

Library Partnership Board Meeting 5 November 2019

Meeting	Library Partnership Board
Date	5 November 2019 16.00 – 17.30
Attendees	<p>Chair: Tricia Friskney-Adams – TFA (FOSIL (Friends of St Ives Library) / (St Ives Education Hub) 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) Chris Blades - CB (Volunteers) Jane Dews – JD (St Ives Library Information Services Manager) Diane Callicot – DC (St Ives Archive) Debbie Harris – DH (Book Groups) Tony Mason – TM (SITA) Councillor Richard Robinson – RR (Cornwall Council) joined the meeting at 16.48</p> <p>Town Council Officers: Kelly Moffitt - Admin Assistant St Ives Town Council</p>
Apologies	<p>Helen Tripconey – HT BID (Business Improvement District) Louise Dwelly - LDY (Support Services Manager, St Ives Town Council) Councillor Joan Symons – JS (St Ives Town Council)</p>
Non-attendance	<p>Louise Dowe – LD (Town Clerk, St Ives Town Council) Councillor Andrew Mitchell – AM (St Ives Town Council)</p>
1. Introductions – who’s present, and organisation represented	
2. Apologies for absence	
	<ul style="list-style-type: none"> • Apologies received from Helen Tripconey, Louise Dwelly and Councillor Symons. • Councillor Robinson emailed stating he would try to attend after another meeting, he joined the meeting at 16.48.
3. Notes of the last meeting (3 September 2019)	
Action 22	TM confirmed that he will upload the library events calendar to the stives-cornwall.co.uk website. Closed.
4. Update report on actions from the last meeting	
Action 4	Engaging with youth interest groups will be addressed at the Town Council Youth Summit in January 2020.
Action 7	The obligations of Cornwall Council are being clarified by the quarterly Library Managers Meetings and the Service Specification the board received via email. Closed
Action 14	Currently there are no updates on new groups to engage with. JD will inform the Town Council of the contact email for the Stennack Social Prescribing Group so that they can receive the minutes.
Action 17	TFA received a response from Councillor Mitchell stating that he was not aware of being part of the Board. According to the ‘Terms of Reference’ there needs to be three Town Councillors . Cllr Mitchell has been reminded that he was appointed to the board to cover Cllr Symons’ absence. Closed
Action 18/ 19	The update stays the same as the 03/09/19 – FOSIL are awaiting advice of conservators to clean Barbara Hepworth sculpture.
Action 24	TA confirmed that the clear glass doors is included as an aspiration in the Service Plan for the LIS.
Action 26	<ol style="list-style-type: none"> a. FOSIL are awaiting a response from the person who offered to teach English as a second language and are investigating other avenues for this course. b. They are applying for funding for the course ‘link to learning’ and look to have someone in post for Sept 2020.

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Action 28b	A comments box has arrived and will be put out very soon.
Action 38	JD has spoken to the police regarding a lost property solution. They have suggested keeping the items; informing 101 and either a police officer will collect or library staff to post in the police post box. Closed
Action 39	Update needed from LDY regarding the alcohol licence.
5	Update from Cornwall Library Managers Meeting
	<p>JD updated the board on the Cornwall Council Library Managers meeting she attended on the 2 October 2019. She stated there was a good representation of Library Managers from devolved Libraries across Cornwall.</p> <p>There was a focus on refresher training e.g. in HQ updates.</p> <p>The feedback from other managers is that they are still feeling pulled in two directions during the devolvement process.</p> <p>The meetings should be taking place quarterly and will be organised by Cornwall Council.</p> <p>JD also attended a Funding Meeting on the 23 October at Kresen Kernow.</p>
6	Finance Report – report on current year’s budget and decisions for 2020 from Facilities Committee
	<p>TA presented the report.</p> <p>There was a comment that ‘ticket sale’ income was low but that the footfall it creates is still valuable.</p> <p>Expenditures lines need to be clarified as there are items that have been included in bulk purchases for the Town Council.</p> <p>Utilities bills are being investigated by Town Council Finance Officer.</p> <p>There was a query regarding the membership line. TA confirmed that businesses pay an annual fee to be included on the St Ives Tourism Association database and advertising space in the library (in terms of an image on scrolling TV; leaflets; posters).</p> <p>There was a discussion about building maintenance. TA explained that Cornwall Council completed the urgent maintenance and the Town Council received £26,000 to cover the further works which will be undertaken as mentioned earlier when the project manager post is filled.</p> <p>The 2020 budget/ forecast has been changed to: Advertising from £4000 to £2000 SITA from £12,000 to £6,000</p> <p>Currently the year on year projected counter sales are down by £2000. Map sales are significantly down a factor may be due to the increase in smart phone usage.</p>
Action 40	Board members to read through Finance Report and give comments to JD or TA.
7	Update on Facilities Project Manager and Maintenance Plans for the Library
	<p>TA updated the board on the current recruitment process of the Facilities Project Manager. They are in the submission of interest phase and hope to have appointed someone before the end of November.</p> <p>This position will oversee the back log of maintenance work primarily in the Library and other Town Council properties.</p>

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	Library works include: fixing roof tiles; redecorating exterior wood work; fixing old circuits; review air conditioning unit etc
	Richard Robinson arrived 16.48
	There was a discussion ensuring that the scaffold work is prioritised. JG raised the possibility of Citizen's Advice having a place in the library. JD confirmed that she has received an email just that day regarding this.
Action 41	JD to update about Citizen Advice being in the library.
8	Finalised Service Plan
	The Board reviewed the Service Plan. This will be reviewed annually in March or April. St Ives Archive will look into advertising on the TV in the library with a film of now and then of St Ives. There was a discussion about the accommodation booking service that the Library and Information Service offers and that new/ existing accommodation owners need to be aware of it. Now that the Service Plan has been reviewed and approved by the Facilities Committee, a Final Service Plan needs to be produced.
Action 42	Final Service Plan to be produced
Action 42	St Ives Archive will look into advertising on the TV in the library with a film of now and then of St Ives.
Action 43	More accommodation owners and companies need to be aware of the accommodation booking service the Library offers.
9	Contract/ Service Specification
	The Board discussed the contract and service specification documents between Cornwall Council and St Ives Town Council. The Board agreed to read and review the documents for the January 2020 meeting. The Board confirmed that Councillor Richard Robinson is the Cornwall Council channel and the Day to Day Cornwall Council link is via JD to Cornwall Council officer Rosemary Philips.
Action 44	Contract and Service Specification feedback for January 2020.
10	Marketing Strategy Update Actions
Action 34	There were no other suggestions for designers for the library promotional leaflet from the Board.
Action 23	In regards to the production of the A5 leaflet TA/ TFA/ JD met with a designer who requested photos of events and the library. Staff will be requested take as many photos as they can. These images will be supplied to the designer with the text and they will create a proof.
Action 36	FOSIL have researched an option for a poster holder board for outside the Library that will take up to 8 A4 posters. JD will inform the Town Clerk for approval.
Action 46	TFA will reformat the calendar of events to two A4 posters – one for regular events and one for specific events for that month.
Action 35	Update needed from LDY regarding the Library Instagram account.
12	Update on Performance Indicators
	TA presented the September 2017/2018/2019 data relating to the performance indicators (figures below). In regards to the 'Events/Activities' figures being down this year compared to last year this was due to less events being run due to the September Festival.

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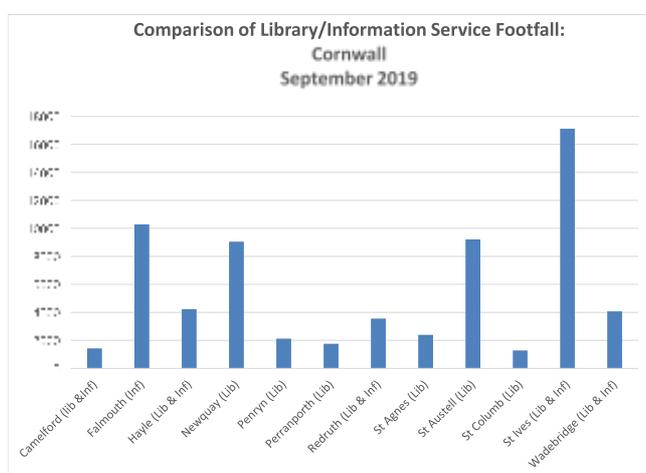
Footfall has increased overall and St Ives Library Information Services had the highest footfall out of number of libraries in Cornwall listed below.

There was a concern that overcrowding would be an issue during the summer but that hasn't been an issue.

Usage of St Ives Library and Information Centre 2018/2019

Comparison September 2018 and September 2019.

Activity	Sept 2017	Sept 2018	Sept 2019
All Issues		2340	2860
New Borrowers		17	43
Activities		353	259
PN Usage		660	943
Dashboard/Service Req		150	3267
Lagan CC Process Req		5	5
Footfall	6700	6165	17111



Action 48 Consideration given to how performance data can be collated/ collected to gain a thorough overview. Facilities Committee.

13 **AOB**

Action 1 – 2 - DECISION It was decided that TFA and JG will be Chair and Vice Chair respectively until the next financial year begins in April 2020.

14 **Updates from Represented Organisations**

St Ives Archive: informed the Board that their open day on the 1 November was well attended with over 40 attendees.

Volunteers: Wanted to inform the Board that sadly, long term VIC volunteer, Trevor Hoskins had recently passed away.

Volunteers that have moved over from the VIC felt the merger had caused a steep learning curve but they feel they offer a valuable service. They have also noticed a lot more locals coming in to ask questions about various services and purchasing gifts.

FOSIL: Upcoming events are Shanty Baba - Cornish Horror; a series of Art talks; and a Weaving course.

Popular events are local people offering practical craft workshops or talks.

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15	Agenda Items for next meeting
	Contract and Service Specifications Performance Indicators Marketing Update
16	Suggested date of the next meeting Tuesday 14 January 2020
	Future Meetings 4pm – 5.30pm (Bi-monthly) 10 March 2020 TBC 12 May 2020 TBC
	The meeting closed at 17.41 pm

	Action Log	Owner	Dates to be suggested
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> <p>Update 03/09/19: 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> <p>Update 05/11/19: Engaging with youth interest groups will be addressed at the Youth Summit in January 2020.</p>	JD/ Town Council	November 2019 February 2020
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 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. Identify further ideas to promote the service 	TFA/ JD	See actions 21 – 24 These to be split out and owners identified.
14.	<p>Jane Dews to further investigate groups to invite to the board.</p> <p>Update 05/11/19: Currently there are no updates on new groups to engage with. JD will inform the Town Council of the contact email for the Stennack Social Prescribing Group so that they can receive the minutes.</p>		November 2019 January 2020
18.	FOSIL and TC will investigate cleaning the sculpture and resourcing the funds.	FOSIL/ TC	November 2019 January 2020

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	Action Log	Owner	Dates to be suggested
	<p>Update 03/09/19: FOSIL are awaiting on the advice of conservators. Once they have a report it will need to be approved by the Facilities Committee.</p> <p>Update 05/11/19: As above.</p>		
19.	<p>FOSIL to organise a 'Welcome Back Barbara' moment when the sculpture returns to the entrance of the library.</p> <p>Update 03/09/19: Linked to action 18. The cleaning of the sculpture.</p> <p>Update 05/11/19: As above.</p>	FOSIL	November 2019 January 2020
23.	<p>A professionally designed a5 fold out leaflet promoting the overall Library and Information Service to be commissioned. Cllr Tim Andrewes to provide content.</p> <p>Update 05/11/19: TA and TFA/ JD met with a designer who requested photos of events and the library.</p> <p>JD to request Library Staff to take as many photos as they can. These images will be supplied to the designer with the text and they will create a proof. (Appropriate Signage will be displayed and permissions will be recorded wherever the public are captured).</p>	TA/ TFA/ JD	January 2020
24.	<p>Facilities committee to cost for clear glass at the entrance doors.</p> <p>Update 03/09/19: 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> <p>Update 05/11/19: TA confirmed that the clear glass doors is included in the back log of works to be completed by the yet to be appointment project manager</p>	TC	November 2019 January 2020
25.	Simple survey to be finalised for service users.	TFA	January 2020
26.	<p>The Education Hub to look into classes for English as a second language and literacy/ numeracy skills for parents.</p> <p>Update 03/09/19:</p> <ol style="list-style-type: none"> a. The Library Team received an offer to teach English as a foreign language which they are pursuing. b. The Education Hub are contacting schools to see who is offering Level 2 'Link to Learning'. <p>Update 05/11/19:</p> <ol style="list-style-type: none"> a. Education Hub are awaiting a response from the person who offered to teach English as a second language and are investigating other avenues for this course. b. They are applying for funding for the course 'link to learning' and look to have someone in post for Sept 2020. 	Education Hub	November 2019 January 2020
28.	<p>FOSIL to prepare comments box.</p> <p>Update 03/09/19: FOSIL have purchased a box.</p> <p>Update 05/11/19: A comments box has arrived and will be put out very soon.</p>	TFA	November 2019 January 2020
32.	Marketing: The board supports sending the leaflet out as a mail out to all residents of the Parish. JD to action this once the leaflet is produced.	JD	March 2020
35.	LDY will assist with setting up a library Instagram account and the town council team will update it with the assistance of Library Staff for images.	LDY/ JD	November 2019 January 2020

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	Action Log	Owner	Dates to be suggested
	05/11/19: Update needed		
36.	FOSIL will get costs for a noticeboard and the town council and JD to approve. Update 05/11/19: FOSIL have researched an option for a poster holder board for outside the Library that will take up to 8 A4 posters. JD will inform the Town Clerk for approval.	TFA/ JD	January 2020
37.	The board needs to decide how often they will collate and report on the Performance Indicators data: quarterly, 6 monthly or Annually. JD to check with Cornwall Council when their year end is.	JD	January 2020
39.	LDY will check the terms of alcohol licence and giving donations for a drink or a free drink with a ticket. Update 05/11/19: Update needed from LDY regarding the alcohol licence.	LDY	January 2020
40.	Board members to read through Finance Report and give comments to JD or TA.	Board	January 2020
41.	JD to update the Board regarding Citizen Advice enquiry of hiring a space at the library.	JD	January 2020
42.	Final Service Plan to be produced	JD	February 2020
43.	St Ives Archive will look into advertising on the TV in the library with the film of St Ives 'now and then'	DC	January 2020
44.	More accommodation owners and companies need to be aware of the accommodation booking service the Library offers.		January 2020
45.	The Board needs to give any feedback on the Contract and Service Specification at the next meeting.	Board	January 2020
46.	TFA will reformat the calendar of events to two A4 posters – one for regular events and one for specific events for that month.	TFA	January 2020
47.	Consideration given to how performance data can be collated/ collected to gain a thorough overview. Facilities Committee.	Board	February 2020

	Decision Log	Owner	Date
1.	TFA appointed Chairman Update: until April 2020		30/04/19 05/11/19
2.	JG appointed Vice Chairman Update: until April 2020		30/04/19 05/11/19
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

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6	Marketing: The board supports sending the leaflet out as a mail out to all residents of the Parish.		05/11/19
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Future Meetings Tuesday 4pm – 5.30 (Bi-monthly – near a Facilities Committee date):

10 March 2020

Closed Actions			
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> <p>Update 05/11/19: The obligations of Cornwall Council are being clarified by the quarterly Library Managers Meetings and the Service Specification Document the board received via email. Closed</p>	TA/ LDY	September 2019 Closed 05/11/19
38.	<p>LDY/ JD to agree and discuss lost property procedure with the police</p> <p>Update 05/11/19: JD has spoken to the police regarding a lost property solution. They have suggested keeping the items; informing 101 and either a police officer will collect or library staff to post in the police post box. Closed</p>	LDY/ JD	Closed
34.	<p>It was agreed that if anyone had suggestions of designers that they should send them through the Town Council admin team.</p> <p>Update 05/11/19: There were no suggestions from the Board.</p>	Board/ TOWN COUNCIL	November 2019 Closed
22.	<p>Tony Mason will share the calendar on stives-cornwall.co.uk website.</p> <p>Update 03/09/19: Tony Mason to share the link with the board once the calendar is live on stives-cornwall.co.uk website.</p> <p>Update 05/11/19: TM confirmed that he will upload the library events calendar to the stives-cornwall.co.uk website. Closed.</p>	TM	November 2019 Closed
1.	<p>Board to revisit the appointment of the Chairman</p> <p>Update 05/11/19: Appointed until April 2020</p>	Board	Nov 2019 Closed
2.	<p>Board to revisit the appointment of the Vice Chairman</p> <p>Update 05/11/19: Appointed until April 2020</p>	Board	Nov 2019 Closed
8.	<p>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.</p> <p>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.</p> <p>Update 03/09/19: LDY informed the board that the Town Clerk is working on getting the SLA document to the board.</p> <p>Update 05/11/19: presented at the 5 November meeting.</p>	TA/ LD	September 2019 November 2019 Closed
9.	<p>TOWN COUNCIL to look at the contract and remind CC of their obligations</p> <p>Update 03/09/19: This action to be updated after the Cornwall Council Libraries meeting and once the board has reviewed the SLA.</p>	TA	November 2019 Closed linked to Action 8

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Closed Actions			
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. Update 05/11/19: Finance Report presented at the 5 November meeting	TA	November 2019 Closed
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: 1. Draft to be sent to the Chair once approved 2. Draft sent to board members with comments deadline included 3. Comments to be sent back via email 4. Final approval by the Chairman	Board/ TOWN COUNCIL	Closed
29.	Marketing Strategy agenda item to be revisited Update 05/11/19: Regular agenda item		November 2019
33.	TA/ TFA will get quotes for designing the generic leaflet for the November meeting. Linked to Action 23	TA/ TFA	November 2019
27.	Tim Andrewes and Louise Dwelly to identify how many residents are in the catchment area. Update 03/09/19: 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.	TA/ LDY	November 2019 Closed
3.	Facilities Committee to clarify JG position on the board 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.	TA/ TG	CLOSED 25/06/19
4.	Ask other groups if they would like to attend or be included in the minute distribution. Update 25/06/19: The board agreed to continue sending minutes to all groups on the mailing list to keep them engaged and informed.		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.	TOWN COUNCIL to arrange first library network group meeting and release JD to attend. Update 25/06/19: Cllr Tim Andrewes will assist with organising the Library Network Meeting after the summer. Date: Autumn 2019	TA	Autumn 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?
16.	Process of approval of minutes: 1. Draft sent to board members with comments deadline included 2. Comments to be sent back via email	Board/ TOWN COUNCIL	

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Closed Actions			
	3. Final approval by the Chairman		
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	
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
28a.	A comments box has been purchased.	TFA/ JD	
17.	Tricia-Friskney-Adams to contact Cornwall Councillors Andrew Mitchell and Richard Robinson regarding their ability to attend the meeting. Update 05/11/19: TFA received a response from Councillor Mitchell stating that he was not aware of being part of the Board. According to the 'Terms of Reference' there needs to be three Town Councillors attending. Cllr Mitchell has been reminded that he was appointed to the board to cover Cllr Symons' absence. Closed	TFA TA/ JG	November 2019 January 2020 Closed