LIBRARIES NI
The Northern Ireland Library Authority

Minutes of a meeting of the Board of the Authority held on
Thursday 14 December 2017 at 10:30 am in Lisburn City Library

PRESENT
Professor Bernard Cullen  Chairperson
Councillor Garath Keating  Vice-Chairperson
Alderman Thomas Burns
Alderman Tom Campbell
Councillor Dr Janet Gray
Mrs Deirdre Kenny
Alderman William Leatham
Alderman Stephen Martin
Mr Alastair McDowell
Councillor Seán McGuigan
Councillor Stephen McIlveen
Mr Harry Reid
Alderman Marion Smith
Dr Margaret Ward
Ms Jane Williams

IN ATTENDANCE
Ms Helen Osborn  Acting Chief Executive
Mr Desi Miskelly  Director of Business Support
Ms Adrienne Adair  Assistant Director
Mrs Mary Walker  Human Resources Manager
Mr Glen Beattie  Head of Marketing and Strategic Communication
Mr Roger Adams  Payroll Manager
Mr Sean Beattie  Service Development Manager
Mrs Daniele Delahunt  Board Room Apprentice

1. APOLOGIES FOR NON ATTENDANCE
Councillor Cathal Mallagahan
Ms Angela Matthews
Councillor Billy Webb
Brenda McGilligan  Department for Communities
2. MEMBERS’ DECLARATION OF POTENTIAL CONFLICT OF INTEREST

2.1 The Chairperson reminded Members and officers of the need to declare any actual, potential or perceived conflicts of interest associated with any item on the agenda either now or at the relevant stage during the meeting. No interests were declared.

3. CHAIRPERSON’S BUSINESS

3.1 The Chairperson reminded Members that as part of the Leadership Development Plan it had been agreed that some staff should attend Board and Committee meetings as part of their personal development and welcomed the following staff to the meeting:

Roger Adams Payroll Manager
Glenn Beattie Head of Strategic Marketing and Communications
Sean Beattie Service Development Manager
Mary Walker Head of Human Resources

3.2 The Chairperson reported on the official opening of the Lisburn Road Library which had taken place on 23 November 2017. He drew attention to the booklet ‘A transformation Lisburn Road Library – Connect with the future’ which had been included in the papers for today’s meeting. On behalf of Members the Chairperson thanked all staff involved in the design and construction of the redeveloped library.

4. ACTING CHIEF EXECUTIVE’S BUSINESS

4.1 The Acting Chief Executive referred Members to the paper which had been circulated, drawing attention, in particular to the undernoted items.

- Correspondence received from Mr L O'Reilly, Department for Communities dated 7 November 2017 giving approval for the Libraries NI Business Plan 2017/18

- Correspondence received from Ms C O'Hagan, Audit Manager, Northern Ireland Audit Office confirming that the contracting out process for the audit of the Libraries NI’s Annual Accounts has now been completed and that ASM have been confirmed as the firm which will audit the annual accounts for the next three years commencing with the 2017/18 accounts, with the possibility that this arrangement could be extended for a further two years.

4.2 The Acting Chief Executive reminded Members to submit their travel claims to her office for processing in a timely manner.

4.3 Members were informed that the Out of Hours service went live to customers on Thursday 7 December 2017 in Whitehead Library, allowing customers to
access a limited but important range of services out of hours including broadband/Wi-Fi access, printing facilities, study space and book borrowing on a self-service basis. Two induction events were held and 46 customers signed up for the Out of Hours service. The Acting Chief Executive gave examples of the type of customers who have signed up for the service. The Chairperson stressed the importance of capturing the benefits of the Out of Hours Service from feedback given to staff at the induction sessions.

4.4 The Acting Chief Executive informed Members that the Launch of the Northern Ireland Science Festival would take place on 11 January 2018 at 12 noon in Belfast Central Library. Invitations would be issued to Members in due course.

5. **MINUTES OF THE MEETING OF THE BOARD HELD ON 12 OCTOBER 2017**

LNI 01.12.17

5.1 On a proposal by Alderman T Campbell, seconded by Councillor S McGuigan, the minutes of the Board Meeting held on 12 October 2017 were approved.

6. **MATTERS ARISING FROM THE MINUTES OF THE MEETING OF THE BOARD HELD ON 12 OCTOBER 2017**

LNI 02.12.17

6.1 The Acting Chief Executive drew attention to the circulated paper detailing action taken as a result of discussions at, and decisions of, the Board at the previous meeting, noting in particular, the matters set out below, not already addressed elsewhere on the agenda or in the minutes.

**Item 4.5: Acting Chief Executive’s Business**

6.2 A demonstration of the ‘Virtual Library Service’ had taken place before today’s meeting and staff would be available to provide further demonstrations after the meeting.

**Item 6.3: Matters arising from the minutes of the meeting of the Board held on 12 October 2017.**

6.3 Members noted that this matter would be discussed under Agenda Item 9.

**Item 6.4: Matters arising from the minutes of the meeting of the Board held on 12 October 2017, e2 Final Business Case Addendum**

6.4 Members noted that discussions were underway with the e2 Service Provider to develop a cost model for the contract extension. A report had been given to Members of the Business Support Committee at its meeting held on 30 November 2017 at which time Members were reminded that this matter remained Commercial in Confidence.

**Item 8.4: Matters arising from the Board Planning Meeting held on 14 September 2017**

6.5 Members noted that this matter would be discussed under Agenda Item 7.
7. DRAFT BUSINESS PLAN 2018/19: AN UPDATE LNI 03.12.17

7.1 The Acting Chief Executive reminded Members that at the Board Planning Day held on 14 September 2017, officers were authorised to begin the process of developing the 2018/19 Business Plan, taking account of a number of observations made by Members.

7.2 She reported that work on the Business Plan 2018/19 is still at an early stage since there has been no indication yet as to the budget for 2018/19 and the status of the draft delivery plans for the draft Programme for Government is also unclear.

7.3 The Acting Chief Executive then talked Members through each of the Strategic Goals outlined in the draft Business Plan indicating in particular areas in which new targets had been added.

7.4 Members discussed the draft plan at length and suggested that the Decade of Commemorations and support for employability should be added to the list of items to be included in the Business Plan.

7.5 On a proposal by Mrs D Kenny, seconded by Alderman M Smith, Members confirmed that they were content for planning to proceed on the draft Business Plan 2018/19 and that the matters identified at paragraph 7.4 above should be incorporated into the document. The draft Plan will be brought to the next meeting of the Board to be held in February 2018.

8. MANAGEMENT REPORT LNI 04.12.17

8.1 The Acting Chief Executive and the Director of Business Support briefed the Board on the Management Report.

Key Performance Indicators (KPIs) 2017/18 Quarter 2: July to September 2017 LNI 04.12.17 (i)

8.2 The Acting Chief Executive drew attention to the KPI Report for Quarter 2 (July to September 2017) noting that the majority of targets were on track for achievement. She drew attention to the amber and red targets explaining in detail why the targets had not been achieved. Members noted the red target for sickness absence and were assured by the Chairperson that this issue had been discussed in detail at the meeting of the Business Support Committee held on 30 November 2017. Staff were commended on the reduction of short-term uncertified sickness absence.

8.3 On a suggestion by Mr A McDowell officers agreed to provide further information in relation to the KPI report whereby analysis could be made against the previous year.

8.4 Members noted the report.
8.5 The Director of Business Support presented the Finance Reports for Capital and Recurrent spend to October 2017, which had been reviewed by the Business Support Committee at its meeting held on 30 November 2017. Members noted that both capital and recurrent spend were on target to be fully spent at year end.

8.6 The Director of Business Support drew attention to the Recurrent Report and informed Members that income was slightly reduced due to fewer premises owned by Libraries NI being rented out to other sectors e.g. Education Authority. He reported that staffing costs were on target and compared to last year a saving of £600,000 had been realised due to the follow through from the Voluntary Exit Scheme. Members noted that an additional £1,400,000 for stock and maintenance had been received in August 2017 and within the last week as a result of an internal review exercise within the Department, an additional £407,000 had been allocated for the additional procurement of book stock, resulting in the spend per capita being increased to £1.95. Members also noted that officers had carried out a budget reallocation exercise in October 2017.

8.7 The Director of Business Support then drew attention to the Capital Report noting a projected underspend of £324,000. As a result of further delays in the Coleraine Library project a request has been made to the Department to re-profile £300,000 of funding to 2018/19. He informed Members that a meeting had been held with Departmental officials on Tuesday 12 December 2017 at which the re-profiling had been discussed. However at this time the Department are unable to guarantee the availability of any 2018/19 funding streams.

8.8 Members noted that the refurbishment of the Lisburn Road Library had been completed slightly under budget and the savings had been made available to the Department. Although the Out of Hours Project currently projected an underspend, it was anticipated this would be addressed as further locations became operational. An additional allocation of £22,000 had been received in respect of the procurement of replacement delivery vehicles and adjustments made to the Health and Safety projects budget to reflect those projects which can be delivered before the end of the financial year. It is anticipated the adjusted Capital budget will be fully utilised by March 2018.

8.9 Members noted the report.

Business Plan 2017/18: Progress Report

8.10 The Acting Chief Executive drew attention to the mid-year progress report on the Business Plan 2017/18 explaining in detail the red and amber targets.

8.11 The Chairperson drew attention to the target in relation to the Belfast Central Library Project and urged Members in the absence of a Northern Ireland Assembly and a ministerial appointment to take every opportunity to promote and raise the profile of the project to colleagues at Council, regional government and civil service level.
8.12 Members noted the report.

9. BOARD EFFECTIVENESS 2017/18

9.1 The Chairperson drew attention to the paper relating to the Board Effectiveness Review 2017/18 and reminded Members that in order to complete the annual effectiveness review process the Board was required to work through the checklist provided. He added that the checklist should be seen as a starting point only as there may be other issues that the Board collectively or individual Members would wish to have considered. He reported that individual Committees were also reviewing their effectiveness and a draft action plan based on all of the reviews would be presented to the Board at its meeting to be held on 8 February 2018.

9.2 Members considered each question and collectively completed the questionnaire and submitted it to the Acting Chief Executive.

9.3 The Chairperson thanked Members for participating in the Effectiveness Review.

10. MINUTES OF THE AUDIT AND RISK ASSURANCE COMMITTEE HELD ON 11 OCTOBER 2017

10.1 The Chairperson of the Audit and Risk Assurance Committee, Councillor S McGuigan, presented the minutes of the meeting held on 11 October 2017, noting that an oral report on this meeting had been given at the Board Meeting held on 12 October 2017 and, at that meeting, the Board had approved the Bi-Annual Assurance Statement for the period ended 30 September 2017 and the Corporate Risk Register as at September 2017.

10.2 He drew attention to the following matters in the minutes which required formal approval at today’s meeting:

- Audit and Risk Assurance Committee Annual Report 2016/17
- Gifts and Hospitality Policy (Revised) and Guidance

10.3 On a proposal by the Chairperson of the Committee Councillor S McGuigan, seconded by Mr A McDowell, the Board approved and adopted the minutes of the Audit and Risk Assurance Committee held on 11 October 2017.

10.4 On a proposal by the Chairperson of the Committee Councillor S McGuigan, seconded by Mr A McDowell the Board approved and adopted the Audit and Risk Assurance Committee’s Annual Report 2016/17.

10.5 On a proposal by Mr A McDowell, seconded by Dr M Ward, the Board approved and adopted the Gifts and Hospitality Policy (Revised) and Guidance.
11. MINUTES OF THE SERVICES COMMITTEE HELD ON 16 NOVEMBER 2017

11.1 The Chairperson of the Services Committee, Councillor Dr J Gray presented the minutes of the meeting held on 16 November 2017, and drew attention, in particular to the undernoted items which had not been dealt with elsewhere on the agenda for the Board Meeting.

Item 7: Policy for the Loan and Use of Heritage and Other Assets

11.2 Members noted that a revised Policy for the Loan and Use of Heritage and Other Assets had been considered by the Committee. The Committee had agreed to recommend approval of the Policy to the Board, subject to a few revisions.

Item 8: Presentation on Digital Inclusion

11.3 The Committee had received a very informative presentation from Mrs M Bell, Service Development Manager on Digital Inclusion.

Item 9: Summer Opening Hours

11.4 It was noted that the Committee had considered a report on the Summer Opening Hours which had been implemented from 19 June to 2 September 2017 and had recommended officers further explore the introduction of different patterns of opening hours over the summer and other holiday periods.

Item 10: Service Plan Progress Report and Risk Registers

11.5 The Committee had received a report on the Service Plan Progress Report and Risk Register.

Item 11: Presentation on Book Week NI

11.6 The Committee had received a very informative presentation from Mr S Beattie, Service Development Manager on Book Week NI and Reader Development.

Item 12: Customer Feedback Report

11.7 The Committee had noted the Customer Feedback Report for the period April to September 2017.

Item 13: Privacy and the Role of Libraries

11.8 The Committee had received a report on Privacy and the Role of Libraries.

Item 14: Any Other Business

11.9 Committee Members were reminded that the Effectiveness and Compliance Review would take place at the next meeting of the Committee to be held on 18 January 2018 and the importance of considering the checklist in advance, in order to facilitate an informed discussion.

11.10 On a proposal by the Chairperson of the Committee, Councillor Dr J Gray, seconded by Ms J Williams, the Board approved and adopted the minutes of the Services Committee held on 16 November 2017.
On a proposal by Councillor Dr J Gray, seconded by Dr M Ward, the Board approved and adopted the Policy for the Loan and Use of Heritage and Other Assets.

MINUTES OF THE BUSINESS SUPPORT COMMITTEE HELD ON 30 NOVEMBER 2017

12.1 The Chairperson of the Business Support Committee, Alderman M Smith, presented the minutes of the meeting held on 30 November 2017 and drew attention, in particular to the undernoted items which had not been dealt with elsewhere on the agenda for the Board Meeting.

Item 7: Committee/Board Effectiveness Review

12.2 It was noted that Committee Members had agreed to complete the review questionnaire individually and provide feedback to the Director of Business Support so that a consolidated response could be presented for consideration to the January 2018 Business Support meeting.

Item 8: Revised Travel and Subsistence Policy

12.3 The Committee had considered the revised Travel and Subsistence Policy and had recommended it to the Board for approval. It had been agreed that guidance on the use of privately owned vehicles referred to in the policy would be made available for Members to access on the Extranet.

Item 9: Revised CCTV Procedures

12.4 It was noted that the Committee had reviewed and revised the CCTV Procedure to take account of changes required by the introduction of Out of Hours Libraries. Committee Members had agreed that they were content the revised CCTV procedure would, in the future, be presented to them for information purposes only.

Item 10: Revised Customer Feedback Policy

12.5 The Committee had reviewed the Customer Feedback Policy and had raised a concern in relation to the lack of a definition of a customer. It was agreed that the policy would be amended and brought back to the next meeting of the Committee to be held in January 2018.

Item 11: e2 Replacement Plan – Update Report

12.6 Members had received an update from the Head of ICU on progress to date and future actions in relation to the e2 replacement plan. Committee Members had been reminded that this matter remains Commercial in Confidence.

Item 12: Business Support Service Plan and Risk Register 2017/18

12.7 The Committee had received updates in relation to the progress towards service plan targets to the end of November 2017 and a mid-year update of the Business Support Risk Register.
Item 13: Customer Feedback Report

12.8 The Committee had noted the Customer Feedback Report for the period 1 April 2017 to 30 September 2017 and had requested that in future greater detail be included in the report rather than summary information only.

Item 14: Finance Reports

12.9 This item had been discussed previously at Agenda Item 8 on the Board Agenda.

Item 15: Procurement Reports

12.10 The Committee had received a report regarding procurements for the period 16 September 2017 to 15 November 2017 and a report on Tenders/Single Tender Actions over £1,000 for the same period.

Item 16: Sickness Absence Report to October 2017

12.11 The Committee had received a report from the Human Resources Manager on the Sickness Absence Report to October 2017. She had reported that overall sickness absence had increased over the monitoring period and had presented Members with an analysis of underlying causes. She confirmed that staff in the Health and Wellbeing Team was continuing to provide support to managers in relation to sickness absence and to those on long-term sick leave.

Item 17: Saintfield Library Tender Report

12.12 It was noted that the Committee had received a report on works required to be carried out to Saintfield Library in order that it could operate safely in an Out of Hours mode. The Committee had also noted the recommended tender which had been submitted in order to carry out these works.

Item 18: Report on the Use of the Common Seal

12.13 The Committee had noted that the Common Seal of the Northern Ireland Library Authority had been applied on two occasions in the period between September and November 2017.

Item 19: Annual Lessons Learned Report

12.14 The Committee had considered a report based on Post Project Evaluations (PPEs) for recurrent and capital business cases prepared up to March 2017.

12.15 On a proposal by the Chairperson of the Committee, Alderman M Smith, seconded by Alderman T Campbell, the Board approved and adopted the minutes of the Business Support Committee held on 30 November 2017 subject to an amendment at paragraph 14.5.

12.16 On a proposal by the Chairperson of the Committee, Alderman M Smith, seconded by the Vice-Chairperson of the Committee Mr A McDowell the Board approved and adopted the Revised Travel and Subsistence Policy.
13. SCHEDULE OF BOARD AND COMMITTEE MEETINGS: 2018/19
   LNI 09.12.17

13.1 The Chairperson drew attention to the proposed Schedule of Meetings for the period April 2018 to March 2019 noting that every effort would be made to adhere to the Schedule, although it may be necessary to make amendments depending on business need.

13.2 Members noted the Schedule of Board and Committee Meetings for 2018/19.

14. ANY OTHER NOTIFIED BUSINESS

14.1 The Chairperson reminded Members that the new Chief Executive, Mr J O'Hagan would take up post on 11 January 2018. Members asked that their appreciation be noted of the tremendous work carried out in the interim since Ms I Knox retired at the end of February 2017 by the Acting Chief Executive, the Director of Business Support and other members of the management team within Libraries NI.

14.2 Ms Osborn thanked Members for their support over the last number of months adding that she had very much enjoyed her time as Acting Chief Executive and looked forward to working with Mr O'Hagan when he takes up his post in the New Year.

15. DATE OF NEXT MEETING

15.1 Members noted that the next scheduled meeting of the Board would take place on Thursday 8 February 2018 at 10.30 am in Lisburn City Library.

16. MEMBERS ARRIVAL AND DEPARTURE TIMES

16.1 The meeting ended at 11.56 am.

16.2 All Members arrived for the commencement of the meeting and remained until it ended with the exception of the following:

Alderman S Martin arrived at 10.35 am
Councillor S McIlveen arrived at 10.41 am

Signed: [Signature]

Date: 8/02/2018