> <td>8</td> <td>Usage of Community Room</td> <td>No of room hires No of attendees</td> <td>Recording by staff</td> <td>Monthly/Annually</td> </tr> </tbody> </table>					Factor Monitored	Data Type	Collection Method	Frequency	1	Total usage of building	Footfall	Footfall counters	Monthly/Annually	2	% of population using the library	No of members	Cornwall Council	Annually	3	Usage of books and DVDs	No of loans + No of e-loans	Cornwall Council	Monthly/Annually	4	Usage of computers	No of computer sessions	Cornwall Council	Monthly/Annually	5	Interactions with staff + volunteers	No of enquiries	LAGAN and click counter	Monthly/Annually	6	Quality of service for adults	User Satisfaction – 16 years and over	Face to face survey	Six-monthly	7	Quality of service for young people	User Satisfaction – under 16 years	Face to face survey	Six-monthly	8	Usage of Community Room	No of room hires No of attendees	Recording by staff	Monthly/Annually
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	9	Education	No of classes No of attendees	Recording by Education Hub	Monthly/Annually
	10	Turnover of retail space	Value of Retail Sales	Town Council Finance	Monthly/Annually
	11	Value to wider local economy	No of accommodation bookings	Recording by staff	Monthly/Annually
	12	Support from Businesses	No of business members	Recording by staff	Monthly/Annually
<p>JD confirmed that they can collate the total users of the building via the footfall counter at the entrance to the building and a manual tally of the middle door. They will need to closely record the events attendees and they can retrieve most of the usage data from Cornwall Council system.</p> <p>The monitoring data form needs to confirm where the data is collected from e.g. Tickets Sales from Cornish Riviera Box Office or Computer Usage from Cornwall Council.</p> <p>The library team needs to ensure they record how many Cornwall Council enquiries they complete to highlight how important this service is to the community.</p> <p>TFA will send out the survey for members to comment on and to be discussed at the next meeting and FOSIL are purchasing a simplified comments box.</p>					
<b>7.</b>	<b>Service Level Plan</b>				
	<p>The Library Service Level Plan is to be given to the Facilities Committee on the 19 September 2019. The deadline for comments is the 12 September 2019.</p> <p>TFA wanted to emphasise the importance of the service level agreement reflecting the library service should be listed first.</p> <p>The board confirmed the aim of the service is to provide a high-quality library and information service and a prominent community function.</p> <p>The capital works will be added to the service plan (the works will try to have limited impact on the library service).</p>				
<b>8.</b>	<b>AOB</b>				
	<p>There was a discussion about agreeing a lost property system.</p> <ol style="list-style-type: none"> <li>1. The library team will hold lost property in their safe and then any item of value e.g. Wallet/ phones/ Jewellery</li> <li>2. Inform the police team</li> <li>3. After 24hrs post the item in the police stations mail box</li> </ol> <p>The issue of having alcohol at events was discussed in regards to giving a donation for a drink.</p>				
<b>Action 38.</b>	LDW/ JD to agree and discuss lost property procedure with the police.				
<b>Action 39.</b>	LDW will check the terms of alcohol licence and giving donations for a drink or a free drink with a ticket.				
<b>9.</b>	<b>Updates from organisations:</b>				
	None				
<b>10.</b>	<b>Next agenda items:</b>				
	Service plan feedback from Facilities Committee 19 Sept				

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	Marketing strategy Update on the performance indicator data – JD
	<b>Date of the next meeting</b>
	Tues 5 November 2019 – 16.00 – 17.30
	<b>The meeting closed at 5.30 pm</b>

	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
4.	Ask other groups if they would like to attend or be included in the minute distribution. <b>Update 25/06/19:</b> The board agreed to continue sending minutes to all groups on the mailing list to keep them engaged and informed. <b>Update 03/09/19:</b> JD updated the Board that she is attending the Stennack Surgery Social Prescribing monthly meetings where they are working to contact a wide variety of local residents from those that are house bound to ex-service men. Town Council to send through the list of minute distribution TFA to confirm they are being distributed correctly.	JD/ Town Council	Nov 2019
7.	Councillor Richard Robinson to be contacted and asked to look into the obligations of Cornwall Council in regard to arranging library group meetings. <b>Update 25/06/19:</b> 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.	TA/ LDY	September 2019
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. <b>Update 25/06/19:</b> 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. <b>Update 03/09/19:</b> LDY informed the board that the Town Clerk is working on getting the SLA document to the board.	TA/ LD	September 2019 November 2019
9.	TOWN COUNCIL to look at the contract and remind CC of their obligations <b>Update 03/09/19:</b> This action to be updated after the Cornwall Council Libraries meeting and once the board has reviewed the SLA.	TA	November 2019
10.	Initial Marketing actions: <ol style="list-style-type: none"> <li>1. Poster of opening times to go up on village noticeboards Lelant, Carbis Bay, Halsetown</li> <li>2. Recruit more volunteers for home library</li> <li>3. Board outside the library door with list of events</li> <li>4. Email group reminder of events</li> <li>5. Advertise with St Ives Local</li> </ol>	JD	See actions 21 - 24

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	<p>6. Talk to local groups in order to promote word of mouth marketing</p> <p>7. Try to go to school assemblies</p> <p>8. Get into school newsletters</p> <p>9. Tidy up data required?</p> <p>10. Identify further ideas to promote the service</p>		
12.	<p>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.</p> <p><b>Update 25/06/19:</b> The income reports from the Facilities Committee will be brought to the November meeting.</p>	TA	November 2019
14.	Jane Dews to further investigate groups to invite to the board.		November 2019
15.	Distribute the minutes with a schedule of meetings asking them to confirm if they want to be involved.	JD/ TC	
16.	<p>Process of approval of minutes:</p> <ol style="list-style-type: none"> <li>1. Draft to be sent to the Chair once approved</li> <li>2. Draft sent to board members with comments deadline included</li> <li>3. Comments to be sent back via email</li> <li>4. Final approval by the Chairman</li> </ol>	Board/ TOWN COUNCIL	Closed
17.	Tricia-Friskney-Adams to contact Cornwall Councillors Andrew Mitchell and Richard Robinson regarding their ability to attend the meeting.	TFA	November 2019
18.	<p>FOSIL and TC will investigate cleaning the sculpture and resourcing the funds.</p> <p><b>Update 03/09/19:</b> FOSIL are awaiting on the advice of conservators. Once they have a report it will need to be approved by the Facilities Committee.</p>	FOSIL/ TC	November 2019
19.	<p>FOSIL to organise a 'Welcome Back Barbara' moment when the sculpture returns to the entrance of the library.</p> <p><b>Update 03/09/19:</b> Linked to action 18. The cleaning of the sculpture.</p>	FOSIL	November 2019
22.	<p>Tony Mason will share the calendar on stives-cornwall.co.uk website.</p> <p><b>Update 03/09/19</b> Tony Mason to share the link with the board once the calendar is live on stives-cornwall.co.uk website.</p>	TM	November 2019
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.	<p>Facilities committee to cost for clear glass at the entrance doors.</p> <p><b>Update 03/09/19:</b> this will be part of the works the Facilities Committee to consider at the postponed meeting on the 19 September. There will potentially be a Project Manager dedicated to Library Maintenance work.</p>	TC	November 2019
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.	<p>The Education Hub to look into classes for English as a second language and literacy/ numeracy skills for parents.</p> <p><b>Update 03/09/19:</b> The Library Team received an offer to teach English as a foreign language which they are pursuing.</p>	Education Hub	November 2019

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	The Education Hub are contacting schools to see who is offering Level 2 'Link to Learning'.		
27.	Tim Andrewes and Louise Dwelly to identify how many residents are in the catchment area.	TA/ LDY	November 2019
28.	FOSIL to prepare comments box. <b>Update 03/09/19:</b> FOSIL have purchased a box.	TFA	November 2019
29.	Marketing Strategy agenda item to be revisited		November 2019
32.	Marketing: The board will consider sending the leaflet out as a mail out to all residents of the Parish.		
33.	TA/ TFA will get quotes for designing the generic leaflet for the November meeting.	TA/ TFA	November 2019
34.	It was agreed that if anyone had suggestions of designers that they should send them through the Town Council admin team.	Board/ TOWN COUNCIL	November 2019
35.	LDY will assist with setting up a library Instagram account and the town council team will update it.	LDY	
36.	FOSIL will get costs for a noticeboard and the town council and JD to approve.	TFA	
37.	The board needs to decide how often they will collate this data quarterly, 6 monthly or Annually. JD to check with Cornwall Council when their year end is.	JD	
38.	LDW/ JD to agree and discuss lost property procedure with the police	LDW/ JD	
39.	LDW will check the terms of alcohol licence and giving donations for a drink or a free drink with a ticket.	LDW	

	<b>Decision Log</b>	<b>Owner</b>	<b>Date</b>
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
5.	Process of approval of minutes: 1. Draft to be sent to the Chair 2. Draft sent to board members with comments deadline included 3. Comments to be sent back via email  Final approval by the Chairman		03/09/19

#### Future Meetings:

5 November 2019 TBC

14 January 2020 TBC