



Friends of Honley Library

Friends of Honley Library Meeting Monday 18th February 2019 7.00

Present

Ann Brooks (Chair), Caroline Page, Rosie Hinchliffe (Minutes) Angela Marshall, Alison Dean, Joe Hodgson, Mike Page, Margaret Waterworth, Pat Thompson, Val McAvoy, Jenny Lockwood, Val Javin, Nita Steel, Kathryn Aspinall, Val McAvoy, Joan Vevers, Carolynne Roberts, Neelam Randhawa, Judith Compton, Charles Greaves,

Apologies

Jenny Bagworth, Linda Sharpe, Carrie Birch, Bridget Crabtree

Guest Speaker: Carol Stump, Chief Librarian, Kirklees

It has been six months since the Kirklees Library Service (KLS) redesign proposal came out. Carol attended to update us and share with us the ways in which the Friends of Honley Library (FoHL) can support KLS.

Carol thanked FoHL for all our help and support for everything we do to help KLS us deliver excellent service. **Current overview:**

- It has been six months since the Cabinet report was agreed.
- There has been a reduction in the budget but not as high as was initially expected.
- Carol will have achieved savings of £700,000 this financial year by end of March 2019.
- A further £300,000 needs to be saved in the 2019/2020 financial year which will lead to a knock-on effect to paid staffing hours across KLS.
- Redundancies are not being made; staff on temporary contracts will not have their contracts renewed when they expire.
- Some savings will be made due to the Library Home Service being put out to tender; this will lead to the service being run in future for approximately quarter of the current cost.
- The book fund will be reduced. This will lead to less money being available for new stock, but system improvements will be made.
- Paid staff hours across KLS will have to be reduced.
- There are no plans to close any of the Kirklees Libraries. The Chief Executive wants to keep all 24 libraries open, but KLS will need support from volunteers to enable this to happen.

Future of KLS

A 'Hub and Satellite' service is being piloted. The idea is that the Libraries will be grouped based on location with one hub library for each area. The areas will be Huddersfield and Rural, Dewsbury and Mirfield, Batley and Spen, Holme Valley and Colne Valley. Holmfirth Library will be the 'Hub' Library for the Holme and Colne Valleys area. The 'Satellite' Libraries for this area will be Honley, Meltham, Slaithwaite, Marsden and Golcar.

Paid staff will be shared across the Holme and Colne Valleys Hub and Satellite team, but it is not yet known how many staffing hours this will total. Paid staff hours will be different for each library. Paid staff will not be pulled out completely, but paid staff hours cannot stay at the same levels. The Holme and Colne Valley area will be used as a pilot for the 'Hub and Satellite' service model.

What can FoHL do to support KLS with the pilot and changes?

- Review our volunteer support and consider increasing our hours/sessions of opening without paid staff support.
- We already run one session without staff support and have 15 hours with staff support. We need to consider whether we feel able to run another session with only volunteers or can we only commit to the one session without KLS staff.
- Consider how the volunteer-led session works on a Monday, what support is available on a Monday and how we receive this. Can this be repeated on for an additional session? Online training has been very helpful for Monday volunteers who have grown in confidence. Customers are understanding if volunteers are honest about working as volunteers; this may take longer to work through the system.
- Feedback to KLS on what does/doesn't work in a volunteer-led session to help with the Hub and Satellite model.
- Consider whether events or groups can help us to open the library without paid staff present.
- Consider working with Community Plus – if they are using the library as a base once a week would this help to run an additional service without staff support? Their current base is behind Meltham Moor School. Neelam advised that they have visited the library in the past so it would be up to us to contact them with a proposal of what could work for us.

Carol will be planning the Library redesign over the next few months although there is no fixed time in which the redesign must be completed. The current focus is on filling vacancies within the KLS senior staff team, which should be completed by end of June.

Questions & Answers

Q – You have mentioned that paid staff temporary contracts will not be renewed at the end of July – so what solutions do you have in place staff cover at this point?

A – *Not all staff on temporary contracts will leave at the end of July. We will also look at covering shifts by moving staff across sites. We are not expecting to have the redesign of service in place by the end of July. A good position to be in would be to have tested the 'Hub and Satellite' models by the end of September 2019.*

Q – If we came to a decision that we could open for another few hours/half a day a week with a volunteer-run session, would the remainder of the current hours we are open be completely staffed?

A – *We are not yet in a position to have worked out a breakdown of how many staffing hours will be available per area. In the short term the staffing would remain for the other days but I cannot say if you would be required to do more in the future to keep the library open for the current opening hours.*

Q – Will other resources be reduced? Will KLS still provide support with equipment for the Library?

A - *Everything that you currently have in the library will be maintained by KLS.*

Q – There has been a lot of volunteer work involved for the asset transfer and creating a business plan with unrealistic timescales. To help with the asset transfer, FoHL now have achieved Charity status which again has created a lot of work for volunteers. This can lead to volunteers not being available to cover shifts on the rota. KLS need to factor the work that volunteers have taken on and be open to a serious two-way debate in the future and be willing to build a relationship with key Service Level agreements to enable the FoHL to deliver what is important to us for the future of the library.

A – *I appreciate there has been a lot of hard work put into what you have achieved at FoHL. The building costs are not factored into my budget. I am committed to ensuring that the plans of the FoHL are not blocked*

but I have to focus on the day to day running of the library services. There are several libraries in asset transfer buildings and I will be open to having conversations when required in the future.

KLS is highly valued and an award-winning service and that is down to people like you volunteering and giving your time.

Q – What is the best way for us to move forward with KLS after today?

A – *Speak to Neelam, our Area Manager, also Julie Redfern and invite Carol back to future meetings.*

Ann thanked Carol for providing us with an idea of how we need move forward and providing a vision of what the future will look like for Honley Library and KLS.

FoHL Charitable Incorporated Organisation (CIO) - Jenny Lockwood

We are now a Charitable Incorporated Organisation which means we have a registered charity number – 1181829. This has only happened because of support from Val and Alison – thank you both.

Key differences include:

- FoHL now has a board of trustees.
- We can now apply for grant funding.
- We are exempt from VAT for certain purchases.
- We will be able to apply for reduced business rates on the asset transferred building.
- We can reclaim gift aid on donations – this will be very beneficial if we start to charge for annual subscriptions.
- The status gives the public reassurance, as we must adhere to strict governance as a CIO.
- We have to ensure we are exclusively charitable, services must be affordable and we cannot charge for core services.
- We can still hold charitable events for other services if it is well advertised and clear who will be the beneficiary of any funds raised.

Ann Brooks – thank you to Jenny for undertaking all the work involved and to Val and Alison for their valued contribution.

FoHL Business Plan – Judith Compton

- Unfortunately, there is no time to influence the business plan before it is finalised as this will prevent us reaching the deadline for the Asset Transfer
- The deadlines set for the Asset Transfer have been very tight, but we are in cycles of working practice that is outside of our control.
- We would have preferred a consultation process before the plan was finalised but the business plan is a working document so there will be plenty of opportunity to review it and make changes in the future.
- It is critical our KLS members of staff read and understand this plan and the implications it will have (Neelam and Carol no longer present).

Ann Brooks – A hard copy of the Business Plan will be kept in the library. I would like you to all to read this in the next few months as its important for you to understand the content. Thank you to Judith for much hard work over a long period of time and to tight deadlines.

Asset Transfer Honley Library building - Carrie Birch

Paper distributed.

Financial summary - Alison Dean

Current Balance held: Total **£17,141.79**

(cash £51.53, Yorkshire Building Society £17,089.96)

Comprised of: Restricted funds (Asset Transfer) £15,000.00

Restricted funds (Children's Events) £928.42

Unrestricted funds £1,213.07

Ongoing Commitments

-£30.00 quarterly

Jon Burdon – website hosting and maintenance

-£42.00 quarterly

Newsletter printing – *Current Issue Sponsored*

Children's Event

-£150.00

Art Workshop, 22nd February

Events update - Linda Sharpe

Paper Distributed

Friends' discussion: Moving forward for Honley Library - Caroline Page

We are entering a new stage of running Honley Library and after listening to what Carol Stump has shared with us, this is an opportunity to express feelings about some of changes proposed and the issues we could face.

Key points raised and discussed:

KLS Staffing

- KLS staff will be based at Holmfirth and visit satellite sites when they are needed/on rota.
- KLS will need to provide a rota so we know when we have staff cover.
- We don't know how many staff hours we will have yet.

Additional Volunteer led session

- Opening for additional volunteer-led sessions will be a long-term commitment and there is no guarantee we will only be asked to open for only one more session.
- Do we have the capacity to increase our volunteer-led opening times?
- Do we have active volunteer support that can upskill and practice to enable us to do this?
- Volunteers need to be in on a regular basis to feel confident in this position, currently some volunteers may only be in once a month and remembering things is difficult.
- We need more volunteers and specifically more volunteers who are confident in taking on the responsibility of opening the building and running the systems.
- Suggestion for staff cover for 30 minutes opening, leave a volunteer, and coming back to close.
- Suggestion to invest in a Key safe with a code to enable volunteers to have easier access.

Community Plus

- Community Plus being in the Library as a presence is something we should take forward – the reassurance of them being in the Library as a presence could help with volunteer-led sessions.
- It is a positive step for Community Plus for them to be based centrally in the community.
- Structure would need to be in place to ensure our rota can be planned based on their presence.
- Making a commitment to a community is good for our charity status.

Based on the discussion - Do we want to take on the idea of extended opening without staff?

This was agreed in principle.

Things to consider enabling us to take this forward:

- Wednesday is the logical day, quiet and only open for three hours.
- Consider the number of key holders and whether to have a key safe.
- Sustainability of volunteers.
- Need to grow volunteers to take all roles, not just computer-skilled volunteers.

Caroline and Ann thanked everyone for their valued contributions to the discussion. If anyone has any further thought or ideas, please speak to Ann or Caroline.

Next Meeting – FoHL AGM will be held on Tuesday June 4th 2019 at 7pm