

**Libraries Partnership Board Meeting**  
Monday 11th November 2019, 2.00pm till 4.00pm  
Stockton Heath library  
**Meeting Minutes**

**In attendance:**

Members

Lynton Green – WBC – Director of Corporate Services  
Eleanor Blackburn – WBC – Head of Strategic Partnerships and Commissioning  
Cheryl Siddall – Livewire and Culture Warrington, People, Performance and Resources Director  
Amanda Juggins – WBC - Business Intelligence Manager  
Gary Borrows – Save Warrington Libraries  
Emma Hutchinson – Managing Director of Livewire and Culture Warrington  
Cllr. Joan Grime – Friends of Culcheth Library

Board Support

Garry D’Arcy (GD) – WBC, Partnership and Commissioning Officer

Apologies

Steve Cullen – Warrington CAB  
Wendy Molyneux - Livewire -Strategic Library Manager  
Peter Lewenz – SWISH  
Councillor Tony Higgins

|  | <b>Actions</b> |
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| <p><b>1. <u>Welcome and apologies</u></b></p> <p><b><u>Apologies received from</u></b></p> <ul style="list-style-type: none"> <li>• Steve Cullen</li> <li>• Wendy Molyneux</li> <li>• Peter Lewenz</li> </ul> <p><b>One minutes silence was held in remembrance of Jane Forshaw</b></p> <p><b>2. <u>Minutes and Matters Arising</u></b></p> <p><b><u>Correction to the minutes</u></b></p> <p>Agenda item 3 – annual Report 2019-2020 – The Offer of support for data analysis from Amanda Juggins and her team from WBC</p> <p><b><u>Matters arising</u></b></p> <p>GD explained the BIFFA funding criteria and how it would not cover the main rebuild costs as the funding would only support £75k and the whole project costs could only be up to £250k.</p> |                |

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| <p>GB asked whether or not the fund could be used for solar panels, it was explained that the roof of the current library would not take the weight as well as a number of trees would block the sunlight to the panels.</p> <p>A report requested by GB taken from the CIPFA return could not be released until CIPFA released it in February next year, GB indicated he had an email from CIPFA that it could be ok to release the data early.</p> <p><b>Action- GB to share CIPFA email with the partnership board</b></p> <p>CS thanked everyone for providing information and questions about the end of year library report. AJ has offered to support with data analysis to answer PL's suggestions for the report.</p> <p>EH fed back about 2 funding bids to cover the £14,000 staffing costs for extra opening hours for central library and museum during school holidays 2020- funders – CCF and Lottery .</p>   | <p><b>GB</b></p> |
| <p><b>3. <u>Updated Libraries Annual Report 2018/19</u></b></p> <p>CS informed the meeting that the performance review in the annual report is aligned with the library strategy</p> <p>The male vs female membership is not as wide as in the past, even though more females filled in the library strategy questionnaire. CS informed the group that maintaining groups like dads and children was a struggle to sustain, only Central library had a larger male membership vs. a female membership.</p> <p>School visits are encouraging parents to come in with their children<br/>JG felt it was important that targeting should be used to attract groups who do not use the library.</p> <p>CS talked about events like the Viking event which took place in Central Library and the museum where a large number of families attended which drove up the number of issues on the day.</p> <p>JG believed that activity/ events increased book issues as at Storyhouse saw a 250% increase in issues due to a high events calendar. CS informed the meeting that community librarians met with staff at each library to plan events and currently the amount of events between the staff and friends groups was at the highest level.</p> <p>Book spend had gone up but this did not show an increase in issues, currently issues are stabilising and not getting any worse. Also the book spend is not just on new books, it is also about updating stock collections.</p> <p>CS explained that Collection HQ the software used by many libraries use peer to peer and statistical neighbour reviews to look at book purchasing. Collection HQ is</p> |                  |

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| <p>also used to plan and action stock campaigns to increase issues. This attracts new and current users as well as supporting events campaigns.</p> <p>CS particularly wanted to emphasize the cost of books becoming higher despite being in a book consortium which affects the amount of stock that can be purchased. The new Bewsey and Dallam Hub will also take up a portion of the book fund when it opens next year.</p> <p><b>Action – Future board meeting CS will bring Collection HQ data to show how the books are used through data analysis.</b></p> <p>CS will be looking into the whole membership process as the dual membership with leisure creates restrictions especially for children, alongside this CS will be looking into the whole client journey.</p> <p><b>Action – CS to bring an update to the board about membership process</b></p> <p>CS informed the board that the rental yield for Lymm from Sanctuary and Business Hub will be £15,479 in year 1 and £20,479 from year 2. GB felt that with the income now coming in from the libraries that more money will be released for the book fund.</p> <p>A discussion was held about how Padgate second floor books were integrated on to ground level and if that had a detrimental effect to book issues. The meeting was informed that the out of date nonfiction stock was removed which allowed more room for better stock rotation on the ground floor which has led to higher issues, this has also coincided with the Friends of Group undertaking a larger number of events on the second floor.</p> <p>EB informed the board that the report cannot be shared unless it had been accepted by the board, GB wanted to know if comments/ ideas that came forward once it was released could the report be changed and EB felt any ideas should be used for next year’s annual report.GB asked if the report could be scrutinised by a scrutiny committee, JG felt it would be the Stronger Communities Committee which would be the right committee.</p> | <p>CS</p> <p>CS</p> |
| <p><b>4. <u>Library Building updates</u></b></p> <p><b><u>Westbrook</u></b><br/>The boiler replacement has been signed off and will be fitted in the near future.</p> <p>EB talked about the possible rent increases at Westbrook from the landlord which could mean doubling of the rent.</p> <p>The library is losing members and there is a struggle to attract members of the Friends group.</p> <p>CS had been offered a different location in the shopping centre however it would mean a first floor location with a wellbeing offer. The current location is in a prime</p>   |                     |

position and with a good footprint.

JG informed the meeting about the original planning permission application for the centre which guaranteed the library offer.

CS has met with Asda about looking at better location signing to get more people visiting the library.

GB felt that Friends of Groups are more active in other areas where there was a better sense of ownership of the library.

CS talked about the amount of consultation that had taken place within the area and has not improved footfall, the local school footfall in the library has helped with numbers using the library.

### **Culcheth**

New boiler now fitted and working well after pressure issue was resolved

A feasibility study by WBC building services to take place to look at more realistic costs for a rebuild of the library.

A friends of Group meeting to take place on the 4<sup>th</sup> December to look at designs. Extended Opening hours to be at Culcheth on a Friday specifically opening introduced all day in line with data taken from previous opening hour's footfall.

### **Padgate**

Building services developing specification of works for library to include, safe and well-lit building frontage with better visibility and more kerb appeal.

Internal reconfiguration to maximise income and to be able to host more activities/ events.

A meeting is to take place between Friends of Group and staff to look at the customer journey as well as ways of maximising opportunities for the local demographics.

The Friends of Group have been accepted for the Coop local community funding alongside Culcheth and Penketh libraries which will add funding for the groups to be able to use for the group's activities. The Friends of Group feel they are benefiting from the sustained promotion of their activities over the last 18 months which has seen an increase in people coming into the library.

GB asked if it was possible for the Friends of Groups to come to future board meetings to talk about the things they are doing within their own libraries, which was accepted.

### **Penketh.**

Building services developing specification of works for library to include windows, facias, front porch and door widening to entrances.

Alongside the building work there are plans to look at internal décor, accessible

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| <p>toilet and internal layout changes.<br/>The layout changes inside will look to develop a separate area for activities which with permission from Philip Forshaw be dedicated to the memory of Jane Forshaw in light of all of her efforts for libraries.</p> <p><b>Action- EB - partnership board to send Philip a letter asking his permission for the room dedication.</b></p> <p>GB asked about income potential at Penketh as in other libraries, EB explained that is not as easy as other libraries due to the large amount of competitors across Penketh, also any offer would have to be unique to attract any users like for instance a wellbeing hub.</p> <p>EB explained the works to the library are taking into account the slow process of the Penketh Masterplan which could be five years plus away.</p> <p><b><u>Birchwood</u></b><br/>The Birchwood project is taking longer to move forward due to the lack of dedicated car parking provision.</p> <p>If the hub was extended then there would be a need to ensure for Planning that there was at least sufficient car parking spaces to cover the additional use of the building which would also need to include disabled spaces and spaces for electric charging.</p> <p>Livewire are having positive conversations with the school about the facility management for their usage of the centre, which could include school car park spaces of an evening/ weekends when the school is closed.</p> | <b>EB</b> |
| <p><b>5. <u>LGA Peer Review</u></b></p> <p>The LGA peer review will take place in February 2020, a conversation has taken place with what questions will be covered in the review, for example How are libraries delivering the wider agenda (core focus)? Are there any other partnership opportunities?</p> <p>EB has particularly asked for a peer reviewer who has experience/ expertise of library marketing campaigns.</p> <p>The LGA are currently pulling a team together for the peer review and will report back shortly.</p> <p>In February as part of the peer review they will visit a number of libraries, interview the board and undertake a number of group focus meetings with staff.</p>  |           |
| <p><b>6. <u>National Libraries Week</u></b></p> <p>See separate presentation slides for more information.</p>  |           |

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| <p><b>7. <u>Contributions from the Gallery</u></b></p> <p>After a discussion about whether fines should be stopped it was decided that CS will bring a high level report to the next board meeting about what other libraries across the country are doing about fines as well as a comparison about fines issued against fines paid.</p> <p><b>Action – CS to bring a high level report about what other libraries do about fines.</b></p> | <p><b>CS</b></p> |
| <p><b>8. <u>A.O.B.</u></b></p> <p>None</p>  |                  |
| <p><b>9. <u>Dates of future meetings and venues</u></b></p> <p>See below</p>  |                  |

**Future Board Meeting Dates**

| Day    | Date                       | Venues | Time      |
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| Monday | 9 <sup>th</sup> March 2020 | TBC    | 2pm – 4pm |