LIBRARIES NI

The Northern Ireland Library Authority

Minutes of a meeting of the Board of the Authority held on Thursday 13 December 2018 at 10:35 am in Lisburn City Library

PRESENT

Professor Bernard Cullen Chairperson
Councillor Garath Keating Vice-Chairperson
Alderman Thomas Burns
Mrs Deirdre Kenny
Alderman William Leathem
Alderman Stephen Martin
Ms Angela Matthews
Mr Alastair McDowell
Councillor Seán McGuigan
Ms Jane Williams

IN ATTENDANCE

Mr Jim O’Hagan Chief Executive
Ms Helen Osborn Director of Library Services
Mr Desi Miskelly Director of Business Support
Ms Adrienne Adair Assistant Director
Ms Deborah Crawford Finance Administration Officer
Mr Mark Waterworth Senior IT Support Officer
Mr Cameron McCauley (for Item 8) Project Support Officer
Ms Amy Lucas Boardroom Apprentice

1. APOLOGIES FOR NON ATTENDANCE

Alderman Tom Campbell
Councillor Dr Janet Gray
Councillor Donal Lyons
Councillor Cathal Mallaghan
Councillor Stephen McIlveen
Mr Harry Reid
Alderman Marion Smith
Dr Margaret Ward
Councillor Billy Webb

No observer from the Department was present at the Board Meeting.
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:

- Ms A Adair, Assistant Director
- Ms D Crawford, Finance Administration Officer
- Mr M Waterworth, Senior IT Support Officer

3.2 Members were reminded that a group photograph would be taken immediately after the meeting had ended and that IT staff would also be available to assist with any problems in relation to iPads.

3.3 The Chairperson informed Members that his Term of Office had expired on 30 October 2018, and that he had received a letter from the Department for Communities (DfC) confirming an extension to his appointment for six months. He also reported that the Department was continuing to work on the issue of extending the appointment of those Board Members whose term was due to end, and he hoped that the relevant Members would receive correspondence from the Department before Christmas.

4. CHIEF EXECUTIVE'S BUSINESS

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

Letter from Permanent Secretary, Department for Communities (DfC) - October Monitoring

4.2 A letter had been received from the Permanent Secretary, (DfC) advising of an additional financial allocation in the sum of £481,000 Resource Budget to enable Libraries NI to address a number of immediate budget pressures. To date no additional funding has been received in October Monitoring for stock and a bid has been made as part of the January Monitoring submission.

Accountability Meeting

4.3 An Accountability Meeting with DfC had taken place on 24 October 2018. A copy of the draft minutes had been circulated to Members for information. A further amendment may be made to paragraph 5.1 of the minutes.
Belfast Central Library – Belfast City Council Motion

4.4 A motion of support for the Belfast Central Library Redevelopment project had been passed by Belfast City Council. The Chief Executive confirmed that he had been invited to meet with a delegation from the Council to discuss the issues raised within the motion. The Council had also written to the Permanent Secretary, DfC regarding this matter. Members thanked Councillor D Lyons who was instrumental in bringing this motion to the Council.

BookWeek NI, 19 - 25 November 2018

4.5 This is the third year of Libraries NI’s partnership with the BBC in relation to Book Week NI which took place between 19 and 25 November 2018. A number of successful events were held during the week and library users, Board Members, staff and local schools participated in the #ReadRightNow campaign on social media. The week culminated in a concert in the Ulster Hall called ‘A Box of Delights’ which celebrated books, libraries and reading and featured music by the Ulster Orchestra and readings by BBC personalities. The concert was broadcast live on Radio Ulster and will be broadcast again on Christmas Day and is available on the BBC iPlayer.

Chief Executive Staff Briefing Events

4.6 A series of Chief Executive Staff Briefing events were held over the period 26 November 2018 to 7 December 2018. In total 12 events were held at different locations across the library network and were attended by over 500 staff. The events provided an opportunity for the Chief Executive to meet staff and to provide a briefing on a range of issues including the organisation and structure review and to reflect on both challenges and successes over the past 12 months. Staff had the opportunity to discuss communications and to provide comment and feedback.

Libraries Connected (Formerly Society of Chief Librarians)

4.7 The Annual General Meeting of Libraries Connected was held on 4 December 2018 at which the Chief Executive was invited to attend and give a presentation regarding Libraries NI. He reported that work was currently taking place in England to establish a stronger future for public libraries and there was interest in the unique operating model which delivered the public library service in Northern Ireland. The Chief Executive reported that this was a good opportunity to raise the profile of Libraries NI and the work carried out by staff.

Letters to Permanent Secretaries

4.8 Members noted that the Chief Executive had written to all Permanent Secretaries of the nine Civil Service Departments highlighting the services provided by Libraries NI through the library network and the role played in supporting delivery of a wide range of draft Programme for Government outcomes. An invitation was extended to the Permanent Secretaries to make use of library facilities for senior meetings and in return to provide Libraries NI with an opportunity to showcase the work which is carried out. A number of positive responses have been received to date and Officers will continue to engage with colleagues within the Civil Service.
Business Planning 2019/20

4.9 The Chief Executive reported that preparation work had commenced on the 2019/20 Business Plan. It was anticipated that 2019/20 would be another challenging year for Libraries NI and the level of funding received would have direct implications for business plan targets and objectives and the service that Libraries NI would be able to provide. A draft document would be brought to the February Board Meeting.

Human Rights Festival 9 – 15 December 2018

4.10 The Chief Executive drew attention to the tabled booklet detailing events taking place during the Human Rights Festival which would run from 9 December 2018 to 15 December 2018. Members noted that a number of the events were being held throughout the library network.

5. MINUTES OF THE MEETING OF THE BOARD HELD ON 11 OCTOBER 2018 LNI 01.12.18

5.1 On a proposal by Ms D Kenny, seconded by Councillor S McGuigan, the minutes of the Board Meeting held on 11 October 2018 were approved with the following exception:

Ms A Matthews to be noted as an apology

6. MATTERS ARISING FROM THE MINUTES OF THE MEETING OF THE BOARD HELD ON 11 OCTOBER 2018 LNI 02.12.18

6.1 The Chief Executive drew attention to the circulated paper and reported that all issues detailed on the paper would be dealt with on the Agenda as follows:

Item 5.3: Chief Executive’s Business

6.2 An update on the Organisation and Structure Review would be provided at Agenda Item 11.

Item 5.8: Chief Executive’s Business

6.3 This item had been discussed at paragraph 4.3 above.

Item 12.9: Management Report, Finance Report August 2018

6.4 The Director of Business Support informed the Board that the outcome of the October monitoring process had been formally confirmed by DfC on 21 November 2018 and that some £481,000 of additional resource funding had been allocated. Although no further funding had been awarded for stock purchase the monitoring round had provided sufficient funding to address the immediate pressures being experienced in the staffing budgets. Consequently the need for more stringent spending controls had lessened and Senior Management Team had not exercised the delegated authority granted to them by the Board in September.
7. MANAGEMENT REPORT

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

Key Performance Indicators (KPIs) 2018/19 Quarter 2: July to September 2018

7.2 The Chief Executive reported that at the end of Quarter 2 progress continues to be made in respect of the achievement of the KPIs. Data relating to a significant number of libraries was incomplete due to the impact of on-going industrial action by Branch Library Managers which commenced in May 2018. The Chief Executive explained that activities were continuing to be delivered in libraries and the data was being collected by staff. In response to a question raised by Alderman S Martin it was clarified that while data was being collected it was not being input to the statistical database resulting in information necessary to measure specific progress against targets not being available.

Pending a resolution of the industrial action an exercise will be carried out later in the year to update the statistical database. The Chief Executive confirmed that if the current situation remains ongoing then it will have implications for reporting information in the Annual Report.

7.3 Members noted the report.

Finance Reports: October and November 2018

7.4 The Director of Business Support drew attention to the Recurrent and Capital Reports for October 2018 which had been reviewed at the meeting of the Business Support Committee held on 29 November 2018.

7.5 He then drew attention to the tabled reports for November 2018 which reflected the additional funding received from the Department in the sum of £481,000. Members noted that the Recurrent Report was on target to achieve full budget spend at year end whilst the Capital Report was currently projecting an underspend of £118,000.

7.6 Members noted the Finance Reports for October and November 2018.

Business Plan Progress Report Quarter 2: July – September 2018

7.7 The Chief Executive then drew attention to the Quarter 2 update on the Business Plan 2018/19 and reported that significant progress was being made in respect of the majority of targets. He explained that resource constraints were likely to impact on the achievement of some targets and that availability of data, as referred to at 7.2 above, was also impacting on the ability to report against a number of targets.

7.8 Members noted the report.
8. BLUECLOUD Mobile App: Demonstration  

8.1 The Chairperson welcomed Mr C McCauley, Project Support Officer to the Libraries NI Board Meeting to give a presentation to Members on the BLUECLOUD Mobile app.

8.2 Mr McCauley demonstrated the app which enables library users to access a range of library services quickly and easily on an app which can be installed on a portable device such as a mobile phone or tablet.

8.3 Members were very impressed by the app and hoped it would encourage more young people to avail of Libraries NI services. The potential it offers for people who are housebound was also highlighted.

8.4 In relation to a question regarding the marketing of the app, Mr M Waterworth, Senior IT Support Officer explained that currently the app had been rolled out to staff only to enable them to familiarise themselves with its various functions, following which it would be extended to library users. Mr Waterworth added that he had been working with the Marketing Unit to discuss the best method of promoting the app throughout the library network and the Information and Learning Team was also actively involved in this process.

8.5 Members thanked Mr McCauley for his informative presentation.

9. e3 CONTRACT: OPTIONS AND REQUIREMENTS FOR BOARD MEMBERS  

9.1 The Chief Executive presented the paper e3 Contract: Options and Requirements for Board Members which detailed options for the delivery of papers for Board and Committee meetings under the new e3 Contract.

9.2 Members discussed each of the Options in turn and agreed that Option 3: was the best fit as it promoted a digital format for the issue of Board/Committee papers either on a Libraries NI device or a personal device whilst offering Members the opportunity to 'opt in' for paper copies of documents.

9.3 Members reminded Officers of the need to keep Board Member expenses to a minimum and suggested that the purchase of additional hardware for Board Members, which would only be used at Board/Committee meetings, might not be best value for money. It was noted that Councillor Members had devices issued to them by their respective Councils and Officers agreed to look at ways in which these devices could be used to access Libraries NI resources through agreed protocols.
10. BOARD EFFECTIVENESS 2018/19 LNI 06.12.18

10.1 The Chief Executive drew attention to the Board Effectiveness Review 2018/19.

10.2 Members discussed the questionnaire at length and the Chief Executive agreed to complete the questionnaire based on the discussion and bring a completed version back to the February Board Meeting.

11. ORGANISATION AND STRUCTURES: REVIEW LNI 07.12.18

11.1 The Chief Executive referred Members to the Organisation and Structures Review paper. He explained the background to the review, the approach being taken and progress on work to date. Members noted that engagement with staff and Trade Unions had taken place and also the timelines for completion of the review.

11.2 The Chief Executive reported that it was hoped to start implementing some aspects of the review during 2019/20 and that further updates would be provided to Members as the review progresses.

11.3 Members noted the update.

Members agreed that Agenda Item 12: Proposals and Approach to Deliver Savings for 2019/20 (LNI 08.12.18 (T)) should be taken In Committee at the end of the meeting. The Board continued with the remaining Agenda Items.

12. MINUTES OF THE MEETING OF THE AUDIT AND RISK ASSURANCE COMMITTEE HELD ON 10 OCTOBER 2018 LNI 09.12.18

12.1 The Chairperson of the Audit and Risk Assurance Committee, Councillor S McGuigan, presented the minutes of the meeting held on 10 October 2018 noting that an oral report of this meeting had been given at the Board Meeting held on 11 October 2018 and at that meeting the Board had approved the following:

- Annual Report and Accounts 2017/18
- Corporate Risk Register (August 2018)
- Bi-Annual Assurance Statement (April to September 2018)

12.2 He reminded Members that he had also given a full report of discussions which had taken place at the meeting of the Audit and Risk Assurance Committee held on 10 October 2018, and therefore it was only the minutes of the meeting which required approval.
12.3 On a proposal by Councillor S McGuigan, seconded by Mrs D Kenny, the Board approved and adopted the minutes of the Audit and Risk Assurance Committee held on 10 October 2018.

13. MINUTES OF THE SERVICES COMMITTEE HELD ON 15 NOVEMBER 2018

LNI 10.12.18

13.1 In the absence of the Chairperson Councillor Dr J Gray and the Vice-Chairperson Dr M Ward, Ms J Williams presented the minutes of the meeting of the Services Committee held on 15 November 2018, and drew attention to the undernoted items.

Item 7: Service Plan Progress Report and Risk Register 2018/19

13.2 The Committee had received a report from Ms T Ward, Assistant Director on the Service Plan Progress Report and Risk Register 2018/19.

Item 8: Promoting Positive Health and Wellbeing Policy

13.3 The Committee had received a report from Ms M Bryson, Assistant Director on the Promoting Health and Wellbeing Policy. This was a new policy which had been developed by Libraries NI which recognised the role that public libraries can play in promoting health and wellbeing. The Committee unanimously supported the Policy.

Item 9: The Impact of Library Services and Programmes on Health and Wellbeing

13.4 The Committee discussed the importance of qualitative evidence of the impact of library services and programmes on health and wellbeing and how it can be best used to make the case for funding.

Item 10: The Rural Needs Act: An Update

13.5 The Committee had noted The Rural Needs Act: An Update which had been provided by the Director of Library Services. In doing so it had suggested that this area of Libraries NI's work should be included in the Scheme of Delegation. This could be addressed as part of the Effectiveness review.

Item 11: Library Services in the Fermanagh and Omagh Area

13.6 Mr S Bleakley, Area Manager with responsibility for the Fermanagh and Omagh District Council Area had given a presentation to the Committee on library services in the area.

Item 12: Customer Feedback Report

13.7 The Committee had noted the Customer Feedback Report for the period April to September 2018.

13.8 On a proposal by Ms J Williams, seconded by the Chairperson of the Board Professor B Cullen, the Board approved and adopted the minutes of the Services Committee held on 15 November 2018.
On a proposal by Ms J Williams, seconded by Mr A McDowell, the Board approved and adopted the Promoting Positive Health and Wellbeing Policy.

MINUTES OF THE BUSINESS SUPPORT COMMITTEE HELD ON 29 NOVEMBER 2018

The Chairperson of the Board congratulated Mr A McDowell on being elected as Chairperson of the Business Support Committee. He also thanked Alderman M Smith for her service as Chairperson of the Committee over the last couple of years.

The Chairperson of the Business Support Committee, Mr A McDowell presented the minutes of the meeting of the Business Support Committee held on 29 November 2018 and drew attention to the undernoted items.

Item 3: Election of Chairperson and Vice-Chairperson

Councillor B Webb had been elected as Vice-Chairperson of the Committee.

Item 8: Committee/Board Effectiveness Review

Committee Members agreed that the Chairperson would complete a draft version of the Questionnaire and forward it to Members for review. A final version would be discussed at the next meeting of the Committee to be held on 31 January 2019.

Item 9: Maternity Leave Policy

The Committee had considered and recommended the Maternity Leave Policy to the Board for approval.

Item 10: Adoption Leave Policy

The Committee had considered and recommended the Adoption Leave Policy to the Board for approval.

Items 11 to 17: IT/ICT Security Policy Reviews

Committee Members had considered seven policies relating to IT security as follows:

- Application Security Policy
- Staff Acceptable use Policy
- Information Technology Security Policy
- Internet Security Policy
- Microsoft Windows Client Security Policy
- Network Security Policy
- Server Security Policy

It was noted that the Head of ICU/ICT had given his assurance that each Policy had been quality assured.
Item 18: Procurement Policy Review

14.9 The Committee had considered the Procurement Policy and recommended it to the Board for approval.

Item 19: e3 replacement Plan – Update Report

14.10 Members noted that the Committee had received an update on the e3 Replacement Plan from the Head of ICU/ICT.

Item 20: Business Support 2018/19 Service Plan Progress Report

14.11 The Committee had received an update on progress to date in delivering on a range of targets as set out in the Business Support 2018/19 Service Plan.

Item 21: Business Support 2018/19 risk Register: Update

14.12 It was noted that the Committee had reviewed the Business Support Risk Register 2018/19 which had been updated to reflect the current business environment and to take account of mitigating actions being taken to date and also new or emerging risks which had been identified in the period from May 2018.

Item 22: Finance Reports

14.13 This item had been discussed previously at paragraphs 7.4 to 7.6 above.

Item 23: Procurement Reports

14.14 The Committee had received a report regarding procurements for the period 14 September 2018 to 16 November 2018 and a report on Single Tender Actions over £1,000 for the same period.

Item 24: Sickness Absence Report to October 2018

14.15 The Human Resources Manager had updated the Committee on the Sickness Absence Report to October 2018, and explained that while the overall level of sickness absences had decreased over the monitoring period, the target of 9.53 FTE days lost was unlikely to be achieved. Members had noted that some absences were due to external factors outside the control of Libraries NI.

Item 25: Customer Feedback Report

14.16 The Committee had noted the Customer Feedback Report for the period April to September 2018.

Item 26: Report on the Use of the Common Seal

14.17 The Committee had noted that the Common Seal of the Northern Ireland Library Authority had been applied on two occasions in the period May 2018 to October 2018.


14.18 Committee Members had received an update from Mr T Neeson, Assets Manager regarding the Maintenance Plan 2018/19, noting that response and statutory maintenance would be completed but due to a lack of in-year funding planned maintenance projects could not now be delivered even if
funding was to be made available. The projects highlighted in the Plan would now roll-over to 2019/20.

**Item 28: Any other notified Business**

14.19 It had been agreed that the Director of Business Support would provide Committee Members with a copy of the NIAO Annual Fraud Report when it became available.

14.20 On a proposal by the Chairperson of the Committee, Mr A McDowell, seconded by Alderman T Burns, the Board approved and adopted the minutes of the Business Support Committee held on 29 November 2018.

14.21 On a proposal by the Chairperson of the Committee, Mr A McDowell, seconded by Ms A Matthews, the Board approved and adopted the Maternity Leave Policy.

14.22 On a proposal by the Chairperson of the Committee, Mr A McDowell, seconded by Ms J Williams, the Board approved and adopted the Adoption Leave Policy.

14.23 On a proposal by the Chairperson of the Committee, Mr A McDowell, seconded by Councillor S McGuigan, the Board approved and adopted the Application Security Policy.

14.24 On a proposal by the Chairperson of the Committee, Mr A McDowell, seconded by Ms D Kenny, the Board approved and adopted the Staff Acceptable Use Policy.

14.25 On a proposal by the Chairperson of the Committee, Mr A McDowell, seconded by Councillor S McGuigan, the Board approved and adopted the Information Technology Security Policy.

14.26 On a proposal by the Chairperson of the Committee, Mr A McDowell, seconded by Alderman S Martin, the Board approved and adopted the Internet Security Policy.

14.27 On a proposal by the Chairperson of the Committee, Mr A McDowell, seconded by Alderman T Burns, the Board approved and adopted the Microsoft Windows Client Security Policy.

14.28 On a proposal by the Chairperson of the Committee, Mr A McDowell, seconded by Ms D Kenny, the Board approved and adopted the Network Security Policy.

14.29 On a proposal by the Chairperson of the Committee, Mr A McDowell, seconded by Ms D Kenny, the Board approved and adopted the Server Security Policy.
14.30 On a proposal by the Chairperson of the Committee, Mr A McDowell, seconded by Councillor S McGuigan, the Board approved and adopted the Procurement Policy.

15. SCHEDULE OF MEETINGS: JANUARY 2019 TO MARCH 2020

15.1 The Chairperson drew attention to the proposed Schedule of Meetings for the period 1 January 2019 to 31 March 2020.

15.2 On a suggestion by the Chairperson, Members agreed to amend the dates shown in the schedule for the Board Meeting and the Audit and Risk Assurance Committee in April 2019 as the dates suggested fall before the Easter break and some Members may be unable to attend.

15.3 Members agreed that the new dates would be as follows:

LNI Board Meeting to be held on 11 April 2019
Audit and Risk Assurance Committee to be held on 10 April 2019

15.4 Members noted the Schedule of Board and Committee Meetings for 2019/20.

16. ANY OTHER NOTIFIED BUSINESS

16.1 The Chairperson reported that the minutes of the July Board Meeting did not clearly set out that the Board had approved and adopted the Safeguarding Policy which had been taken to the meeting of the Services Committee held on 17 May 2018, and which had been officially approved and adopted at the Board Meeting held on 5 July 2018. In order to rectify this oversight he now asked that the Safeguarding Policy be officially approved and adopted by Members.

16.2 On a proposal by Ms J Williams, seconded by Alderman W Leatham, the Board approved and adopted the Safeguarding Policy.

The Board returned to Item 12 on the Agenda: Proposals and Approach to Deliver Savings for 2019/20

17. PROPOSALS AND APPROACH TO DELIVER SAVINGS FOR 2019/20

17.1 On a proposal by the Chairperson, Professor B Cullen, seconded by Alderman T Burns Members agreed to go into Committee.

17.2 On a proposal by the Chairperson, Professor B Cullen, seconded by Alderman S Martin Members agreed to come out of Committee.
17.3 The Chairperson reported that while in Committee consideration had been
given to the tabled paper. It was agreed that due to time constraints and the
importance of the subject matter that Members should take the paper away
and consider it in detail with a view to further discussion at the next Board
meeting.

18. **DATE OF NEXT MEETING**

18.1 Members noted that the next scheduled meeting of the Board would take
place on Thursday 14 February 2019 at 10:30 am in Lisburn City Library.

19. **MEMBERS ARRIVAL AND DEPARTURE TIMES**

19.1 The meeting ended at 12:50 pm.

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

Ms A Matthews arrived at 10:59 am

Signed: [Signature]

Date: **14/02/2019**